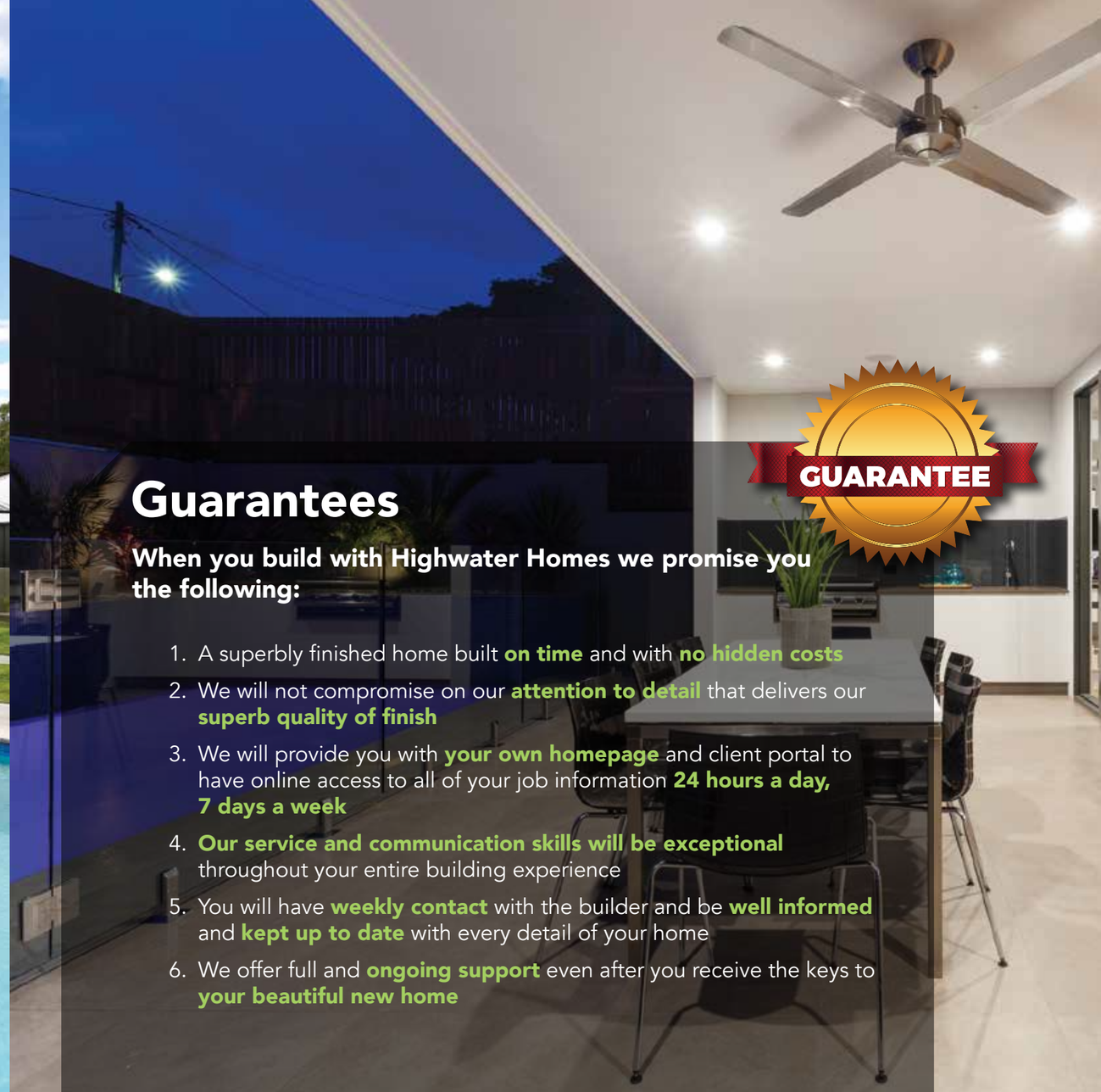

Macarthur's
Custom Home Building Specialist
HIGHWATER
HOMES

# Why build with Highwater Homes?

- We focus on **Quality over quantity** – this means that we only undertake a fixed amount of projects at any one time to ensure that you receive the best possible service and the custom built home that you truly deserve
- You will have **access to our unique, online Project Management System** 24 hours a day, 7 days a week throughout the construction of your home keeping you up to date with all selections, expenses and scheduling
- We are **market leaders in our job management skills** so you can be assured that your experience of building your home will be smooth, enjoyable and stress free
- Our **refined quality control measures** are established across each home we build so that we maintain our superior level of finishes to give you a home of exceptional quality
- You will have **full access to Toby's skills and time** as the builder and owner of Highwater Homes so all of your questions and concerns can be answered immediately
- We have **over 20 years of local experience** in the residential sector that gives you peace of mind and reassurance
- We offer amazing **flexibility during the building process** that allows you the freedom to achieve the home that you had always imagined, by making changes during construction




# Guarantees

**When you build with Highwater Homes we promise you the following:**

1. A superbly finished home built **on time** and with **no hidden costs**
2. We will not compromise on our **attention to detail** that delivers our **superb quality of finish**
3. We will provide you with **your own homepage** and client portal to have online access to all of your job information **24 hours a day, 7 days a week**
4. **Our service and communication skills will be exceptional** throughout your entire building experience
5. You will have **weekly contact** with the builder and be **well informed** and **kept up to date** with every detail of your home
6. We offer full and **ongoing support** even after you receive the keys to **your beautiful new home**

# What our clients say about us

Our build with Highwater Homes was so enjoyable and effortless.

From the moment we joined the Highwater team, we felt so connected to everything going on with the building of our home.

Highwater Homes utilises an on-line project management system for each home they build, an absolute game changer in building. We had 24/7 access to our home through the program and could easily upload all of our selections online.

Highwater Homes uses the best trades people in the Macarthur area so it was comforting to know our home was being built to an impeccable standard.

The finishes are amazing and we have had many friends and family comment about how excellent the finishes are.

Building a home is a substantial investment, and it is important to make sure a lot of thought and consideration go into even the finer details.

Toby Searle and his team have excellent attention to detail and we couldn't be happier that Highwater Homes built our dream home!

We loved the process and couldn't imagine building with anyone else! When asked if we would build again: Absolutely, but only with Toby!

***Josh and Kate March, Cobbitty***



We are delighted with our new home. Toby and Elizabeth's intrinsic attention to detail, client focus, professionalism, organisational skills and affable personalities set them apart. Notably, Highwater Homes use of the award-winning Project Management software package to provide clientele and contractor(s) with "24/7" visibility of every aspect of the building process. Living interstate at the time, this facilitated any questions or anxieties that arose to be rapidly nullified on-line or by phone.

It was particularly pleasing to observe Toby employs only the very best tradesmen; their standard of work is excellent!

In a nutshell, Highwater Homes deliver exceptional craftsmanship, the highest standard of customer care and professional integrity.

***Jim and Jill Button, Wilton***



From the time we signed our contracts with Highwater Homes it was always a pleasure to deal with Toby and his staff. The on-line construction program set up for each client's home and accessible on Highwater Homes webpage was fantastic. It kept us all up to date regarding costing, selections and any other changes, whether required or simply changes that we decided to make along the way.

Attention to detail was always in the forefront. We were impressed with the fact that before anything major was done a walkthrough was organised to make sure we were happy with the final outcome. The whole building process was a great experience. Here we are 12 months down the track and we are still pleased with our choice of Highwater Homes as builders. We are often asked who we built with and are always happy to recommend them.

All we can say it was a great experience and we think this is due to the professional processes of Highwater Homes.

***Jan & Col Morris,***
***Spring Farm Riverside***



# Our Design and Construction Process

**Visit www.highwaterhomes.com.au for a more extensive overview of our process**

## 1. INITIAL CONTACT MADE WITH HIGHWATER HOMES

- Via website (www.highwaterhomes.com.au)
- Via email (enquiries@highwaterhomes.com.au)
- Via phone (46 554072)
- Via Facebook

**Download our free 16 page guide:**
And discover the essential things you must know to qualify your builder
**www.highwaterhomes.com.au**

Receive regular informative email updates to assist in the decision process

**We guarantee you a same day return phone call or email**

## 2. INITIAL CONSULTATION

This is an opportunity to meet with Toby, the owner of Highwater Homes to walk through a current home under construction and ask any questions you may have in regards to building. The one hour consultation will allow for discussion of your design requirements, block details, wish list items and budget forecast. You will also be able to see a Highwater Home for yourself to view the quality and inclusions.

## 3. CONCEPT DRAWINGS

You will have a consultation with our preferred designer to discuss your design requirements. Using the information discussed, the designer will commence drawing and provide the concept plan for your new home. Throughout this process you will be supported by Toby with feedback and suggestions on your plan from a professional and practical builder's perspective.

## 4. CONCEPT DRAWINGS WITH 3D OPTION

You will have a consultation with our preferred designer to discuss your design requirements. Using the information discussed, the designer will commence drawing and provide the concept plan for your new home. Throughout this process you will be supported by Toby with feedback and suggestions on your plan from a professional and practical builder's perspective.

Upon completion of your concept plan you will be given online access to a unique 3D app to view your design. This will give you an enhanced, visual appreciation of your new home.

## 5. INITIAL ESTIMATE

**(1st stage of formal quoting)**

The initial estimate will be provided upon completion of the concept plans for your new home. This will be based on a combination of Highwater Homes Signature Inclusions and any additional wish list items provided by the clients. Toby will provide further professional advice in regards to any recommended design amendments from a practical building point of view. This stage of the quoting process will allow the client access to Highwater Homes online project management system through your own online client portal to view all specifications, detailed construction schedule, budget and a means to communicate directly with the builder.

## 6. PRELIMINARY BUILDING AGREEMENT

**(2nd stage of formal quoting)**

The Preliminary Building Agreement (PBA) will include the preparation of architectural drawings suitable for construction, BASIX report, a number of specialist reports and surveys, site inspection, engineering design and provide a comprehensive, fixed price Tender Proposal to build your new home. The PBA is specific to each job and is dependent upon the location of the site and requirements of Council. Our clients will be guided as to the most relevant works required for their individual home.

## 7. COUNCIL SUBMISSION OF PLANS

We will prepare and submit all plans and documentation to council and all relevant regulatory service authorities on your behalf. We will conduct a review of all DA conditions relating to the construction of your home once your plans are approved.

## 8. STAGE SELECTIONS

You will receive full access to our online Project Management System for completion of your selections, viewing of any price amendments and your approval of variations. You will have a consultation with our Design and Colour consultant as well as showroom consultations with our preferred trades and suppliers.

## 9. CONSTRUCTION

Once construction commences, you will have regular updates and site meetings with the Builder and Project Manager. You will have full access to our online Project Management System for all job information during construction as well as critical stage inspections of your home on a regular basis.

## 10. HANDOVER

You will have a comprehensive walkthrough prior to Handover. We will liaise with council to seek an Occupation Certificate for your new home and prepare all job specific documentation for your future records. You will have a personal meeting with the builder to hand over the keys and present your new home to you.

## 11. ONGOING SUPPORT

You will have a 180 day maintenance period to address any details that will require attention, this will involve access to trades and suppliers to ensure your home is maintained well above your expected level. We will provide you with regular emails to ensure that you are kept informed and up to date with what is required at certain stages after your handover day. You will receive a six year structural warranty on your new home.



# Online Access for Clients

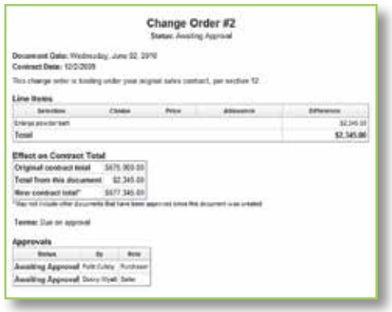
Building your new home is an exciting and important endeavour, and Highwater Homes wants the process to be as smooth and enjoyable as possible. That is why we provide each of our clients with access to a secure website with all of the details of their new home.

Whether you are at home, at work, on the road, or on vacation, Highwater Homes puts information at your fingertips about your selections, upgrades, financial decisions, questions, documents, photos, and more.

## Selections and approvals made easy...



▲ Selection Sheet
Review what selection choices you have made and see what decisions are coming up next.




▲ Electronic Approvals
View and approve upgrades online without having to fax or mail signed documents back and forth.




▲ Up-to-date Financial Total
Check a running total, in real-time, of the financial decisions you have made on your new home.

## ... and simple communication for everyone




In addition, all of your other communications are kept organised in one place:

- Questions & Answers
- Comments
- Photos
- Documents
- Project Milestones

## A simple way to access your home's information in one place...

**Selection Sheet... See choices and stay on schedule**
The site organises selection items on a single colour-coded list, displayed with all of the pertinent allowance, pricing, and other helpful information. Upcoming selections are automatically flagged to help keep you on schedule. With just a few clicks, you can enter your choices.

**Expenses & Variations... Eliminate "sticker shock"**
Every decision made on the selection sheet is automatically reflected on the expenses page. With a single click, you can see how each of your choices have affected the final price of your home. If you need to approve a variation, you can do it electronically, saving you the time and hassle of faxing or mailing signatures to your builder.

**Milestones... Understand the next steps**
Building a home is an involved process, so the site will show you a list of major milestones on your project. You can check the progress made so far and see what steps are coming up next.

**Questions List... Never lose answers to your questions**
Over the course of a project, you will have lots of questions, and this site will help you keep all of those questions, and your builder's answers, organised and in one place. Simply enter your questions here, and your builder's responses will be listed right next to them.

**Builder's To-Do List... See items as they happen**
As your builder we may choose to post some to-do items on the website. While you cannot add items to this list, viewing it can help give you an idea of how things are moving along on your home.

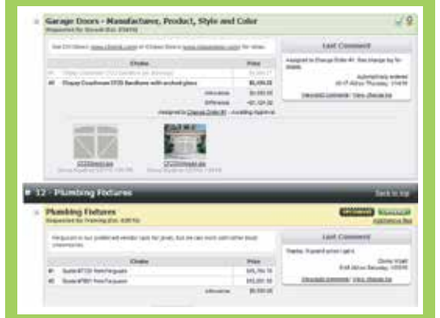
**Comments, Photos, and Files... Stop jumbled e-mails**
As your home progresses, you will need to have "conversations" about certain items, like asking for clarification on a selection or providing an update on a warranty request. Rather than using e-mail, you can add comments to many of the items in the site. Comments group these conversations together with the items to which they relate, which keeps information organised and available to everyone, cutting down on misunderstandings. You and your builder can also attach photos and files.

**Warranty List... Easily track loose ends**
Once your home is complete, you can submit warranty requests online. You can come back to the site to check the status, add comments as necessary, and then verify when they are complete.

**E-mail Updates... Let new information come to you**
You can access the website at any time, but if there is something updated that you need to see on the site, you will also receive an e-mail each morning letting you know.



▲ *The* **questions list** *saves all of your questions, and your builder's answers, in one, easy-to-find place.*



▲ *The* **selection sheet** *shows real-time info and prominently marks upcoming selections to keep everyone on schedule.*




▲ *The* **expenses page** *automatically shows how selection choices and variations affect the final project price.*




▲ *The* **warranty list** *lets you request new items and verify items once they are complete.*

# About us

Toby Searle is the working Director and founder of Highwater Homes. Along with his wife Elizabeth, they have established the foundations for a successful family run, highly motivated local business specialising in custom built homes of the highest quality.

Toby established a passion for residential construction after finishing high school and joining a local, family operated builder who inspired him to set some goals early in life to achieve future success.

Toby has attained a highly skilled background in carpentry and joinery by completing his apprenticeship and then setting up his own carpentry business at an early age. Toby has worked with many small and large established building firms, many astute home owners as well as 9 months involvement on the Sydney Olympic site.

Toby's vast knowledge and expertise were put to good use over a period of eight years working as a project manager for some of Macarthur's top builders. Over 100 custom built homes were under Toby's control throughout this period.

IIn 2011 Toby and Elizabeth established Highwater Homes, Macarthur's Custom Home Building Specialist. Highwater Homes was developed with the aim of working in partnership with all clients to provide outstanding customer service and uncompromised quality for those wishing to build their new home.

Elizabeth is the Office Manager, where her responsibilities include client liaison, document preparation, book keeping, sales and marketing, customer relations and general office management. Elizabeth will often be the first point of call between you the Client, and Highwater Homes.

Toby was born in Camden and he and Elizabeth both grew up in Camden, enjoying all aspects of the lifestyle that the Macarthur area has to offer. They now take great pleasure in watching their three children enjoy that same lifestyle.



# A Highwater Homes story



We began building our lovely new home with Highwater homes. The roof was complete and the plasterboard was ready to install. We wanted to add a feature to our living space that was not in our original plan. We requested a site meeting with Toby and discussed the option of adding some more appeal to our living space which was quite large. After discussing some ideas with Toby, we came up with a solution.

We would create an alcove against the main wall and add to this a custom built unit comprising of a bench top and display cabinet perfect for our needs.

Not only did this add enormous character to our room, but provided a practical solution for us to display many of our beautiful photos and ornaments. We were suitably impressed with Toby's flexibility and extremely pleased with the finished product that was just what we were after.

*Doug and Julianne Ball, Camden Park*

At Highwater Homes, this is the level of service and flexibility that you can expect throughout the entire building process.

We guarantee to do everything possible to accommodate the needs and requirements of all clients who build with Highwater Homes. This is another of our promises to you.

**To discover the essential things you must know to qualify your builder, please visit our website and download our free 16 page guide**

**www.highwaterhomes.com.au**

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# HIGHWATER HOMES

**Macarthur's Custom Home Building Specialist**