

# Client focused from start to finish.



# Building a house is a process. Building your home is a journey.

'Hamlen' means 'loves the home' and it's our mission to ensure that you love yours.

A home is a place for you to centre your life around and it should be designed and built with your lifestyle in mind. At Hamlen, we are committed to quality craftsmanship, superior customer service and delivering it all at a price that you can live with.

# **About Us**

Hamlen Homes began as the West Australian division of Metro Property Development (a national company that has operated since 2010 and was recognised as the BRW 2nd fastest growing company in both 2014 and 2015). While the company flourished during its time under the Metro Homes banner, the directors of the WA branch were eager to produce homes that reflected WA's unique lifestyle. So it is natural that over the years we have grown into an independent West Australian company now known as 'Hamlen Homes'.

We still retain a close alliance with Metro. In fact, we are still completing development work with them, but our desire to take an integrated, service approach to building homes for the local market is taking us in new and exciting directions.

Our executive and management are unchanged, so you get the benefit of all that experience and stability alongside our energetic focus on meeting the needs of our WA clients.





## Values

# Our Commitment

### Thoughtfulness

We believe in the power of thought, of learning, and of thorough research. Our dedication to these attributes ensures that we will never stop growing and enables us to share our ever-evolving insights and experiences with our clients. The ability to harness these skills begins by nurturing our relationships, not only with our clients, but with our employees, partners and shareholders too.

### Transparency

Being honest is an imperative element of our values. Too often, builders hide behind gimmicks and take advantage of their customers' inexperience. We partner with our clients and aim to educate and empower them throughout the building process. It is important that at hand-over expectations are met, if not, exceeded. This can only be accomplished through complete transparency.

### Discipline

Being disciplined in our conduct is essential to delivering our commitments, managing costs and being responsible custodians for our customers and shareholders assets. By fastidiously paying attention to the small details we are able to maximise our performance on site, streamline our processes in the office and most importantly, improve our customers experience.

### Agility

We empower our people to be nimble in their decision-making. This kind of flexibility allows us to rethink a situation and employ resourcefulness in order to overcome obstacles and deliver a solution that other builders cannot. This gives us the ability to seize opportunities and respond to changes.

### Service matters

We believe that the building process should be a positive part of the journey and not an obstacle course. Excellent service is an integral element in creating positive processes and is a defining quality in our business. Throughout the duration of the build we are here to answer any of your questions, no matter how small and keep you up-to-date with our progress. We pride ourselves on the honesty and integrity of our people and deliver a service that is second to none. It's your dream to have a home you'll love, and it's our dream to create it.

### Innovative designs

Being innovative is not necessarily about the amount of money you spend. It is often about creating flexibility, planning for future lifestyles and providing practical solutions. We have spent countless hours, lovingly and meticulously considering and testing each home presented on Our Design page. But we haven't stopped there. We love finding new ideas for the home, including new technologies, building materials and methodologies that improve construction times and outcomes.

### Dedication to quality

When you love homes as much as we do, you know that every small detail matters. When you first live in a home, the finer details can easily be overlooked, but over time, you begin to notice them. We make sure that every detail, regardless of how small, is flawless. We only use the best products that have stood the test of time and employ fully qualified trades to install them. The best tool on a construction project is a great team and we have spent a great deal of time perfecting ours.

One of the most rewarding aspects of our job is a happy client and we are dedicated to building a home that you will love.

### Building the best team

We anchor our work in great service and support to our clients. We build teams to suit individual projects that allow us to employ the best expertise for each job.

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