

A Service-Centered Approach Brings a Dream Home to Life



CASE STUDY

The Vision

When Leigh was shopping for a new house in St. Louis, she didn't know exactly what she was looking for at first – but she did know one thing: she wanted it to be something special. After falling in love with an older home, she put down an offer and soon found herself dreaming up ways to make the place her own. She knew she was going to need a partner who would be as committed to her personal vision as she was, would always put her best interests first, and had the experience to advise her through every part of the process. She knew she needed to contact Higginbotham Custom Homes and Renovation.

The Decision

Having worked with them on professional projects before, Leigh knew the Higginbotham team would be open to all of the ideas she had for her new home: "I knew part of their business model is to be hands on and to look out for their clients. I had the trust they would listen to me, hear all the details I was envisioning, and steer me in the right direction." She reached out to Higginbotham co-owner Bruce Korn and soon they were working together to bring her dream home to life.

The Process

Though she initially thought she was only going to do a few projects, once work began Leigh became even more excited about the home's potential and began to come up with more ideas – and each time, Higginbotham was there to figure out the best way to make them happen. Leigh says that their approach was consistently "service-centered", including making sure they always found the most cost-effective, durable, and sustainable ways to bring details to life or address challenges that arose. "They knew how to help me save money during the process by recommending local vendors," she says, "They know a lot of people and they know how to get things done."

Leigh's home renovation ultimately included a new kitchen, three bedroom remodels, reconfiguring the second floor layout, and adding a bedroom and two bathrooms – one of which had the additional challenge of running plumbing from the home's basement to the third floor. Throughout the entire project, the Higginbotham team stuck true to Leigh's vision and looked out for her best interests: "They respect your ideas and budget. What they really want is for you to be happy." In Leigh's case, that included making it more comfortable for her to live in the home while it was being renovated – a mini-project that Bruce Korn took on himself by building a temporary room to shield her from construction.

The Results

"This was a big project," says Leigh, "and I needed someone who would be beside me throughout the entire process." For her, that's exactly what Higginbotham delivered – not only the home she had envisioned, but also an experience that felt genuinely collaborative. "I never for a minute second guessed my choice," she remembers, **"their level of personal service is to be revered. Even when there were challenges, I had full trust they would listen to my vision. Now I get to wake up every day in the home I dreamed of."**



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