

The Client Perspective

15 clients • 15 perspectives



"The most memorable part of the process was how completely the design reflected the way we actually live."



“We wanted our home to feel more connected to the way we live. The result exceeded everything we had imagined.”

“It looks entirely different - open, airy, and so truly beautiful.”

Chris creates beautiful spaces that truly reflect the people who live in them. He understood my style almost intuitively, and made product selection easier than I ever dared hope.”

The space was transformed to maximize functionality.

More counter space • More cabinet storage • Significantly more floor space

It looks entirely different: open, airy, and truly beautiful. Our new kitchen and den genuinely do all of this, and have brought us more joy than we ever could have imagined.” ■ Kim N

“Chris’s drawings and video allowed us to visualize what our new space could be.”

He was always willing to answer questions, provide feedback, and refer us to his numerous contacts in the business to help us make the right choices.

We will definitely consult him again.

■ Lauren R



I am so thankful that we hired Chris for a complete remodel of our kitchen, family room and living room. He listened to us and came up with a design for our home that fulfilled our needs and more.

“Most helpful was how Chris went with me to narrow down my choices of products.” It would have been overwhelming to me if I had had to do all that on my own.

He often said that his goal is to see the happiness in the customer’s eyes once their remodel job is complete. I truly love my “new” home. ■ Cindy T



How do we do this?

When we bought our forever home, we knew the kitchen was lacking the love the rest of the home and property had. We didn't know how to begin to make this our space. How do we do this? How much will it cost? What does our space look like anyway.

Then with a phone call and recommendation, we were sent to Chris.

Best decision EVER! He was so patient with us and helped us find out just what would make us happy in our space. And he was right! His guidance and suggestions made this project tolerable; his caring about others and loving what he does helped make our new kitchen be the warm gathering place we dreamed it to be. ■ Brian and Patricia



Appliance wall convenience

I really enjoyed working with Chris. He immediately grasped what my hopes and tastes were, and he made a number of excellent suggestions for things that I would not have thought of myself.

He also encouraged me to ***take things a step at a time instead of planning every step all at once***, so that I could assess the effect as it went along. Thank you, Chris!

■ Jane T.

“Now the home feels effortless, personal and entirely our own.”

THE EXPERIENCE

We hired Chris to help us ‘see’ what was possible for a kitchen & laundry remodel plus the addition of a half-bath in our 1974 ranch house.

To have someone come in, present ideas, discuss the pros and cons, and explain the importance of ergonomics and building code was enlightening and empowering.

THE REALIZATION

Thank goodness for this ‘big-picture’ approach to solving problems! ■ Cynthia L

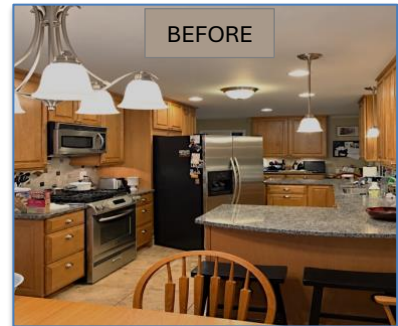


“We received excellent economic value”



We agree with the consensus, positive praise-worthy HOUZZ reviews of Chris Ely. He is experienced and capable, and is especially passionate about project design and the build to customer satisfaction.

Our home is updated and more attractive to future buyers. We look forward to enjoying our home for years to come. ■ Dean and Sarah H



“This was one of the best decisions I have made.”

I was really having a hard time deciding what I wanted to do in my kitchen so ended up doing nothing. My sister made an appointment for me with Mr. Ely and he was wonderful.

THE RESULT

He gave me a great design for my kitchen and living room and made multiple changes when I was not sure of something. He asked me a lot of questions about what I wanted and changed anything without complaint when it turned out it was not what I wanted. He really supported what I liked and wanted and my color choices were bold to say the least.

He is wonderful to work with and gives great suggestions, but in the end he supports what you feel is right for you. ■ Timmi Caskey



“I wanted my kitchen to be a “jewel box” and we achieved that.”



I worked with Chris for over 1 ½ years on designing a kitchen remodel for our uptown Charlotte home. He assisted with layout, function, vendor selection, solidifying my design choices, etc.

I love my new kitchen! ■ Kristi W.

“Chris had been taking us through an iterative design process that goes from good, to better, to ‘WOW’.”

We purchased an unrenovated 30-year-old home that we felt had great potential. We considered hiring a one-stop shop, but we hoped to find an independent designer who would better represent our interests and help protect our investment. We also hoped to find someone we liked **and** who had a unique background spanning construction, architecture, and design, with some interior decorating sprinkled in.

Chris’ profile fit beautifully. He has experience in the areas we needed—and more. He is talented, an excellent listener and psychologist, and a pleasure to work with. He puts thought into the details that most people would miss and has the ability to ask really insightful questions that translate into criteria that will make you fall in love with your space.

His dedication made us confident in the finished product—a renovation we both love and that he can be proud of. He has truly been the trusted advisor he said he hoped he could be. ■ Jeanine O.



“Christopher helped us make our wish list become a reality beyond our expectations; our kitchen is a dream come true!”

He took the time to learn about us and our needs, then visited our home to learn about the structure and existing design of our old kitchen to help us determine what would be possible in a remodeling project.



Digital renderings of plans helped us envision our dream kitchen.

Our project involved a complete demolition and redesign of our kitchen, which can be challenging, but Christopher explained the process so we would know what to expect when construction began.

He then introduced us to companies that could make our dream kitchen become a reality. His vast knowledge about products and services really helped us navigate through decisions and design choices. When we couldn't decide on a selection, he would add our choices to the digital renderings of the design so we could see what it would look like in our design.

■ Yolanda



“When we first met Chris, he said that once the project was finished, he wanted us to walk into the kitchen and say, ‘WOW.’ And that’s exactly what happened.”

Hiring Chris Ely of Completely Personal Homes was the best decision I made when I decided to remodel our kitchen.

He came to the house, and we first discussed what we were thinking about. We wanted to totally gut the kitchen while keeping the flooring. He had lots of suggestions.

We had no idea what we wanted, and he had the best suggestions.

His enthusiasm for ways we could upgrade everything was key. So, after talking with us, he took measurements. Then he went home and created an 18-page document that showed our kitchen and his proposed suggestions, including 3-D images and blueprints with the measurements.

Now what do we do?

Chris then invited us to meet with the vendors—cabinets, countertops, appliances, etc. I would not have had a clue which companies to go with. He made all those decisions so much easier.

I have NO clue about what this whole process entails.

Once the demolition started, Chris was available at any time as things developed, by phone, email, and text.

He responded immediately. Whenever I had a question about the construction process, Chris quickly responded and helped me understand how things would go. He even called the cabinet company owner when I was dissatisfied—I had no idea how to handle the issues. His knowledge was invaluable!

The Bottom Line

We love everything, and our neighbors were wowed as well. Chris has been professional, available, and very knowledgeable. ■ H. Alexander



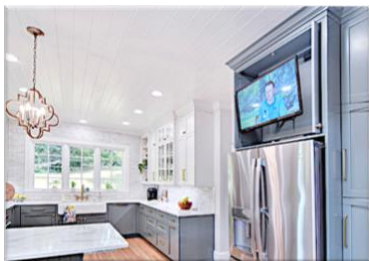
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Christopher Ely
OWNER
COMPLETELY PERSONAL HOMES



Some statements edited for length