

**Bowen & Whitsundays**

Custom Home Building Specialists

**LATITUDE**  
HOMES **20**

## FEELING EXCITED?

Jump online to view all our beautiful new home designs  
[www.L20homes.com.au](http://www.L20homes.com.au)

Call us on: 07 4786 5565 or email: [natalie@L20homes.com.au](mailto:natalie@L20homes.com.au)



# Welcome to Latitude 20 Homes

We're more than just a new home builder.  
We're specialist new home builders who  
work with you to **plan**, **design** and **build** the  
home of your dreams – *with your lifestyle  
and requirements perfectly catered for.*



*Dear Natalie & Scott*

*I am writing to say thank you to you and  
Scott and all the other tradesmen in  
helping me build my dream home. I am  
stoked with the quality and effort you put  
into my house while I worked away.*

*While working away, you made it stress  
free and where very easy to communicate  
with. The professionalism you showed  
throughout the build is beyond compare.*

*I would have no hesitation to build  
with you again and will recommend  
you to everyone.*

Luke Styles



# Why Build With Latitude 20 Homes?

## 1. PROJECT MANAGEMENT

We have an online project management system which is second to none, and utilized the latest in estimating and job management software. Each individual project is managed online so our clients are up to date with the progress of their new home at all times, giving them clarity and re-assurance through-out the entire project.

## 2. EXCEPTIONAL CUSTOMER CARE AND SUPERIOR COMMUNICATION

Our exceptional service and communication ensures that your building experience is an enjoyable and worry free experience.

We communicate with you through our online project management system so you will feel like part of the team and will be kept up to date on all progress, budgets and selections.

All of this is clearly documented throughout the building process guaranteeing that we can eliminate 100% of selection mistakes by keeping our lines of communication to the highest possible level.

## 3. QUALITY FINISHES

Our high level of technical expertise and attention to detail ensures that all of your expectations and requirements will not only be met but exceeded.

## 4. PERSONAL ATTENTION

You will receive personal attention from our director Scott Lydom, to ensure that your home is built to the standard and quality that you expect.

You will receive regular site meetings so you can experience first hand and contribute to discussions on any current issues.

## 5. PROFESSIONAL TEAM

We only employ a highly skilled team of carpenters and sub-contractors that are experienced in the construction of quality new homes.

Our membership with QLD Master Builders ensures that we stay up to date with the latest industry standards, which guarantees that your home is built with exceptional quality, giving you a finish of un-paralleled quality

## 6. QUALITY ASSURANCE

Every new home undergoes our minimum 250 point Quality Assurance Check list to ensure that even the smallest details are examined and rectified before you move into your new home.

We want to give you complete piece of mind knowing that your home will be built and finished to the highest possible standard.

“

*We are so happy we chose you to build our house. Nat and Scott were an amazing team to work with.*

*They went out of their way to ensure our house was perfect and exactly what we wanted, we can never thank them enough.*

*Both Luke & I would recommend their team to anyone.*

Nicole & Luke

”



# Our Guarantees

We want you to be confident that you have made the right choice and we give you that peace of mind by guaranteeing that your home will be beautifully finished **ON TIME** and **ON BUDGET**.

Our **Fixed Price** and **On Time Guarantees** offer you peace of mind when building your home. After all, we are committed to building the most important home ever built. **YOURS!**

## FIXED PRICE GUARANTEE

From the moment you sign your QLD Master Builders Fixed Price Contract your price will be absolute and final. No exceptions. No hidden extras. No surprises. Just one fixed price. Guaranteed!!

This fixed price guarantee means that you know exactly how much your new home is going to cost and we will never charge you a single cent more for any unforeseen items.

Only YOU can amend your building contract.

## ON TIME GUARANTEE

Time IS money and Latitude 20 Homes guarantees to complete the construction of your new home on time and as agreed in your building contract or we will pay YOU for every day that we run over that agreed contract period.

We are respectful of the fact that you need to make arrangements whilst your new home is being built, and we know how excited you and your family are to move into your new home.

So from site commencement right through to practical completion, we will take responsibility for ensuring that the construction of your home is given the priority it deserves.





# What Our Client's Say



“ Thank you Scott, Nat and team for doing such an AMAZING job building our beautiful new home. We surely will be highly recommending you to everyone we know. You guys are perfectionist and it shows in the homes you build. We love it! ”

Kelly Ann & Steve



“ Dealing with Scott & Natalie Lydom was a pleasure. We found all avenues starting from Administrating, Helping us with the plans, The colour coordinating, and their knowledge of all things, Their courteous trade men, excellent workmanship, along with Scott vision of the elevated landscaping to the front of the home which gives us an excellent street appeal. We have built 3 family homes over the last 34 years, and nothing has come up like this home. This final home has been a joy to build. We would highly recommend potential people looking to build, to go no further than Latitude 20 Homes. ”

Tom and Sue Wagner



“ We are extremely pleased with the beautiful house that Latitude 20 has built for us and we thank you, Scott and the tradies who made this happen, and especially in the timeframe you determined. All our visitors have had nothing but accolades - love the house, the finishes and of course, the pool. Your assistance during the build, with numerous suggestions, regarding colours, textures and fittings was extremely welcomed and appreciated. All we need to do now is the huge transformation of the front and back landscaping. This will be an enormous project for us, but I'm sure whatever we do will complement the beautiful home we have. ”

Barry & Deb Beel



“ We would like to thank Scott and Natalie Lydom and their team at Latitude 20 for the sucessfull completion of our home. We are extremely proud of our house and were delighted with our experience of having Latitude 20 build for us. We had a great working relationship with them over the duration of the build. We found all of the staff and contractors to be friendly, cooperative, helpful and very professional. They were always readily contactable and willing to help in every way. The crew of Latitude 20 are a wonderful example of quality home builders with passion for their work and their attention to detail. Their professionalism, dedication and reliability is outstanding. The fact that they are local builders is a bonus. We would not hesitate to recommend them to anyone. ”

Bill & Thea Weekes



# Our Simple Building Process

We genuinely want building your new home to be an exciting and stress free experience for you and your family.

To achieve this, we guide you from start to finish through our simple 8 step process.

## 1. INITIAL CONTACT

Whether you contact us by e-mail, via the website or by phone we will be ready to answer any questions that you may have relating to building your new home.

We will arrange a convenient time to meet with you either on site or at our office for your initial appointment.



## 2. ON SITE INTRODUCTION

Involves a 1 Hr consultation to discuss your ideas, requirements and grand vision. We will also discuss our construction process with you.

If you already have your own plans drafted, we will examine these and offer feedback.

If you do not have your own plans, we can provide you with an estimate to develop concept designs.

Have a budget in mind so we can help you to achieve a home you love within your specified budget.



## 3. CONCEPT DESIGN

Concept designs are prepared based around our initial discussions.

It's through close collaboration on design and specifications that we can work within budget constraints to ensure that the new home that we design is actually one that you can build.

We will design your new home and present to you your floor plan, elevations and 3D images of external view of your home and 3D images of the internal areas of your home such as the kitchen, master bedroom and ensuite.

Your feedback is then sought and changes are made until we develop a concept for your new home that you absolutely love.

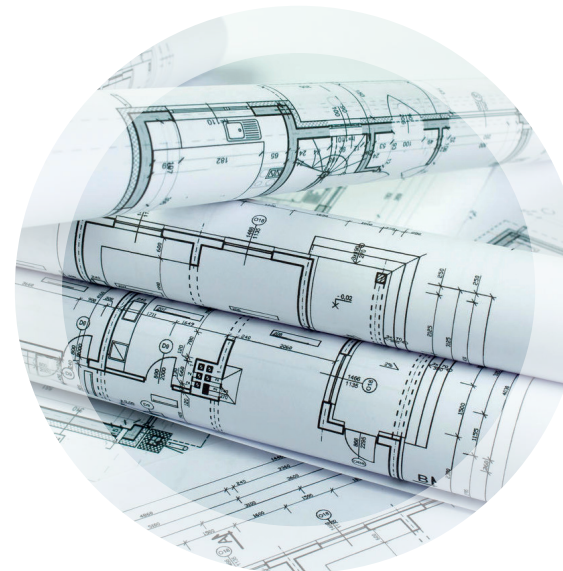


## 4. CONSULTATION

(Preliminary Budget Proposal)

Once you are 100% satisfied with your concept design we will prepare a fully detailed "Preliminary Budget Estimate" itemising the cost of your new home based on the concept design that we created and all of your personal specifications and inclusions.

You will also receive a guided tour of our online client portal which shows you how easy it is to build with Latitude 20 Homes.



## 5. CONSTRUCTION DRAWINGS

Once you approve our Preliminary Budget Proposal, we organise for working drawings and engineering to be prepared so we can provide you with a "Fixed Price Proposal".

At this stage, if you haven't already obtained a Soil Report and Contour Survey, we will arrange this for you.

In consultation with you, we will review our specification list to suit your project. This enables us to calculate a Fixed Price Construction Proposal, so you can rest easy knowing that there won't be any hidden costs further down the track.

Your thorough proposal includes expected overall costs and a detailed list of all inclusions and specifications.

This comprehensive presentation enables you to make a calculated decision based around facts, knowing that everything that you want to have in your new home has been allowed for, and there will be no nasty surprises at the end.



## 6. BUILDING APPROVAL

We will present you with and go over your Fixed Price Building Contract and specifications and sign all pages.

At this stage, you will be required to pay a 5% deposit.

Latitude 20 Homes makes the application to the Building Certifier and once approved we are ready to commence on site.



## 7. CONSTRUCTION COMMENCES

Once your building approval has been issued we are ready to start construction on site.

Latitude 20 Homes use a secure online project management program to ensure that you have access to your project file to monitor and manage all Selections, Schedules, Communications and Budgets 24 hours a day.



## 8. PRACTICAL COMPLETION

Finally, construction is complete and handover has arrived, but this isn't the end of the journey.

We carry out a quality check to ensure all work is to our high standards of finish which gives you peace of mind that your new home is defect free.

Before handing the keys over to clients we make sure you are 100% satisfied.

We provide a 6.5 year structural warranty and a 12 month maintenance warranty, and will keep in touch with you to ensure that you love your custom designed home.





# Track Your Build 24/7

*We've taken custom home building to a new level!*

## ONLINE ACCESS FOR CLIENTS

Building your new home is an exciting and important endeavour, and Latitude 20 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 holidays, Latitude 20 Homes puts information at your fingertips about your selections, upgrades, financial decisions, questions, documents, photos, and more.

*You'll have 24/7 access to information on your selections, upgrades, options, financial documents, contracts, photos, plans and more.*

## 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

Your builder 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

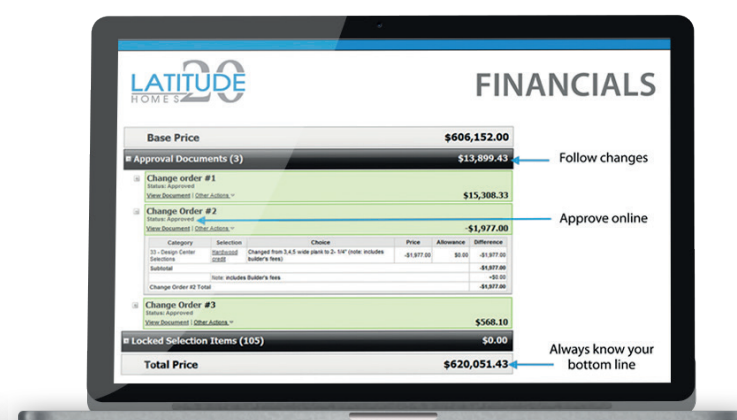
As your home progresses, you will need to have "conversations" about certain items, like asking for clarification on a selection or providing an update on a warranty request. Rather than using e-mail, you can add comments to many of the items in the site. Comments group these conversations together with 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.





# Get to Know Us

Director and Builder Scott Lydom is the founder of Latitude 20 Homes. Together with his wife Natalie they have established the foundations for a successful family run, highly motivated local business specializing in custom designed homes of the highest quality.

Scott discovered his passion for building over 20 years ago when he started a Carpentry and Joinery apprenticeship with a local Bowen building company which inspired him to set some goals early in life to achieve future success.

In 2009 Scott obtained his Certificate IV in Building and Construction and became a licensed builder with the Queensland Building and Construction Commission and set up his own carpentry business. Scott worked with many local small and large established building companies during this time where he improved upon his building and business skills.

Eager to grow their business, in 2012 Scott and Natalie joined forces with the Austart Homes franchise and changed the new home building experience for clients in the Whitsunday Regions,

building quality new homes and exceeding their customers expectations along the way.

After years of positive feedback they decided to branch out and expand their business and focus on building quality custom designed homes for home owners looking for outstanding customer service and uncompromised quality in their new home.

So, in 2015 their company name was changed to Latitude 20 Homes as a reflection of the new direction that their business is heading.

Natalie is the office manager, where her responsibilities include client liaison, document preparation, book keeping, sales and marketing, customer relations and general office management. Natalie will often be the first point of call between you and Latitude 20 Homes.

Scott and Natalie grew up in Bowen and enjoying living in the region with their three children and watching them enjoy the lifestyle that the Whitsunday region has to offer.





