

Customer Testimonial

To whom it may concern

Background

My wife and I bought a solid brick house in McKinnon in 1984. Although situated in a superb location and providing a solid home for our family, this house had been built in the late 40's to cater for the influx of post war migrants and had a number of factors which over time became significant irritants.

Over time we thus undertook a number of large changes, including adding extra rooms and a granny flat in the back, adding an en-suite bathroom to the master bedroom, as well as professionally landscaping the garden.

Whilst these were all most useful changes, there remained a nagging feeling that especially in the original part of the house much remained to be done. My wife in particular hated the old fashioned appearance of the home, its lack of internal light and warmth and the overall layout. We didn't want any additional rooms that ultimately just meant more work, rather to use what we already had. A further important driver for change was that in 2005 I became walking disabled, which obviously created a need for easier access and free flowing space.

Thus in 2008 to address these issues we began a renovation process with an architect. The final part of this process was a tender document issued to four builders. Melpro was easily the preferred candidate, not just because their cost estimate was well below the other three, but their eagerness to do this job and do it to the best of their capability, as well as their personal confidence, communication skills and approachability came across during all our first meetings.

Melpro began the renovation in February 2009 and finished successfully on time and budget in mid-May 2009 with quality and finish often beyond our expectation.

A summary of key points in their performance and our relationship follows.

Just before we were about to start, the financial market meltdown damaged our financial situation as a result of which we initially called the project off. However, working together with Melpro we were soon able to agree on a watered down version acceptable to both parties. Melpro did an excellent job in quickly turning around fully costed alternatives to the scope. The final scope we went forward with is shown in the attached Excel worksheet.

During the project we requested a number of extras additional to the scope. These were promptly planned, costed for our approval, resourced and carried out by Melpro without delays in completion date.

The project start up date was exactly as planned, which made our move out tasks easier to plan and carry out. Similarly, our return date was exactly as discussed and planned.

All onsite activities were expertly managed with dedication by the Melpro project manager. We were not involved in any on site problems.

Without exception we were constantly impressed with all members of the Melpro workforce involved in our project. This included contracting companies who Melpro recommended we could use to do additional tasks we required outside the project scope such as carpeting. We always had the feeling that the tradesmen considered the work being carried out as being done on their own homes. As a result the quality, neatness, accuracy, professionalism and attention to detail were exceptional.

Ideas for improvement were regularly provided. We were struck by Melpro's willingness to 'go the extra mile', for example in getting our rain tank more usefully connected up to our roofing as part of their construction. Another example was patching up timber flooring to fluidly fit in with existing floorboards.

For my wife, regular on-site visits during the project were like coming home – always welcoming where progress was eagerly discussed. It was easy to see that Melpro were very proud of their work. They even looked after delivered post parcels during our absence.

I personally was touched by Melpro's ongoing dedication to tailoring the design, putting in ramps and removing bottlenecks to improving my access and movement in wheelchairs and walking frames.

Melpro's founders have experience in house detailing and this was like manna from heaven for my wife who has a sharp eye for detail and finish. Often this required repeated experimentation to produce the desired effect; there were no half measures in getting our satisfaction. After completion, the inside of the house, cupboards, windows and the surrounding external areas affected were thoroughly cleaned. We were able to move back in with minimal effort.

Contractual and accounting aspects were professionally handled.

After all the horror stories about builders, for us by contrast the whole process was a pleasurable experience.

Should you have any further questions and/or wish to visit us, please feel free to contact Melpro for our phone number and/or address.

Yours faithfully
Ellinor and Graeme Stewart