



IF ITS DESIGN AND CONSTRUCTION YOU NEED..... TALK TO CHRIS

NP: Kensington has an excellent reputation for integrity, value for money and customer care. How have you built this reputation and where does it come from specifically?

Thank you it is nice to hear that. As a company we strongly believe in integrity and taking care of the customer. It was instilled into me by my parents and is part of who I am. I have always thought that a person's word is their bond. If you say you are going to do something, then it is very important you do it. In business reputation is everything and I want people to like my company; to enjoy working with us and benefit from dealing with good hearted, friendly and professional people. Building a home is a big commitment for anyone and we respect the customer for this and realise we are being trusted to take care of this for them. So we do our very best and enjoy doing so; it all quite simple really and just comes down to who we are as people. We want all our customers to be happy with Kensington's service and the homes we build for them.

NP: Do you encounter problems and have to sort out situations?

Oh yes of course; every Managing Director and every manager and foreman deals with problems on a regular basis. It is all part of being in business. It's how you deal with the problems that's important. Construction is full of challenges and potential problems which is why people come to Kensington. We have created a really smooth and enjoyable experience for the client. They know their home will be built properly, at a fair price, on time and with a guarantee.

NP: Do you build all sorts of homes and all styles?

Yes basically anything we are asked to do. It could be Mediterranean style, Moroccan, minimalist, modern, traditional Thai, Lanna, Balinese, colonial, cottage or whatever. The Thai architects who work with us

speak English and are extremely creative. They help the customer design the best possible home suitable for the climate conditions and within the client's requirements. We can do any size, style or budget. We specialise in custom homes which is where the individual wants to build a house specific to their needs. We help them every step of the way, from concept to completion. Many times we save the client money, time and make sure their home is built to the best standards possible for the best price, according to the high level of service they receive. I genuinely believe for what we provide we are unbeatable.

NP: Do you carry out other construction services?

Yes we can and are associated with a fabulous team of Thai professionals from urban planners, architects, interior designer's, engineers, project managers, surveyors and so on. They carry out feasibility studies for resorts and hotels, land surveys, assist with initial analysis of projects, infrastructure needs and all manner of construction issues. Our Thai team are extremely experienced, professional and know the industry well.

NP: Is designing and building a home good value for money?

Yes amazing value for money. You maximise what you get. It only takes 8-16 weeks for architectural drawings and normally 10-14 months for the home to be built. So it flies by and the process is so much fun. It is exciting seeing your home develop. You really do get so much more for what you pay out. You also have the added bonus of creating a home that suits you and your requirements. It makes living so much more enjoyable as the home is designed and built for you. So naturally it makes living more comfortable and the general ambiance of the home seems better as it is created specifically for you. You can also include insulation, cooling techniques, add solar if you wish, have a pool or a Jacuzzi, have what lights you want, make sure you have enough power points, chose your tiles, landscape the gardens and add lovely water



features. You can have whatever number of bedrooms and bathrooms you need, as well as customise the home to your preferences. It is really good fun building your own home.

NP: Do you offer guarantees and insure the home during construction?

Yes we provide a guarantee on the property we build. As part of our customer care policy, Kensington also provide all house build customers with a contractors all risk insurance policy, during the construction period. It covers us and the customer. It is free of charge to the customer and part of our build service. Very good policy and takes care of most eventualities in case of problems such as injury and damage.

NP: If a customer is abroad does that cause any problem?

No not all. We can communicate via e-mail, phone, Skype and fax. Many times clients work abroad and we can assist them easily. We helped one Thai lady who lived in Australia recently and a very nice Dutch man married to a Thai lady who worked outside of Thailand. No problem at all.

NP: So if someone wants to build their home what is the simple process?

Very easy: contact us. Naturally we will ask lots of questions and once we know enough the architect will provide the price to do architectural drawings. Once you decide to go ahead you work with the architect until the design is complete. They then do construction drawings. Once complete we assist you apply for permission to build. Also at the same time we provide you with the final accurate cost to build. Once permission is granted and you wish to go ahead we start to build once contracts have been signed. We provide a standard construction contract that protects all parties concerned and clearly maps out what has been agreed. We insure your project during the construction process.

NP: Can you think of one simple thing that makes the process easier ?

Like anything you can chose to make it difficult or easy. You can make this enjoyable or a hard task. One thing I learnt, is that it can come down the mind set and the customer's attitude to life and how they deal with people. You get so much more in life if you are nice, positive and fair. Treat people well, respect their knowledge and experience; and enjoy doing what you have decided to do. In business the clever customer is nice, polite, fair and reasonable. They always end up getting far more by being this way. It makes the whole process so much more enjoyable, the team enjoy their work and it actually stops problems occurring as everyone is in the right mind set. Those who are difficult, aggressive or uncompromising create problems for themselves and also get less in the long run. But I think that's common sense. We are very lucky and all our customers are a pleasure to work with. We really enjoy building their homes and are thankful to them for their confidence in us.

Thank you Chris for talking with us. If anyone is interested in building or designing their own home, you are welcome to contact him directly: chris@ken.co.th

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