

Toby and Kath Leys: Client Testimony for Humphrey Homes.

October 2019.

Right from the start, we never wanted to build!

The thought of designing and building our own home seemed completely overwhelming. Time poor, and lacking in inspiration, we were reluctant to commit to a process we felt would be labour-intensive and require a significant financial outlay.

Having spent many years living in older homes, we thought purchasing a newer home and renovating would be a more manageable endeavour. However, we could never find a home we both liked, or one that required minimal renovating.

We had heard about Humphrey Homes through friends, who were impressed with the clever design and thoughtful layout of their homes. We had concerns about enlisting a smaller builder, and worried that our budget would very quickly be exceeded. We decided to meet with a few builders, including Humphrey Homes, and then make a decision.

After meeting with Dean, he invited us to view a few of their recently completed homes. One home in particular, impressed us with its simple, but timeless design and open-plan layout. We assumed it had been recently completed, but after speaking with the owners we discovered that the home had been completed 10-years prior! From that point on, we were sold on Humphrey Homes. We were so impressed with Dean's humble approach, and the fact that their homes continued to display a timeless design and well-built construct, 10-years after completion. Testament to the quality of the build!

We had lived in enough homes to know what we wanted, and yet once the process was under way, we ended up with something completely different... and so much better than we'd expected. We wanted a modern home, which wouldn't date. Minimalist in its design; understated in its appearance. We wanted a single storey home that was open-plan and made the most of natural light, but still maintained privacy. We had a long and proportionately narrow block, which we didn't want compromising the design, or functionality, of our new home and garden.

The benefit of Humphrey Homes was their team orientated approach and their inclusion of design, build and fit-out under one roof. We found this organisational structure to significantly minimise delays and miscommunications. Everyone was on the same page.

Dean managed the Humphrey Homes team, and supervised timelines, Gantt charts, and budgets. He ensured that each component of the design, build and fit-out integrated seamlessly to achieve a home that remained within budget and was completed on time. Dean's approach was inclusive and transparent. He arranged regular meetings to keep us informed, and unlike many builders, invited us to make regular visits to the home during its build. Dean was approachable and easy to discuss issues with. He managed conflicting interests promptly and professionally. It was reassuring to know that there was one person we could approach regarding any concern, who would manage the situation effectively, maintaining honesty and integrity, and achieve a win-win situation for all parties.

Helen, the architect, came to our home to discuss and brainstorm ideas. She wanted to know which aspects of our existing homes we liked and wanted to maintain, and which aspects we wanted to avoid in the future. She recommended measuring out existing rooms to give us a visual reference for the dimensions in our new home. She

demonstrated insight into the constraints of our old home, and suggested several alternatives to make better use of space and natural light. Helen ensured that the design of our home wasn't compromised by our elongated block. She made effective use of the northern sun in winter, and minimised the intrusion of the western sun in summer. She made clever use of the surrounds, to maximise natural light without compromising privacy. Her ideas were fresh and innovative, and demonstrated her skill and creativity as an architect. Her effortless ability to make alterations in design to achieve improved flow and functionality, provided us with the assurance that the home we were building would meet our requirements for the next 20 plus years.

Frank, the site supervisor, was always happy for us to drop by unannounced and get updates on how things were progressing. Frank's approach was calm and systematic. Always professional, Frank instilled enormous confidence in us. He was able to keep things on track, but never at the expense of quality or attention to detail. He led by example, and was hard working and meticulous in his own work. This followed through in the work ethos of his team. It was obvious watching Frank on site, that he was a well-respected leader, and we took great comfort in the knowledge that operations under his management would be completed to a level beyond our expectations.

One of our greatest concerns about building a home was the decision-making process surrounding interior and exterior selections. Humphrey Homes were more than happy to work with the contractors we enlisted, but were equally comfortable in recommending contractors, if we had no preference. Both the interior designer and landscaper enlisted by Humphrey Homes quickly gained insight into the style and vision we had for our home and garden. Our main objective for the garden was to achieve a low maintenance, aesthetically pleasing garden, which maximised open space in the rear garden, but created interest in the front garden and courtyard. The landscapers did an excellent job at meeting our requirements.

Overall, we were impressed with the cohesiveness of the Humphrey Homes team, and their genuine interest in achieving the best outcome for their clients. We had complete confidence in every individual's ability. We were included in every decision-making process, no matter how small, and if we had no preference, or became overwhelmed with the choice on offer, Humphrey Homes were happy to provide advice and assistance.

What has impressed us the most is the after sales service we have received from Humphrey Homes. Since the completion of our home nearly 18-months ago, we have continued to receive outstanding customer service and follow up care. As to be expected, minor things have needed adjusting over the "settling in period", and Humphrey Homes has been prompt and professional in their approach. We have been amazed by their after sales service and continued eagerness to impress, even 18-months after the completion of our home.

We made the decision to build once. It was a decision we're happy we made. We have no regrets, and I can honestly say we have complete admiration for our builder. Not many can say that!

Humphrey Homes did such a brilliant job in creating and completing our dream home, that we won't be building again for at least another 20 plus years!