

Unit 4, 653 Bank Street,
TE AWAMUTU.

May 15, 2018.



To Whom it may Concern

This is a note of recommendation to whoever may be considering building a home through the business of **ZB Homes Waikato, of Bond Road, Te Awamutu.**

This information is given freely and because I would like to share information on the excellent experience we had throughout the whole process of ordering and then building our new home.

My partner Romy and I have nothing but praise for the way in which the entire home-building task was undertaken, and the professionalism and warm personal involvement by all those in the ZB Homes company throughout the process.

Once we had selected a section for our home, a proposed plan was provided. We asked Director Zane Beckett if minor modifications could be made to the plan, and he could not have been more helpful. We upgraded wall and ceiling insulation; added a deck with seating; expanded the lounge-living area; added a cook-top log-burner; extended the garage; added extra storage cupboards and a workbench in the garage; and requested larger shower boxes. Nothing was a problem, and everything was added exactly as we wanted it. Certainly, there was additional expense, but it was kept to a minimum.

During the course of construction we were invited to visit the site any time we chose, and builders Josh and Lee welcomed us on-site and explained exactly what was happening. We were delighted to see that the house was being framed in solid 4x2-inch timber, rather than the more flimsy 1½ x 3½-inch material so often used. The men were good at their job and proud of it.

This pride in workmanship and the company was the case with all members of the staff with whom we had contact: Gregg Hughes, project co-ordinator, was a delight to work with – nothing was too much trouble for him, and he was endlessly available to discuss any concern; Angie Ede, accounts manager, politely and frequently kept us up to date with all financial matters and was glad to discuss matters at any time; Rochelle Pye, sales support lady, knew her job in detail and made many helpful suggestions on carpet, window, paint, door, and other installation items, for which we were most grateful; NT Joinery, who provided all kitchen fittings, gave good advice and did excellent work, including modifying original plans to suit our requirements; and electricians, plumbers, concrete-layers and lawn-layers were all equally professional and pleasant to deal with.

Inevitably, in a \$500,000 project such as this, small problems and glitches arose from time to time, and when they did phone calls to Gregg, Angie or Rochelle had the difficulties quickly explained and/or sorted out. Our concerns were always taken seriously and rapidly acted upon.

For us the whole process, from the original meeting with Zane to discuss purchase of the section to the visit from Angie and Rochelle with flowers and goodie-basket to formally hand over keys and ownership papers for our new home, could not have been more pleasant. We are most grateful to them all.

We've now been resident in our new home for six months, and so far nothing has given us cause for concern. We are totally delighted with it, and have no hesitation in recommending to others that they utilize the excellent services of **ZB Homes Waikato.**

A handwritten signature in blue ink that reads "Kingsley Field".

Kingsley Field

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