

25 May 2021

Hi Dean

It has now been several weeks since we accepted the keys to our home enabling Faye and I to move in and commence to benefit and enjoy the results of several years of planning as well as a lifetime of experience we drew upon to determine how we wanted to live.

This time has also provided an opportunity to reflect upon the whole process from early engagement with you and your team where we were able to sit with the Builder and Architect to work through and discuss a concept and then develop plans which reflected our requirements.

The benefit of working directly with the Builder and in-house Architect ensured ownership of outcomes where design challenges were addressed and agreed at an early stage which then flowed through the building process extinguishing interface challenges between owners architect and builder with the added benefit of preventing delays to the building schedule.

We also look back and acknowledge the further benefit and advantages of working with Humphrey Homes where your in-house interior designer was available early, therefore greatly assisted us to select products and finishes which reduced our concerns about what would work and wouldn't work in the completed home.

Once again, having these in-house services ensured the team were working together during the build process and I am sure preventing delays to the building schedule as well as potential costly rework through changes being made on the run.

We would like to also acknowledge and recognise the detailed attention of site supervisor Dave who was completely across every aspect of the build process and schedule. He was contactable at any time to discuss any queries we had plus he called us to question concerns or options he identified which would enhance the final product.

Your subcontractor trade teams were well experienced in building the Humphrey Homes way and when we look back this ensured we could sleep at night knowing full well our house would be a home we could enjoy for years to come.

Faye and I discussed on many occasions about how we could simply describe the building process with you and your team, and we have settled upon the following: Open, Honest, Easy.

Kind Regards

Stuart and Faye Kenny