

They thought homebuilding would be stressful but discovered a builder that made everything easy.



Brian & Valerie Lucas

Home location: Palatine
Closing date: 2014

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

We have owned a home in Gurnee since 2003. In 2011, we moved to Palatine and rented a home here while continuing to rent out our Gurnee home. We moved into our Fairfield home in 2014.

How did you originally hear about Fairfield?

We found out about an available lot in Palatine owned by an older builder and during a conversation with our architect, Tom Budzik, Kevin Davis of Fairfield Homes came up as a highly regarded builder who might be a good fit for our project.

What finally compelled you to build with Fairfield?

We immediately liked Kevin and appreciated the fact that he listened to us. Other builders had a set idea of which home they would build for us and seemed very inflexible when it came to varying from that script. Kevin was the exact opposite. He listened and was very thoughtful about which options might work for our lifestyle. Once we decided to work together, Kevin worked with the builder who owned the lot, securing it on our behalf.

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

Many, many things. First of all, Kevin is very ergonomic in his mindset. From his personal experience as a father of three girls, he knows how kids interact with a home and how families interact with each other. Small things like selecting the placement and height of outlets to figuring out the ideal width of our access paths (he factored in that chairs are frequently pulled out from an island vs being tucked in) are always anticipated.

To be honest, our initial expectation of working with a builder was that the process was going to be a headache. In reality, it was anything but that. I joke that if Fairfield were a product, it would be an iPhone. Kevin was instrumental in helping us understand every part of the process and what was to be expected of us. His communication skills during the building phase were outstanding and removed a tremendous amount of worry.

Then there's the financing side. Other builders said we would have to get construction loans ourselves but Kevin handled it all. Our 20% upfront payment put everything in motion and Kevin financed everything to the last brick for us.

Coming from an engineering background, I (Brian) appreciate someone who is detail oriented. Kevin is a very detail-oriented professional and at one point, he had a spreadsheet with 12 pages of home finishes and options. He went through the various finishes, materials and appliances with us and we rated our needs in each area on a scale of 1 to 10. His base selections are very high end, but he was open to upgrading them or downgrading some to fit our financial situation. That flexibility was very much appreciated.

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

We have compared notes with friends and family and have actually recommended Kevin to four other families, one of whom is working with him now.

What do you like about your new Fairfield home today?

We love the fact that every part of the house is useful. It is also very energy efficient, warming up quickly in winter and cooling down quickly in summer. We love the exterior of the home and the interior is awesome. The bedrooms are very large and the walk-in closets are terrific. My wife loves our kitchen and laundry room and we both appreciate the pocket office downstairs. Entertaining in the kitchen area is great since the island is quite large and can seat a ton of people.

On the construction side, the peace of mind provided by Fairfield's 12 month warranty is great. Our list of repairs wasn't a very long one and true to Fairfield's word, Scott Nielsen came in and fixed everything on our list from head to toe.

If you could advise Fairfield on improving anything, what would you suggest?

I would advise them to not lose the personal touch we experienced firsthand. If Fairfield continues to be real and transparent as our experience was, their home buyers will be very happy.

Any thoughts for others thinking about building with Fairfield?

Compared to the other builders we talked to, Fairfield has been very attentive and has followed through on their promises. I can't speak for everyone but we found Kevin and Scott to be very easy to work with and flexible, too. Funny thing is, we liked them so much that we ended up inviting them to our Christmas party and had the chance to introduce our friends to them, too!

Thanks for your time, Brian and Valerie!



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