

August 2011

In the summer of 2010, we purchased a vacant lot in Desert Aire, WA with the intent of building a vacation home. We were referred to Gary Conachan and Triton Custom Homes as a possible builder.

We met with Gary and spent an informative (and comfortable) afternoon looking at some of his finished homes and homes in progress. In every one of the occupied homes we visited, the owners greeted Gary fondly, delighted to show us what he'd done for them. We did not hear a single caution or unpleasant experience. We found him to be personable, knowledgeable, and attentive. Gary has built some beautiful homes in this area; we were quite impressed. But we were planning a smaller place that would serve as a weekend getaway for us and our family. Gary assured us that he would design and build a place that would work; he also assured us that he was mindful of our budget parameters.

Even during the purchase and sale of our lot with some attendant septic system issues, Gary helped us to work with the county and the service people until the situation was resolved. Perhaps our first test of his true nature came when we previewed the initial design which we felt did not take full advantage of our view. Gary listened, returned to his designer and re-worked the plan, all with grace and patience. When our actual building began, Gary kept in daily contact with us, telling us what had been done that day, what was coming next, what problems were encountered, and what we needed to be thinking of. He arranged our options meetings with his contractors for our convenience and attended with us to offer his perspective and support. His input was invaluable.

There were occasions when we saw something or thought of something we might like to have at the house. When we called, he got back to us very promptly. He never balked or disregarded our thoughts, but he did not hesitate to share his opinions for our consideration, making these conversations open and flexible.

If asked to pinpoint the most important characteristic that would recommend Gary to others, we would say his integrity. He followed through on every idea or request that we discussed. He took responsibility if something was delayed, incorrect, or failed to function as promised. He resolved all issues to our satisfaction.

And are we ever satisfied! We are thrilled with our place. It is just what we told Gary we were hoping for: open, bright, distinct, comfortable, and well-constructed. His small touches and suggestions can be found throughout and they add so much to our home. We love it. We miss talking to him every day but he checks in from time to time, and we are now owners of a Triton Home who are delighted to show prospective clients of Gary's what he did for us. Please stop by.

We highly recommend Gary and Triton Custom Homes to anyone who is planning to build in this area.

Jim and Kate Pankiewicz