

# HAMMOND PARK

K & J Yip - 2019



Prior to deciding on which builder would build our new home, we did a lot of homework from going to different display homes around Perth to speaking with friends and family. We were told all about the rollercoaster ride that we would experience once we had signed on the dotted line. There would be ups and downs where we would need to be prepared for what was around the next bend. "Make sure you pick a reputable builder", "Make sure everything is covered in the building contract". The list of advice was endless and frankly, very confusing.

We were very close to signing with a mainstream builder where we were fortunately introduced to Zagari Custom Homes through an immediate family referral. Tony had supervised the construction of their current and previous homes where there was nothing but good words.

From the very first meeting with Tony, we knew this was someone who was very knowledgeable and passionate about their job where he was able to explain things in layman's terms that provided us with reassurance that we were not being misinformed. Subsequent meetings made our decision very easy to select Zagari Custom Homes as our preferred builder. This was through the demonstration of trust, honesty and attention to detail on how our home could be finished. If something was not good enough for Tony, we were advised of this and how else it should be done. We were new to the building game where this advice was invaluable and helped make the process easier.

From the finalising of the building plans, signing of building contracts to pre-start, this was a seamless process where any questions or amendments were answered or made without any fuss.

Once the construction started, it was clear to see that Tony treated the build as if it was his own house. He would be at the site every day ensuring construction work was

carried out to his high standards. These standards would be seen in a boutique display home. During construction, Tony made changes to the build that enhanced it which we are very grateful for. Tony ensured the site (including the neighbor's patch) was always clean. Tony interacted with the neighbors to keep them informed with progress and whether they may be disrupted e.g. if certain trades were expected that could be noisy or make a mess. This shows someone who is prepared to go above and beyond their remit to ensure everyone is kept informed and reduce the possibility of neighbor complaints.

When we spoke to some of the contractors onsite, there was a common theme to their feedback. "Tony is not your usual builder. He is really good. We enjoy working with Tony on his projects". Hearing comments like this, reinforced our decision to use Zagari Custom Homes. They use trades that were on the same page as him who provided a high quality finish and product.

Once the construction was completed and handed over, any defects that were noted after moving in were addressed with minimal fuss and in a timely fashion. We hear stories where people have tried to contact their builder, only to be passed from pillar to post before they to speak to a person who can help them. We had direct access to Tony at all times where he would always provide a response.

We cannot be happier with the home that Zagari Custom Homes has provided us. Family and friends who visit us regularly tell us what a beautiful home we have. This is the work of a builder who is hard working, passionate and cares for the end product they provide. We cannot sing high enough praises where we would recommend Zagari Custom Homes in a heartbeat. If we were to build again, Zagari Custom Homes would be the first number we would call. Thank you Tony!