

Alan Chandler - Making the Home Buying Process More Enjoyable

by: Heather Watts

Buying a home can be a painful experience for so many homeowners. Understanding the process is a key to a good experience while building a new home. Alan Chandler, Chief Operating Officer for J. Harris Development Corporation, is implementing plans to make the process enjoyable from beginning to end. "Quality and cost have always been important criteria for selection of a homebuilder," says Alan. "However, that alone is not all the service needed to make the process a happy one. Homeowners must know that their home is extremely important to the builder if you build one home a year or 400 homes a year."

J. Harris Development specializes in both production and custom homes throughout the Birmingham area. Current subdivisions include 92 Old World style homes in the Moody area (Windsor Village), 250 homes built in the Arts and Crafts style in Warrior (Smiths Glen), 80 traditional basement homes in Trussville (Chatham Crest), as well as 170 homes in the Master Planned Community of Carrington Lakes in Trussville. The homes in these subdivisions vary from the mid \$100s to well over a million dollars. Each subdivision is planned to create a consistent neighborhood with similar aesthetic qualities. Carrington Lakes, for example, will be equipped with a clubhouse, junior Olympic swimming pool, tennis courts, volleyball courts, basketball courts, walking trails all nestled between two large lakes.

The challenge for Alan is creating an operation that caters to the volume listed above but still gives the homeowner a

hands-on approach to their home. "Each homeowner has different expectations of what the process should be. It is our mission to determine what those expectations are and deliver to each and every homeowner," he states.

Alan's 10-plus years of experience in the commercial construction industry have given him knowledge and experience in handling a multi-faceted company. "Control systems, change management and consistency are three constant focuses for J. Harris going forward," he says. "I have learned that relationships start with trust. When you talk about business relationships you add competency and passion to the mix. People want to hear people plan their work and work their plan. In essence, a good company has internal methods for control, whether it be cost control, administrative control or information control. A good company can change with the times, economic trends and technology. If you are not on a continuous improvement track, you are to be left behind. J. Harris Development is establishing the groundwork for a continuous improvement policy within the framework of the company. Consistency is the final key to success. Every homeowner must be given the same level of service as the next homeowner. Your reputation is built on delivering the same high level of quality across the board. That is quality across different superintendents and different products at different price points."

Alan is extremely excited about the



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employees of J. Harris Development and the future of the company. The company headquarters is moving to a three-story, 10,000 square foot historical building downtown at 115 21st Avenue North. The company now has a full-time decorator who will showcase options in a 3,000 square foot design center located in the new building. New accounting systems and software, along with new accounting personnel are being put into place to accommodate homeowners and J. Harris Development's ability to offer many options for their homes. Jack Harris, president of J. Harris Development, wants his company to be the respected homebuilder in the area and has invested in the future of the company.

Alan is a graduate of Auburn University with a degree in Building Science. Alan also has a Master's Degree from Clemson University in Construction Science and Development. He is a Certified Professional Constructor as recognized by the American Institute of Constructors. He and his wife Jennifer have twins, Mac and Emy, who are 6 months old. Alan enjoys hunting, fishing, scuba diving and days at the Gulf of Mexico. To learn more about J. Harris Development please visit their website at jharrisdevelopment.com. ■