



6 December 2013

Dean Humphrey
Humphrey Homes
52 Florence Street
Cottesloe
Western Australia

Dear Dean,

Thanks so much for all your hard work in preparation of our home. It's our pleasure to recommend Humphrey Homes to people!

Humphrey Builders – Design Process

I would like to re-cap our journey and share my experiences, working with Humphrey Builders to design and build our family home in Archdeacon Street in Nedlands.

We selected Humphrey Builders to manage the design and execution of our home based on a number of factors. Of course, these included the standard of the build and the value for money we would achieve but of particular importance to us was a need to have confidence that we could rely on one specific person (being Dean Humphrey) to be accountable to us throughout the process and execute the job to our expectations.

While we researched many options for building our home, we were impressed with the look, feel and finish delivered in the Humphrey Homes. The designers that Dean works with offer beautiful, original homes with the clean lines and our experiences from viewing completed homes, confirmed that the high quality finishes achieved by Humphrey really appealed to us. We were also impressed with the personal accountability that Dean took on each of his work sites. It was clear to us that he was integral to each of the builds.

Humphrey Builders – Build Process

I'm told that it's a universal feeling among home builders that everything takes so long and you only know at the end of the process all the things you wish you knew when you started. This is true and like others, we found the build process somewhat frustrating as we waited for our house to appear. However, we were confident that there was a critical path being followed and we were kept updated on key events and decision points well in advance of any requirements for us to act.



We were also fortunate to have the support and eye for detail within the Humphrey Homes team, to identify any potential issue before it became one. Sometimes this may have been a vanity selection that was in fact not going to fit the space, sometimes the placement of a cupboard. Each time there was an issue to manage, it would be brought to our attention with a proposal on how to resolve. It was clear that the Humphrey team had heard us when we said at commencement “please don’t come to us with problems, you are the experts, we want you to come to us with solutions”.

Humphrey Builders – Final Product

On completion of our home we were thrilled. We had lived interstate for most of the build, so to finally be in the house was fantastic. The spaces felt wonderful and the little decisions we had made along the way had all come together in a beautiful flow through the home.

People frequently ask me what I would change if I had my time again but I can honestly say that there’s nothing that readily comes to mind. Whilst I’m sure there are little things that I’ve learnt from living here, there’s certainly been no burning issue of an area we wanted one way and never got to achieve. The experience of living in the house has been the realisation of all the up front effort put in to select the right materials, achieve the right floor plan and take advice on the things we knew nothing about.

I’m so proud of our home and am delighted when it receives compliments. I also know that those compliments belong to the team at Humphrey Homes, who have always been so lovely and so happy to offer help whenever it’s needed. I really enjoy letting them know when some new compliment comes our way – because it’s a testament to all our work together to build this great home. We’ve had the house described to us on more than one occasion as being easily the best house in the street and the most beautiful new build in Nedlands – so who wouldn’t want to share that feedback??

It’s my pleasure to recommend the Humphrey Homes.

Kind regards,