

Why did you choose Persona Homes, Perth Custom Home Builder?

I was project managing this development for a client. When I chose a builder, I was seeking a few key things:

1. Integrity. By this I mean taking pride in their work, rather than being in it solely for the money and the profits. This also means being reliable and not cutting corners. Lastly, it refers to a long-term outlook that builds and values relationships.

2. A clear understanding of what we needed. We had to meet the needs of our developer and potential investors, which meant building saleable home in a particular area – that is a quality home within a given price range.

3. Delivery within agreed-upon time-frames – a non-negotiable.

The results?

First, we are 99% there, which is excellent progress for this soon after the handover date. The work was finished within the set time frames; for some of these, Persona came in earlier than the scheduled dates.

During construction time, a few issues arose. Persona were 'on top of' these. They worked outside of hours and resolved things very quickly. I loved this! There was a sense that we were working together to fix these things.

Kenneth and Yovi carried out a pre-handover inspection, and they went through everything with a fine-toothed comb. They were incredibly thorough and I really appreciated this.

As for our buyers', so far, we have sold four units and I've asked each buyer, "What else would like us to do?" Three of the four said, "I can't find anything!"

Finally, after-sales service. To me, this is crucial. Persona attended to things promptly.

I requested a small piece of preventative work to be done before winter and Persona acted straight away. It was another instance of them taking pride in their work, and small things such as these make a lot of difference.

As a general comment, I've known CY for a long time and referred several clients to him.

Yos Thamrin, Project Manager, Development of 8 single-storey units, 32–34 Hamilton Street, Cannington