

## Client Testimonial – Project competition 26 March 2025

This was our first build. We engaged Humphrey Homes on recommendation and after visiting several of their completed homes, where the quality of workmanship was evident throughout. We couldn't find a suitable existing home that matched what we had in mind for our forever home, and we weren't prepared to compromise on what was available in existing builds.

Humphrey Homes met our expectations across every aspect of the build — design, communication, and execution. Communication throughout the process was consistently excellent. Concerns were never dismissed or explained away — even when they were minor or ultimately unnecessary, they were always treated with respect. The team maintained a friendly, solutions-focused approach at every stage. The standards they set for themselves consistently exceeded what we expected, which gave us confidence throughout the process.

Dean was gracious and flexible when adjustments were needed. He worked closely with us to meet our needs, and his approach was collaborative, constructive, and shaped the culture of the wider team. Dean maintained a professional approach but also took the time to understand us personally, which made discussions easier and decisions more straightforward.

Helen's architecture showed deep insight into our background and translating vague ideas into a cohesive design. From sketches on butchers' paper to a finished concept, her work was intelligent, intuitive, and completely tailored. She hit the brief perfectly and delivered a timeless home — not led by fashion, but built around how we live. It fits us and the landscape it sits within, and feels like it truly belongs. Helen delivered a home with excellent solar performance, artful air movement, clever use of natural light, and strong insulation qualities — a thoughtful and efficient design that shows a high level of skill and intent. The sharpie sketch we started with now stands as a home that exceeds anything we could have imagined on our own.

Gavin, our Project Supervisor, had a sharp ability to anticipate challenges well in advance and make technical decisions that prevented issues before they arose. He demanded high-quality work from all trades and issued corrections where required — always with the end result in mind, not just the bottom line. His foresight and planning ensured there were no compounding errors or surprises. The build ran cleanly from start to finish — a credit to his project control. Competence in this role is critical, and Gavin's performance confirmed how essential effective site supervision is to the success of a build.

Joie led the interior design process and was a pleasure to work with. She brought sound design judgement, supported by her art background and a solid understanding of how spaces should look and function. Beyond selecting finishes, she had an ability to see how elements work together to create a cohesive whole — and she brought this to the interiors with suggestions that significantly elevated the outcome. Her input gave us confidence to make some clear decisions, including a few we wouldn't have considered without her guidance. We were very impressed with the result, which is a clear reflection of her ability.

The trades on site were friendly, highly skilled and clearly selected for their craftsmanship. Their standard of work allowed the next trade to begin without compromise, keeping the build flowing and removing delays. No excuses. Just quiet pride in the work. The benefit of this showed in the consistency of finish and the calm pace of the entire job.

The build timeline was exactly as promised. Progress was steady and well-managed, with no delays and no dramas. The build was seamless, with consistent momentum and barely a day without activity. Every step was well-timed and efficiently executed.

The final cost of the build came in under 3% of the original quote, despite being subject to provisional allowances. These allowances were fair and gave us enough flexibility to make quality choices without being cornered into upgrades. The budgeting process was transparent and professionally handled from start to finish.

The quality of construction exceeded our expectations. Structural engineering was clearly a priority, and that gave us confidence. Heavy reinforcement, above-standard inclusions, and specialist attention to concrete curing have delivered a robust, long-term build. This is a house designed not just to look good but to endure. That level of care doesn't happen by accident — it reflects a business that values detail, accountability, and doing things properly.

Dean often says the success of a build is measured by whether you feel like having a champagne at the end. For us, it wasn't just the end — it was every stage. Each milestone felt like progress worth celebrating. We wanted the building process to be an enjoyable one, and Humphrey Homes made sure it was. They earned our trust early and never gave us a reason to question it. The outcome speaks for itself, but it's the quality of the journey that sets them apart. We're happy to recommend them without hesitation.

Simon and Deborah, City Beach