

Rae House



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To whom it may concern:

I am writing to you to discuss my experience with Diana Emrich of Weichert Realtors and Jim Ernst of Artique Custom Homes. Let me start by saying that this is not my first experience building with Jim Ernst. In 2008, I decided to build a house in Lexington after building in Georgetown with a large company. I could not find a floor plan that I liked, so I showed my realtor a floor plan from another builder with some alterations that I would want for the home. Jim was able to make suggestions and incorporate both the floor plan and alterations into a beautiful home that was named the Caydence after my oldest daughter. We lived in that home on Orchard Grass for 10 years before we ran out of space. We never had any issues with the structure, electrical wiring, appliances, HVAC, or anything with the home. We had a wonderful experience with the build and felt like everything was perfect when we moved in. We were sad to leave that custom home, but with 6 children, we outgrew the home.

In 2017, we built another home with the same large builder that we had used in Georgetown in order to get into a better middle school district. Within weeks we saw the same issues with the HVAC and plumbing that we had in our previous home before we built with Jim. So, 9 months into living in our new home, we sought out help from Jim again to build another custom home. When we went to the initial meeting with my realtor and Jim, we met Diana. I appreciated the fact that Diana knew the selling area well and seemed to know the limitations of what I was asking to be built. I again looked at the plans that were offered, but with 7 children now, I knew none of the plans would work for my family. Diana spent a lot of time in multiple sessions getting to know what I liked, what I considered a necessity, and what I was willing to negotiate. I appreciated the fact that Diana was always available to discuss plans, changes, and selection choices with me. I have 3 very busy jobs as a nurse, nurse practitioner, and professor, as well as a mother to 7 children. It is very difficult for me to find the time to meet and discuss building a home. Diana was available on weekends, in the evening, and anytime it was convenient for me.

The great part was that Diana stuck with us through the entire build. With our previous experience the realtor is present for the initial agreement to build and then at the end for closing. Usually we do selections in 1 building with little swatches of material and a design consultant. I was very pleased to discover that Diana would be present through the whole process. She was there at the initial meeting, multiple meetings about the design of the home, the plan approval, the excavating of the land, the framing, selections, the walk throughs, and closing. She was our go to person. Diana and I drove all around Lexington and Nicholasville to pick out various selections for the house. She was great about giving suggestions when asked and giving me all the time I needed to choose. I remember not liking the lightening from Lowe's or Home Depot. Diana provided a dollar amount for the lighting allowance and allowed me to pick fixtures from multiple places.

Did I mention that Diana is the person whom designed our home? We really lucked out on finding a person who could do it all. Diana listened to my requests/needs and then drafted some plans to utilize space wisely and provide each of my children with their own room. We also requested that each floor have a different open area for each age group of children for play or gaming needs. Diana was very attentive to details and was wonderful about collaborating with me for what would fit our family best. We ended up with our dream home that houses 8 bedrooms and 6 bathrooms in 6400 square feet. We have plenty of personal space as well as storage space to accommodate each member of our family.



Jim is the quiet guy that makes it all happen. I only saw Jim a handful of times as Diana is very accessible during my odd hours free. When I would go to the property to check on progress, I would run Jim and he was always available to answer my questions and show me the progress. He is so meticulous to details that it is amazing. With the other company I had to stop going to the site until the drywall was up as everything looked like a jumble of cords, vents, and pipes. Things were cut at odd angles and appeared to be super glued together. Not with Artique. I enjoyed watching the build and seeing how the wires flow smoothly down the 2x4s with holes drilled for them to travel and they are tied together so they are easy to locate. It was seamless! The duct-work for the HVAC system wasn't a jumbled mess, it was nice rows of ducts that flowed through the house. I still remember being close to the end of the build and one day the fireplace was in and the next day it was gone. I asked Diana what happened and she said Jim measured and the fireplace was not perfectly aligned so he requested the company re-do the work. I appreciated that he took the time to not rush through, but take the time to make sure everything was correct the first time.

As I stated before, this is our dream home. It is our last home to build and it is flawless. I do not anticipate having any issues out of this home just like I didn't on Orchard Grass. If any issues arise, I have the utmost confidence that Jim and Diana will make any repairs without hassle. I hope that you will find that comfort in this testimony and place your faith in Diana to assist in designing your home and Artique to aid in building your dream home. If you have any questions whatsoever please feel free to contact me at (859) 494-2586. I greatly appreciate your time and hope you have a wonderful building experience.

Sincerely,

Jill Barry MSN, RN, CPNP-PC, APRN