

# HOMES & COMMITMENTS

## BUILT TO LAST



### Meet the Davy Family

When a job promotion required the Davy family to relocate from the suburbs of New York City, they wanted to settle in a community that was a good fit for everyone in the home.

The new house would need easy access to the city for Genevieve and Robert, and an excellent school system for the couple's two sons. The search brought the Davys to Lexington, Massachusetts. With a short commute to Boston and a quiet, suburban setting, Lexington offered the best of both worlds for the active family.

When Genevieve and Robert began their home search, they knew their ideal home would feature many modern updates. Genevieve was eager to find a home with custom touches, such as an open concept first floor, and a master bathroom. Beyond the features of the home itself, the couple was keen to move into a well-established area.

### *ABOUT THE HOME*

Location: Lexington, MA

Square Footage: 3,400

Bedrooms: 5

Bathrooms: 3.5

Features:

Open Concept  
Extra Family Room  
Wine Cellar

## A Warm Welcome Home

After a three-month search, the family visited a new construction contemporary home designed and built by Berglund Homes. The 3,400 square foot house was well suited to the family's needs and desires, boasting five large bedrooms, and three and a half bathrooms, including the well-appointed master bathroom. The house also featured an open, inviting first floor. With a large family room and open, sunny kitchen and dining area, the space was especially attractive for entertaining.



"I love my kitchen," says Genevieve. "It's so open. You can see outside, you can see the family room. It's a cheerful space. I love being able to stand in my kitchen and see the whole first floor." While the house checked all the boxes for the Davys, a few items made moving to their new home even more enjoyable. Berglund Homes helped the family make their mark with personal touches such as favorite colors for the boys' bedroom decor. The Davys also needed help outfitting the mudroom with custom shelving and hooks to make it a more functional space for the busy family. The Berglund team was happy to help make the new house feel like home, and was able to take care of requests before close. Timely attention to these details meant the family could enjoy their new home without delay.

## Service after the Sale

When buying a new construction home, meeting at the closing table is only the beginning of the relationship. Over the first year of ownership, the Davy family was able to rely on Berglund's comprehensive New Home Warranty to take care of repairs and adjustments commonly needed in new homes. Often, responsiveness to these small items is the true test of a builder's commitment to creating a comfortable and functional home. "We continued to work with Jay over the next year, so we got to know him," says Genevieve of the experience. "From a business perspective, he's not only good with his people, he's also really good with his clients. His service orientation is very strong. You don't often see a builder who has that suite of skills." Genevieve was also impressed with the open dialogue Jay Berglund shares with his homebuyers. "Once you've lived in the house for a while, Jay will ask 'What's it like to live there?'" Berglund welcomes the feedback of his homeowners, using their guidance to continually improve the quality and comfort of the spaces he creates.

## A Lasting Commitment



Five years on, Genevieve and her family still rely upon Berglund Homes to provide expertise and support for their home maintenance needs. Beyond the conclusion of the warranty period, Jay and his team have made themselves available to answer questions and perform repairs. For instance, when extraordinary snowfall amounts led to water damage to the ceilings, Jay made time to inspect the damage and offer advice.

The Davys are happy to entrust their home to Berglund Homes, knowing that the commitment to excellent service extends far beyond the one-year warranty period new construction homebuyers expect. “We text him with major and minor questions, and he always gets back to us. He’s been really great.”

## About the Builder

Berglund Homes is a premier builder of fine homes in Lexington, Massachusetts. With over twenty years’ experience in custom construction and remodeling, Berglund brings integrity, relationships, and impeccable workmanship to the home building process. As a green builder, Berglund Homes strives to incorporate an eco-friendly focus into their design, materials, and construction. To learn more, contact them at [www.berglundhomes.com](http://www.berglundhomes.com)