

NUMBERS

-69%

New One-Family Homes Built

New one-family houses completed in 2009 (520,000) have dropped 69% from a peak of 1,654,000 in 2006.

2000	1,242,000
2001	1,256,000
2002	1,325,000
2003	1,386,000
2004	1,532,000
2005	1,636,000
2006	1,654,000
2007	1,218,000
2008	819,000
2009	520,000

Source: U.S. Census, Annual 2009 Characteristics of New Housing

Editor's Note: The number of new one-family homes built is the lowest since the Census Bureau began collecting these stats in 1971. Does this explain why your residential business is slow?

691

Complaints Against Garage Door Companies

691 complaints were filed against "Garage Doors & Openers" companies in 2009* to the Better Business Bureau. "Cellular Telephone Service, Equipment & Supplies" received 36,086 complaints.

2003	677
2004	723
2005	768
2006	807
2007	662
2008	717
2009	691

Source: The Council of Better Business Bureaus, 2009
Editor's Note: When the economy turns around, we hope this number continues to decline

Photo courtesy of Amarr Garage Doors

NEW

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For the Garage Door Industry

244

Complaint Ranking

In 2009*, BBB complaints for the "Garage Doors & Openers" category ranked #248 out of 3,024 business categories in the U.S. and Canada. "Cellular Telephone Service, Equipment & Supplies" ranked #1.

2001	#231
2002	#242
2003	#217
2004	#197
2005	#197
2006	#205
2007	#214
2008	#217
2009	#244

Source: The Council of Better Business Bureaus, 2009.
Editor's Note: It's good that we're getting further away from #1. Yet, we're still in the top 10 percent of all business categories that attract complaints.

148,722

Inquiries

148,722 company inquiries were requested from the BBB about "Garage Doors & Openers" companies in 2009*. Roofing contractors received 2,168,635 inquiries.

2004	59,716
2005	76,630
2006	109,772
2007	122,795
2008	157,326
2009	148,722

Source: The Council of Better Business Bureaus, 2009.
Editor's Note: In the last five years, consumers are increasingly asking about the BBB ratings of garage door companies. Are you paying attention to your BBB rating?

95

Inquiry Ranking

In 2009*, BBB report requests for the "overhead garage doors" category ranked #94 out of 3,600 categories (2001: #143; 2005: #112). Roofing contractors ranked #1.

2001	#231
2002	#242
2003	#217
2004	#122
2005	#197
2006	#96
2007	#94
2008	#82
2009	#95

Source: The Council of Better Business Bureaus, 2009.
Editor's Note: This is an improvement from 2008, but the trend since 2001 is another strong indication that door dealers cannot ignore their BBB ratings.

17%

Three-Car Garages

17% of new one-family houses completed in 2009 had a three-car-or-more garage.

2000:	17%
2001:	18%
2002:	18%
2003:	19%
2004:	19%
2005:	20%
2006:	19%
2007:	19%
2008:	19%
2009:	17%

Source: U.S. Census, Annual 2009 Characteristics of New Housing
Editor's Note: This number has been dropping since 2005. Will an improved economy reverse the trend?

* In 2009, the BBB changed our category from "Overhead Garage Doors" to "Garage Doors & Openers" and added a new category, "Garage Door Repair."

30%

Three-Car Garages: Midwest

30% of new homes built in 2009 in the Midwest had a three-car-or-more garage.

2000:	25%
2001:	27%
2002:	28%
2003:	31%
2004:	32%
2005:	32%
2006:	29%
2007:	32%
2008:	31%
2009:	30%

Source: U.S. Census, Annual 2009 Characteristics of New Housing
Editor's Note: Even though its number of three-car garages is declining, the Midwest is now the strongest region for these large garages.

26%

Three-Car Garages: West

26% of new homes built in 2009 in the West had a three-car-or-more garage.

2000:	30%
2001:	32%
2002:	33%
2003:	33%
2004:	31%
2005:	33%
2006:	32%
2007:	31%
2008:	29%
2009:	26%

Source: U.S. Census, Annual 2009 Characteristics of New Housing
Editor's Note: Compared to 2001-2005, this is a major drop. While 26% is low for the West, only 11% of 2009 homes in the Northeast and the South had a 3+-car garage.