

A Forever Home Leads to a Long-Lasting Partnership



CASE STUDY

The Vision

When Ron and Liz Gingerich purchased a group of four condos in Clayton, Missouri as investment properties, they knew immediately that they needed an innovative builder that specialized in customization. "We wanted to take the condos from plain square boxes to really unique, livable spaces – so we were looking for a company that could do amazing custom architectural elements." Ron and Liz also knew that the final piece of their plan was to build their own custom forever home. That meant they weren't just looking for a one-time builder, but a long-term partner who they could trust to learn, understand, and execute their vision.

The Decision

After interviewing several builders, Ron and Liz decided to work with Higginbotham Custom Homes & Renovation. While Higginbotham's reputation preceded them, **it was their conversations with former Higginbotham clients that ultimately made the decision for the Gingeriches. "Every single one of them had great things to say," Liz recalls.**

The Process

Higginbotham took a collaborative approach, bringing together the designer, architect, and other vendors to ensure that every detail of the condos was brought to life with meticulous care. They created unique elements like coffered ceilings, marble fireplaces, and curved stone shower walls; plus, they always kept Ron and Liz up-to-date. "It wasn't unusual to get a daily phone call from them telling us how everything was going," Ron says. With long-standing relationships with vetted local partners, Higginbotham was able to keep work moving forward even as other builders experienced delays. In the end, the couple's vision of transforming the condos was exceeded. They received and accepted an offer to buy them – which meant it was time to start building their forever home.

The home build didn't come without its challenges, but the couple says Higginbotham was "always ready to make changes on the spot and figure out how to make it work." Whether adding extra joists to the floors, installing a specialty drainage system, or tracking down the perfect stone for the exterior, the Gingeriches say Higginbotham went "above and beyond" to make sure their home was as functionally sound as it was uniquely beautiful.

The Results

It's not just Higginbotham's detailed craftsmanship that impressed Ron and Liz; it was also their detailed approach to service. They never had to worry about their projects, from the first condo to the final touches on their home. Even when they had to briefly move out of state while their home build was in progress, Liz says they felt at peace: "They worked with our designer and architect to finish the job while we were out of town. We trusted them, and they knew what we wanted and expected. I don't think other builders could have done that." Twelve years after their initial meeting, Ron and Liz still call Higginbotham anytime they have a new project. **"They're so reliable, so helpful – we have recommended them so many times, and we always will any chance we get."**



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