

Customer Testimonial

To whom it may concern

We have now used Melpro Developments for two individual jobs/contracts: a pre-auction makeover of a 2-bedroom single-fronted house in Hawthorn; and a major architect-designed renovation/extension of a 4-bedroom house in Ormond.

The success of the Hawthorn makeover and the good relationship we had with Melpro, led us to include them in the tender process for the major renovation of our 1930's art-deco home in Ormond. Our architect had designed a challenging contemporary rear extension to the house. This family room extension with open plan kitchen & informal dining, a separate study and two fully remodeled bathrooms. The rear living area extends through full width glass doors onto a deck area covered by a cantilevered roof design.

Throughout the process of this building project, I have found Tim Patterson and Darren Young of Melpro Developments very easy to get along with. The tender process and subsequent negotiations to Fixed Price Contract was tough as we changed scope to fit our budget, but the process was made easier due to the timely response and openness of the Tim and Darren.

The project commenced on the agreed date and the onsite team, led by Darren were always punctual and considerate of our neighbours and ourselves, who were actually still living in the house throughout the project.

The demolition process was quick and the guys removed all waste in very speed fashion. I have been quite surprised how tidy our site has been during the build.

As project manager, Tim has always been very quick to return calls and discuss any matters arising from the build. On the few occasions that we've had more difficult issues to deal with, Tim and Darren have been very willing to discuss all options and have been fair in resolving the cost impact of any required modifications to the design.

The architect's design was not an easy one to build and the Melpro Team were quite innovative in their approach to getting our "house vision" off the plan and onto the ground. The resolutions were sometimes quite simple (using a tractor to lift a 1 tonne steel beam in under an existing 1st floor bedroom where a crane could not access) but always getting the job done.

Tim has been very proactive in keeping me updated on any changes to the schedule and any additional impacts to us while we're "living through the renovation". We have had weekly site meetings to go through current set of issues and to get updates on what is planned for the next week.

The extension/renovation is now only a few weeks away from being completed, and we are generally very very impressed with the quality of finish in all aspects of the build. On any occasions when we've picked up on anything, Tim and Darren have quickly discussed it with us and agreed a resolution and fixed the problem. As customers, there have been no issues that were not been resolved to our agreement.

We have found Tim Patterson and Darren Young of Melpro Developments to be very professional in all aspects their build. We would highly recommend them to others considering major home building or renovation projects. We have already recommended them to a number of our friends.

We would be happy to discuss any aspects of our build process with any potential clients of Melpro.

Kind Regards
Mark and Fiona M