



CHRISTEN LUXURY HOMES LTD.

Meeting high in-house standards by keeping the number of in-progress projects low

BY JENNI SPINNER

"WE DON'T MASS-PRODUCE OUR HOUSES," SAYS Tony Barone, owner of Christen Luxury Homes. "Each of our homes is specially designed and built. We take the lot we're building on, and we custom-design each house specifically to fit the property we've purchased."

While many custom-home builders throughout the country construct several spec houses at a time in closequartered housing developments, Christen Luxury Homes meets its own high standards of quality by tackling only one to five houses each year.

The firm's limited number of projects allows its designers, crews, and project managers to closely focus on details and provide the best possible product, Barone says. In addition to building houses for sale on the open market, Christen Luxury Homes builds homes for residential clients according to their own custom specifications.

"Our clients meet with our architects and design team, and we work together to build their dream homes," Barone says. "This requires a lot of interaction and close communication between the owner and our team."

AT A GLANCE

LOCATION: COQUITLAM, BC

FOUNDED:

EMPLOYEES:

AREA OF SPECIALTY: CUSTOM-HOME CONSTRUCTION



A special emphasis is placed on keeping communication lines open among all parties-homeowners, designers, crews, and subcontractors. Staff can anticipate and address challenges and changes before they arise, and frequent updates among all parties helps avoid unpleasant surprises like costly change orders and overruns, Barone says.

"We recently completed a house where the homeowner, after the initial drawings were completed, changed his mind during construction," he recalls. "He decided he wanted the pool and hot tub in the basement. We had to reconfigure the ventilation system and redistribute the space to fit the pool and hot tub, but because we kept in communication with the client and caught the change [right away] instead of three months later, we could do it."

The company has attracted a loyal client base, and referrals from satisfied customers have almost eliminated the need for marketing or advertising. "We're very hands on and detail oriented," Barone says. "We manage our sites ourselves, and we're there from 7 a.m. until the last person leaves. We have high expectations from our subtrades. We oversee every aspect of the home, from start to finish. And because our main focus is custom homes, it demands a lot of our attention and time with every project that we do."

That focus has paid off: Barone says the company's project schedule is mapped out for the next two years. While the firm is growing and staying busy, he adds that it's important that the company doesn't over-commit itself.

"When you grow more than you're able to handle, you lose control of what you do," Barone says. "Instead, we stay focused on what we do best: building dreams one home at a time." CBQ

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We stay focused on what we do best: building dreams one home at a time.

—Tony Barone, Owner



