

19 January 2013

Hi Ron and Jay

Re 8A and 8B Hood Tce Sorrento

Now that our girls have moved into their homes and now we have taken possession of another newly built home in our Superannuation Fund in Mindarie. I thought you may be interested to know how your company rates in relationship to quality, finish and value.

There is no doubt that you have produced a far superior home than the project builders offering in Mindarie. Some of the obvious differentials are as follows:

Devrite Home

Other builder

100 mm concrete slab

80mm concrete slab

Texture coat exterior

Paint finish exterior

Extensive LED lighting

No lighting

Double brick to the garage

Single brick to the garage

Fully painted internally

No wall painting

Glass splash backs

Tiled splash back

Extensive power points

Few power points

Inset wall gas heater

Gas heater on slab

Clothesline installed

No Clothesline

Letterbox /No. included

No letterbox

Skirting boards included

No skirting boards

Window sills included

No window sills

Feature stonework included

No feature stonework

Double insulation

Single insulation

Ned Kelly feature rainheads

No rainheads

Round downpipes on standoff brackets

Basic rectangular downpipes

All colorbond down pipes

Painted downpipes

Colour bond ¼ round gutters

Standard Gutters

Fancy cornice

Standard cove cornice

Interior designer included

No interior designer

Given the above 2 homes are not that dissimilar in size 8 Hood @ 286 SQM and 35 Longbeach at 275 SQM the variation in cost is about the same.

The fundamental difference in approach by yourselves by contrast to the project builders are

1. We have been nurtured from start to completion by yourselves. You have allowed us to be totally involved and engaged with you all the way. Your 25 or so onsite weekend meetings were invaluable to us all. Your interior designers on site meetings have also ensured the most appropriate of texture and colour selections and the added benefit of being able to discuss options with tradespersons on site has also been extremely important to us. I do not think there is a tradesperson I have not met throughout the building journey.

By contrast Dawn and I had a 1 only pre-start meeting with the project builder. We had to select every single item from brickwork to taps all on the same day. I only met the building supervisor twice throughout the building process. We were not allowed access inside the property throughout this building process at all and when it came to handover the list of defects at Mindarie was extensive.

2. The personalised approach to your clients is now obvious.

By contrast it is just as obvious to us now that we were a file number, not a client of the project builder

In summary, in life you get what you pay for, for us you have provided homes we are extremely proud of, built to the highest standard and built with pride and passion. Your tradespersons have been a pleasure to deal with and the service you have provided has been exemplary.

We sincerely Thankyou for your service above and beyond and we have no hesitation in recommending you as our builder of choice.

Many thanks once again

Dawn and Steve