

Allan & Lee Austen  
Ascension Homes  
Whitianga  
New Zealand

19 May 2010

**Reference for Ascension Homes**

We approached Allan Austen and his wife Lee to build a new beach house for us on our section at Matarangi Beach. We needed a builder we could completely trust as we live in Christchurch so were unable to be on site or even nearby very often during the build. After our first phone call we could just sense that Allan was the builder for us. He understood our vision for the home, was aware of the importance of our budget and could do the job in the timeframe we requested.

The quoting process was painless and comprehensive. Our questions were answered almost immediately in an honest and simple fashion, and where requested, Allan accommodated any changes or alterations without hassle. Allan and Lee both came across as a very down to earth people who had good ideas and were very approachable, offering suggestions when needed.

They liaised with the Council, arranged their team of tradesman and dealt with any hiccups with materials. They kept in constant contact with us in Christchurch to let us know how everything was going and emailed through pictures of the build each week. Foreman Blair and other tradesmen were considerate to neighbours with trucks arriving and parking, and were very pleasant to deal with and did a brilliant job.

The build took a bit longer than expected due to the Christmas period and some weatherboards being sent back, and came in only slightly up on budget through no fault of Allan (the Council changed their rates, double glazing was mandatory).

They both have been nothing but professional and come highly recommended by us. We have had many independent comments on how amazing the house looks and are extremely happy with the result. We would be happy to speak to potential customers if they requested a verbal reference from someone who has been through the building process with Allan and Lee.

Regards



Craig & Victoria Richardson  
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