

Customer Satisfaction Scores Reach a New High



HAPPY HOMEOWNERS ARE HERE TO STAY

After three years of using our customer satisfaction survey platform, the results are in: Our divisions are consistently improving! In our February 2026 report, we reached a historical score of 94% as a whole company across multiple divisions on our key satisfaction metric from our move-in survey, “Would you recommend K. Hovnanian® Homes?”

30 Day Customer Satisfaction Score

94%

This survey was sent to customers 30 days after their closing date, and this is the highest monthly rating we’ve received so far, beating the industry average by 1.3 percentage points for this reporting period.

Houston was the overall leading division in that category, scoring almost

100%!

Check out our available Quick Move-In homes to see why our homeowners love their purchase.

