



HouseMaster Named a 2021 Top Franchise by Franchise Business Review

Independent Survey Shows Franchise Owners Are Highly Satisfied with HouseMaster's Performance



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HouseMaster®, a Neighborly® company, was recently named a Top Franchise for 2021 by Franchise Business Review. This is the 16th annual ranking of the 200 best franchise opportunities as rated by franchise business owners. The list is available [here](#).

HouseMaster is known for its strong commitment to customer service. With more than 325 franchise areas across North America, HouseMaster holds a Net Promoter Score of 92 (a customer satisfaction ranking higher than Apple and Ritz-Carlton). Franchise Business Review has named HouseMaster a top franchise brand in its franchise owner satisfaction category since 2009.

HouseMaster provides homebuyers and sellers an independent, third-party, professional evaluation of the visible and accessible condition of the major elements of a home. HouseMaster's guaranteed inspections enable potential homebuyers and sellers the opportunity to make educated real estate decisions. From interior systems such as plumbing and electrical to exterior components like the roof and siding, the HouseMaster Home Inspection includes the evaluation of the visible and accessible major elements of the home.

Franchise Business Review, a franchise market research firm that performs independent surveys of franchisee satisfaction, provides the only rankings and awards for franchise companies based solely on actual franchisee satisfaction and performance. Franchise Business Review publishes its rankings of the top 200 franchises in its annual Guide to Today's Top Franchises.

HouseMaster was among more than 300 franchise brands, representing more than 28,000 franchise owners, that participated in Franchise Business Review's research. HouseMaster's franchise owners were surveyed on 33 benchmark questions about their experience and satisfaction regarding critical areas of their franchise systems, including training and support, operations, franchisor/franchise owner relations, and financial opportunity.

HouseMaster scored well on their overall satisfaction by franchise owners. The categories they excelled in were Core Values, Franchisee Community, and Self-Evaluation, all three further emphasizing HouseMaster's commitment to a deeper bond with their franchisees.

"There are thousands of successful franchise companies operating in North America, but many of those companies do not offer a solid investment opportunity for the actual franchise owners," said Eric Stites, CEO of Franchise Business Review. "As an independent research firm, we rate the franchise companies in the marketplace today and identify those with the highest levels of satisfaction and performance among their franchisees in order to educate potential buyers and help them choose which franchise to invest in. The companies on this year's list are the top performing brands in the key areas critical to their franchisees' success."

"We were honored to receive this award from Franchise Business Review," said Jeff Meyers, Interim President of HouseMaster. "We focus on the well-being of our franchise owners so that we can set them up for success. And by doing this, it also improves their community in a meaningful way."

Visit FranchiseBusinessReview.com to see the full description of the 2021 Top Franchises.

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About HouseMaster®

HouseMaster®, a Neighborly® company, provides professional home inspection services and high-quality service experiences to residential and commercial real estate buyers and sellers across the U.S. and Canada. Founded in 1979, HouseMaster is the first home inspection business to the franchise and includes more than 170 franchise owners serving more than 300 franchise territories. HouseMaster is part of Neighborly®, the world's largest home services franchisor of 28 brands and more than 4,500 franchises collectively serving 10 million+ customers in nine countries, focused on repairing, maintaining and enhancing homes and businesses. Neighborly® brands are found at Neighborly.com in the United States and Neighbourly.ca in Canada. For more information about HouseMaster®, visit HouseMaster.com.

About Franchise Business Review

Franchise Business Review (FBR) is a leading market research firm serving the franchise sector. FBR measures the satisfaction and engagement of franchisees and publishes various guides and reports for entrepreneurs considering an investment in a franchise business. Since 2005, FBR has surveyed hundreds of thousands of franchise owners and over 1,100 leading franchise companies. FBR publishes free and unbiased franchisee satisfaction research reports throughout the year online at <http://www.FranchiseBusinessReview.com>. To read our publications, visit

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