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### ENERGY SAVING TIP #1

Floors can account for 10-20 percent of heat loss in winter, so timber floors and suspended concrete slabs used in cooler climates should be insulated.



# Hot Off The Press!

## Brightwater Billy Cart Cup

Make a note in your diary for the first Billycart Cup to hit the Sunshine Coast! The event will be held in Brightwater on Sunday, October 30. Costa will be participating in the business race, so come and support us.

For more information on the event or for entry details visit:  
[www.stockland.com.au/home-and-land/qld/brightwater\\_special-offers-and-news.htm](http://www.stockland.com.au/home-and-land/qld/brightwater_special-offers-and-news.htm)



## Facebook

Next time you're online be sure to 'like' our new Facebook page. If you are aware of someone who is planning to build and you refer them to Costa, you will be rewarded \$2000 cash (upon entering contract). The same goes for clients wishing to build with Costa - a \$2000 discount will apply. (Offer only available for supporters of the Costa Facebook page).

## HIA 2011 Awards

Costa took out three awards at the 2011 Housing Industry Sunshine Coast / Wide Bay Housing Awards:

- Townhouse / Villa Development
- Display Home over \$400,000
- Display Home of the Year



## Industry News



\$10,000 Building Boost: Don't forget the building boost is still available until March 2012 and it is available to everyone.



Interest rate relief could be in sight with economists tipping the Reserve Bank Board to reduce rates in the coming month.

## Display Home

Our Award Winning display home is now for sale. Price: \$954,000 incl. GST, with lease back of two years minimum at 7% return on investment. For more information contact Frank Gentile on 0412 728 770.





## Client Profile

Keith and Linda Hosking started building in December 2009 and finished mid-July 2010. They live in a beautiful home on Kawana Island.

### ***What do you love most about your home?***

Linda: It's the openness, the airiness; looking from the front door through to the water and views.

Keith: Yes, the view and the light. It's really the view because the home was designed to maximise the view so you see it from all the areas of the house, even upstairs.

### ***How has the home been customised to suit your lifestyle?***

Keith: The home is exactly what we want. It has turned out nicer than we ever anticipated. When we are entertaining guests, there is a nice atmosphere.

Linda: There's also another little entertaining area outside (at the side of the house) which was designed for when it's windy. So there are three entertaining areas: the outside living area by the pool, the little area protected from the wind on the side of the house and the dining room table.

### ***Apart from moving in, what was the most exciting part about the building process?***

Keith: I think it was the fact that we came in every day to see the house being built. Initially, we weren't quite sure what it was going to look like but then towards the end as we saw it all coming together, we got more and more excited about it.

### ***How was the 'Costa Experience' of building your home?***

Linda: it was great. We were very, very pleased with them. They were professional, they were always willing to meet us here if we had any problems and they really were just wonderful. People often say building is a terrible experience but it wasn't, it was a good experience.

Keith: We would recommend them to anybody.

### ***Could you visualise your home on paper prior to construction?***

Keith: We had the drawings of the house plan, but we couldn't really envisage it. And as I said, it turned out nicer than we ever imagined. We weren't disappointed.



Keith and Linda's Costa home has allowed them to live their ideal lifestyle.

*"The home is exactly what we want. It has turned out nicer than we ever anticipated."*

### **ENERGY SAVING TIP #2**

*The correct selection and installation of insulation in the ceilings, floors and walls, in conjunction with using thermal mass, can achieve significant reductions in heating and cooling costs.*





Linda: I think the rooms are probably larger than what we thought when we saw them on the plan. The Costa team managed to create a feeling of openness in every room of the house. The whole finished project was more than we expected.

***Were there any changes made to the building plan as the home was under construction?***

Keith: we added a few more windows to allow further light in the home and there was a redesign to open the waterfront views more. This involved the roof of the outdoor entertaining area to be altered as well as multiple columns being removed. We think it was the right decision for us, though. These were all accommodated accordingly by the Costa team and the changes made were all redesigned to better suit our needs.

***Did Costa keep you sufficiently informed along the way?***

Linda: Yes. If there were any changes that we wanted made, we'd just about immediately have the price difference and they were very upfront about this. All expectations we had of them were met.

What is your favourite room in the house and why?

Keith: I think probably again, the main living area. It's the most open to the water front views. I also love how when I walk up I can see the view expanding. It's fantastic.

***Would you build with Costa again?***

Both: Yes, without any doubt.

***Final words and recommendations:***

Keith: Linda and I are not novices in building. This is the fifth house we have had built.

Costa has been without any doubt, our very best building experience. I don't think Dean and I had any conflicts in the seven months we dealt with Costa. The job was on time, on budget, we were kept informed, if we made a change within a couple of days we had the revised costing so we knew exactly where we stood. So really I can't find anything negative to say.



**Keith and Linda: Happy in their Costa home and entirely satisfied with the building process.**

*"The job was on time, on budget, we were kept informed, if we made a change, within a couple of days we had the revised costing so we knew exactly where we stood."*



**Keith & Linda: Five Star Review**



## Supplier Profile

### **What sets your business apart from other building designers?**

We're site-specific designers, we don't specialise in duplication of designs and we believe every project deserves its own unique design.

### **What is the difference between your business and the services an architect would offer?**

There's not much difference at all, really. It's pretty much exactly the same thing.

Can you give information on how the business works in conjunction with Costa to realise the buildings to completion? What part of the process does MRA Design fit in?

Firstly, we have our initial meeting with Frank Gentile and the client, in order to resolve issues such as budget constraints, wish lists and go over the general design of the home. Secondly, we'll do a pen sketch which gets reviewed by both the builders (Dean, Frank and Tony) and the client. Thirdly, we develop that sketch until the client's happy with it and the Costa team feel that they can make the budget. We create 3D views, floor plans and elevations. From there, the Costa team can estimate to a fixed price for the build.

Once client approval has been sought, completion of working drawings and structurals can be ordered. Then onto construction. Due to the fact that Costa are in the same building as our office, I tend to have a lot of contact with Dean during construction as well as maintaining the integrity and detail of the design.



**Michael Rolton: Principal Designer/Director MRA Design**

*MRA Design is an award-winning team of building designers founded in 1997 by director Michael Rolton. They are a multi-disciplined firm encompassing Residential, Multi-Residential, Industrial and Commercial Design.*

### **What are the key elements that you continuously put into your building designs?**

The key elements are the aesthetics, sustainability, function and meeting the client's budget (affordability).

### **What do you like about working with Costa?**

The homes are built exactly as designed, there are no shortcuts taken on site, they appreciate good design and always ask for our input when queries arise rather than just making a design and going out on their own.

### **How do you get job satisfaction from what you do as a designer?**

It's seeing the finished product and seeing a happy client. Clients are always saying how they didn't ever imagine that their home would turn out as well as it has. Positive client feedback is very rewarding. Also the ongoing work that we derive from those completed projects as a result of referrals.

### **What's it like working with Dean Costa?**

Dean's a good bloke. He is conscious of maintaining design integrity, finding a happy medium in keeping the house the way we've designed it, but he also upholds the promised budget. He works on site too and this makes him very good at finding solutions to unforeseen site issues and connecting with clients.

**Michael Rolton - MRA Design**

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### **ENERGY SAVING TIP #3**

*Ceilings can account for 20-35 per cent of heat loss in winter, so it is important to place insulation close to the ceiling to help reduce this.*

