

Client Testimonial for Humphrey Homes – project completion 17 December 2024

Completion of our home in December 2024 represented the culmination of a conceptualisation, design and build project that commenced in August 2022. We could not be more pleased with our home and cannot recommend Dean and his team highly enough. They are a client-centric organisation and everyone involved has clearly signed up to Dean's vision around client satisfaction, creativity and quality. It was inspiring to be involved in a collaboration with the Humphrey Homes team that resulted in a spectacular home beyond our expectations.

Our first contact with Humphrey Homes involved a meeting with Dean. It was a two-way meeting where we felt equal parties, discussing mutual obligations, expectations and processes. We gleaned from this meeting that the prospect of engaging the Humphrey's team would result in a classy build resulting from a high standard of professionalism, and a collaboration - exactly what we were looking for; one where there was mutual trust, respect and open communication. This level of professionalism and transparency existed throughout the build process – the Humphrey's team was finely tuned from beginning to end.

We were immediately impressed by the unique styling of each home they build. Dean and Helen made it clear that each project they take on is a reflection of the unique qualities of each client. Both were enthusiastic to hear our vision and create a design that reflected our individual style and personality.

Helen, our Architect was intuitive in capturing our, at that stage, vague thoughts and creating the house of our dreams. The sketch designs in the initial stages quickly took shape into a coherent design with which we fell in love. The foundations of the design came from Helen's inquisitive approach, exploring our backgrounds, needs and tastes, and converting these to a coherent and beautiful design.

After the design process we were assigned our interior designer, Katie, who became our main interface between the building team. Katie's commitment and expertise were instrumental in elevating our understanding and objectives, and bringing the house to life. Katie became our main point of contact in relation to all our selections. We were struck by her broad knowledge of materials and products which she cleverly integrated to fit our tastes and the style of our home.

Steve, Project Manager, was in the background coordinating all the action and was instrumental in ensuring that our house was completed according to the estimated build time. We appreciated the fortnightly reports from Steve that kept us informed of the milestones completed, the next major steps and of the overall progress. Our Build Supervisor (Shane) was constantly on the ground overseeing all the action, performing quality control and able to respond to our many questions.

Throughout the 15 months build we had the opportunity to interact with most of the tradespeople. Everyone we dealt with was a pleasure to work with and their quality of work was of a very high calibre. In fact, we'd class each as experts in their craft who took great pride in their work resulting in top quality finishes throughout our home. It is inspiring to be involved in a collaboration with craftspeople and to know that they take such pride in their work. It is a credit to Humphrey's that they have identified these craftspeople, reflecting the exceptional standard of work that the company demands. In many instances, they in turn stated how proud they were to be engaged on Humphrey Homes projects.

Humphrey's were also outstanding in their communication with our future neighbours and keeping them on side. This continued through the build process with the individual tradies, demonstrating a respectful manner in their dealings with everyone – something that our neighbours mentioned and appreciated.

It was clear over the duration of the build that the project was very carefully curated to ensure progress was achieved almost on a daily basis. Several of the trades praised the Humphrey's team organization and coordination; liaising with each to set up dates, supplies and materials etc to keep the project on schedule.

In any large project 'cost creep' is front of mind. At the very first meeting Dean provided an estimate of the build cost on a per square metre basis – necessarily a ball-park figure based on his previous experience. A more refined estimate was provided when the design was finalized which was in line with the original pre-design estimate. With a design we loved and confidence around cost, we proceeded to working drawings leading to specifications, contracts and final costings. The final build estimate was again in line with expectations and we proceeded to contracts. There are many components where \$ allowances were provided subject to our final selections. In our experience these allowances were very appropriate and provided for selection from a range of quality options befitting our home. It was unusual for the allowances to be exceeded unless we had some very specific high-end requirements. Overall, our final build price was less than 1 % above the contract price taking into account all our fitout and appliance selections – a great outcome considering the size and complexity of the project.

The entire build process and relationship with everyone in the Humphrey's team could be epitomized as a stress-free, exciting and a joyful experience! It was genuinely a pleasure to be associated with this professional team from design concept and to see this interpreted by the full team to completion.

Congratulations!

Irene & Graeme