

Couple heeds their brother's advice...and end up with more home than they could have imagined.



Phil & Sarah Horn

Home location: Palatine
Closing date: 2013

What was your residential situation before you purchased your Fairfield Custom Home?

For about five years prior, we lived in Palatine in a smaller, single-family home built in the 1950's. While it had its merits, it was getting very crowded (we have three children) and at the end of the day, it was still a home built for a family from the 1950's.

We knew the city and wanted to stay in Palatine since we loved the location and looked forward to sending our kids to the great schools in the district. If we wanted a bigger home, we believed our only two options were to buy old and fix it up or buy new and spend a lot of money with a home builder.

Have you ever built a custom home before your Fairfield Home?

No, this was our first experience.

How did you originally hear about Fairfield?

My brother, Matt, was an attorney who occasionally worked with Kevin at William Ryan Homes. He always remembered Kevin's high standard of professionalism, integrity and attention to detail, so when he found out Sarah and I were looking for a homebuilder while Kevin was launching his own company, he made the connection. Matt said he would stand behind Kevin's reputation and a recommendation from my brother obviously meant a lot.

What finally compelled you to build with Fairfield?

Well, we met with other builders and while they would all seem to ask the right questions while we were with them, when they came back to the table with recommendations, the floor plans were not appropriate for our needs. When we talked to Kevin, he listened to our desires then came back with suggestions that were both appropriate for our price range, but also made a lot of sense for the way we lived. This applied to both the inside AND the outside of the home.

Looking back, what did you appreciate about Fairfield's process?

Looking back, I was originally drawn to the fact that Kevin is not a contractor, he's a professional business person and was very polished. Coming from the service sector, Kevin was very focused on us and was very concerned about finishing the project on time and within the project's financial constraints. Because Kevin was able to blend design and construction together, it allows for very high end baseline finishes.

Then there's Fairfield's flexibility in financing. Other builders required a construction loan to finance the lot, then the mortgage. With Kevin, it was easy. We just wrote Fairfield a check for 20% and the building process started. His ability to do the financing internally offered an enormous amount of flexibility.

One thing we'll always remember is how Kevin and Scott Nielsen helped us push through what could have been a difficult closing since in our city, sod is required on the lot and due to inclement weather that year, timing made it difficult to install. They found a way to do this before closing but even before this, the building process was extremely well-communicated and everything was dealt with proactively and not reactively.

Have you compared your experience with friends/family who have also built a house? If so, how have your experiences compared?

Yes. Our friends' biggest complaint is that their homes weren't built on time. Others have had big issues with their home's price and worried about being gouged on pricing.

Another thing they mentioned were unexpected surprises and again, unexpected expenses. We experienced none of the above with Fairfield.

What do you like about your new Fairfield home today?

The home is smart, spacious and functional. Big rooms, big bathrooms. From an energy standpoint, our old home was about 1/3 the size of our Fairfield home but our current energy bills are the same or less. On that note, I love the temperature zones as the temperature is consistent throughout our home.

We love the finishes and the options provided were all high quality and surprisingly affordable. Entertaining in our home is easy, the flow is great and having 20-30 people is a breeze.

Any thoughts for others thinking about building with Fairfield?

Just do it. If a massive cash outlay is an issue, Fairfield solves it. The cost to build a new home with Fairfield will definitely be cheaper than rehabbing an old one. You'll get a beautiful home and won't regret it.

Thanks for your time, Phil and Sarah!



kdavis@build-fairfield.com
847-456-8017 • FairfieldCustomHomes.com