

July 2008

To whom it may concern,

This letter of recommendation is written to reflect on our experiences building with Integrity New Homes, within the Far North Coast Area.

We made the decision to build with Integrity after a significant period of reviewing other project home builders, including Coral, Perry and GJ Gardener. Foremost, we were impressed with the quality and scope of Integrity's 'standard' inclusions, and their contemporary designs. Following initial contact through the Coffs Harbour Display Home with Todd McKay, we were given a wonderful opportunity to view the home of a customer who had built the design we liked. The home as well as Todd's willingness to make this happen impressed us.

As residents of Maclean, we then approached David Bruton, who was based at the display home in Grafton. Our experience with Dave in handling the initial sign on, contract and drafting was excellent. With a young family occupying our time, Dave was more than happy to visit us at our home to discuss designs, planning, drafting etc. on a number of occasions. He answered our questions to the best of his ability, and always endeavored to prepare us for the complex process of building our first home. He was honest, and made no false promises in order to secure our business.

The drafting process was extremely efficient and allowed for our individual ideas on changes to the original design. Another staff member who impressed us was Rex James. His ability to discuss our particular needs for purchasing items was appreciated. (His knowledge of doors most suitable for staining, saved us from a costly mistake on our front door!)

Our plans were processed by Clarence Valley Council in a matter of a couple of weeks, a credit to those who put the application together. We had been warned by other project homes that this would be a lengthy process. What a delight to find the opposite!

We would also like to make mention of Lee Willman (Customer Relations/ Council Liason) and Diana Wilkonson (Accounts Manager), within the office staff. Lee followed through on the 'Integrity Promise' and contacted us every fortnight from the day of signing on. Building a home is not an easy task, and our Mortgage Provider has had difficulties meeting the payment schedule. This was a constant source of frustration and stress for us.

Thankfully, Diana handled these regular set backs with professionalism and humor. Her congratulatory notes and 'scratchies' at the time of 'slab' and 'lock up' were just so personal.we felt as though our excitement was felt by all.

Having signed our contract in August of 2007, we are now a matter of weeks away from moving into our beautiful home- over a month earlier than our actual contract date! The whole build has been completed in a very professional and timely manner, with emphasis placed on quality rather than churning out another project home. This has always been our expectation and Ross Woods and his team of contractors has more than exceeded it.

Throughout the job as Site Manager, Ross Woods demonstrated a personal commitment and concern to complete the work as if he owned the home. No problem was too big, or question too small for Ross to attend to immediately. He was dependable, conscientious, very co-operative and always available to discuss any concerns. Likewise the contractors were very skilled and showed the utmost respect for our property. Ross has utilized the services of our best local trades people. We would like to mention in particular, Billy (Builder), Steve (Brickie) and Brad (Painter) for the quality of their workmanship. Each of these men have made us very much a part of the whole process of building this home, and we are so grateful for their advice and the quality of their workmanship throughout the build.

We would highly recommend Integrity New Homes, as you will find that they will provide quality cost effective workmanship, and full customer satisfaction.

Finally, to all employees involved in the drafting, purchasing/fit out, bricklaying, plumbing, painting of our home- you are welcome any time to come and see the fantastic final result of your professional endeavor...and to receive our personal thanks!

*You have all built a beautiful quality house for us...
And we now look forward to making it our home!*

Yours sincerely,

S. Cameron Bel Cameron

*Scott and Belinda Cameron
31 Rosella Road*