

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

We had our own ideas – for the kitchen, for a spacious living area and for our alfresco space – and wanted these in our design, rather than buying an off-the-shelf plan.

So our first question for prospective builders was 'do you custom build?' Many would say yes, but wanted us to start with an existing design and heavily modify it at great expense.

Persona Homes, Perth Custom Builders are real custom builders. We drew a rough sketch and they transformed this into our home's design.

What else were you looking for in a custom builder?

We work a lot with builders and tradies, and we visit new houses almost every day to measure for floors and blinds. We see firsthand what genuine quality is and what it isn't – apart from a salesperson's speech. We've visited homes built by Persona and could vouch that their work was high quality.

What else? A competitive price and good communication. Again, we work with other builders and know how frustrating it is to be given the run-around, to be two steps' removed from the person you need. We wanted a builder who was reliable and would be one phone call away.

One final thing: This builder would be building a house for my family to live in for at least the next decade! So, I wanted someone I could be confident in and comfortable working with.

What was it like working with Persona Homes, Perth Custom Builder?

We already had a good rapport with Persona Homes, Perth Custom Builder and using them only strengthened this relationship.

Building is a very detailed process. The contracts are typically 30 to 40 pages and being across every detail in them is unrealistic. So, Persona's trustworthiness was important.

A few minor differences cropped up, most were small items in the contract. We sorted these out: sometimes Persona Homes, Perth Custom Builder adapted and other times we did.

This is first home we've built, so naturally we learnt a lot and changed some things along the way. Persona's response was always 'can do' rather than 'no, no, we can't do that'.

How do you feel about the results?

We're very pleased. Among other things, our young son is loving playing in the large living area!

As is the case with all homes, once we'd moved in, some minor things needed attention. Again, Persona was just a phone call away and attended to these promptly.

I would gladly build another house with Persona and recommend them to anyone else, just as someone else did to us. In short, I would say Persona Homes, Perth Custom Builder is large enough to build high quality, yet small enough to provide personal service – and at a genuinely fair price.