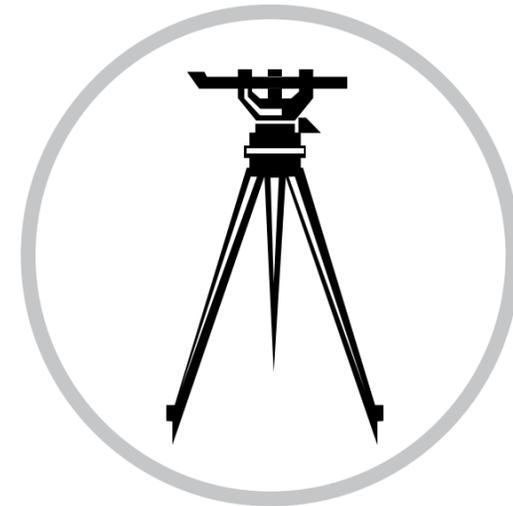




**BENCHMARK  
BUILDERS, INC.**

# BENCHMARK BUILDERS, INC.



A custom building firm dedicated  
to delighting our customers.

New Construction • Renovations & Additions • Kitchens & Baths • Small Projects • Home Maintenance

# Approach

## About Us

Benchmark builds and renovates homes in the greater Boston area. We go to work excited and passionate about our projects. Matt Harkins founded the company in 2003 and has consistently demonstrated his ability to deliver projects loaded with craftsmanship and cutting-edge construction best practices.

**We maintain can/do positive attitudes, answer our phones, and make the home building & renovation process enjoyable and rewarding for our clients and project partners.**

**Benchmark demands perfection throughout each phase of construction.** Our network of exceptional and carefully vetted subcontractors and vendors share our passion for the craft. It's a pleasure working with a talented group of people who really care about their work, and are constantly striving to enhance the performance of our homes and services.

**Customers are the most important part of our business, and we appreciate them and look out for their best interests each day.** We go the extra distance to ensure that our clients are happy and thrilled with our work. We're really proud of our new homes and construction projects, and the long-term relationships we form with our clients.

Benchmark's clients receive a superior construction project delivered on time and on budget. We're fully committed to delivering the highest quality construction practices, utilizing innovative technologies, and providing outstanding customer service.

**Benchmark's staff of project managers, site supervisors, and finish carpenters have extensive knowledge and experience, averaging over 20 yrs. of construction work history.** Our fundamental understanding of the construction process enables us to properly schedule and sequence construction to optimize speed, achieve efficiencies, and ensure craftsmanship. Our project managers & site supervisors stay personally involved in each and every phase of construction to ensure that Benchmark's projects are built with the highest levels of quality and craftsmanship.

Our projects start with a carefully prepared schedule and financial plan. Each line item of construction is itemized and accounted for. Our office staff utilize proven financial systems to transparently account for our client's funds, prepare detailed invoices, and keep project information organized and moving smoothly. **We treat our fiscal responsibility to our customers with great respect and responsibility, and we're committed to on-time, on-budget execution.**

Long after a project is complete, and the standard warranty period is over, Benchmark Builders remains on call 24/7 to help our customers with maintenance, questions, special projects, and emergencies.

Ask about Benchmark's Home Services Division. We offer comprehensive maintenance services to our existing customers and to the general public.

# Our Team



**Matt Harkins**  
*Founder & President*

Matt has been working in residential home construction for 27 years. Throughout high school and college, Matt grew through the ranks of a property management and maintenance business which was responsible for a portfolio of real estate investment

properties in the greater Boston area. Starting as a laborer the summer before his first year of high school, Matt has worked in almost every phase of home construction and renovation.

After graduating from Ithaca College in 1995, Matt worked in corporate sales and management positions. After five rewarding years in corporate America, Matt decided to focus on his passion for real estate and construction, and founded Benchmark Builders, Inc. in 2003.

Over the past 15 years Matt has completed an extensive portfolio of successful high-end residential projects. Matt is an expert in home construction and renovation and has had the privilege of working with many of the top architects, designers, and product specialists in the Greater Boston area. Not to mention a variety of demanding yet delightful clients.

Matt Harkins continues to stay deeply involved in Benchmark's projects. Matt spends his time interfacing with clients, carefully monitoring and managing projects, inspecting construction quality, and attending project meetings.

Matt is a licensed MA Construction Supervisor, a licensed MA Home Improvement Contractor, a licensed MA Real Estate Broker, and a Certified Green Builder.

Matt is the proud father of twin sons, Max & Owen and a daughter, Gabriella.

**Susan Passus**  
*Director Benchmark Home Services*

Susan joined Benchmark Builders, Inc. in 2007.

Susan has worn many hats at Benchmark, and currently manages Benchmark's Home Services Division. She is our customer point person and liaison and works with Benchmark's staff and vendors to coordinate maintenance, home care, and special projects. Susan's responsibilities at Benchmark also include project management, and marketing/advertising.

Before she started working at Benchmark, Susan could be found on Martha's Vineyard where she lived for ten years. While on the Vineyard, Susan worked for one of the Islands' leading accounting firms, as a bookkeeper, where she was responsible for the firm's building and construction related clients.



**James Harkins**  
*Director of Financial Operations*

In 2003 Jim brought his financial and managerial expertise to Benchmark Builders. Stressing the importance of strong financial discipline and project management, Jim has built a comprehensive set of financial systems geared toward maximizing the financial assets of both the company and our customers.

Jim received his BBA, specializing in Finance in 1991 and later received his MBA in 2003 from Babson College graduating Magna Cum Laude. He is an active member of the Beta Gamma Sigma honor society, constantly networking with the area's top business graduates. An expert in advanced financial modeling, Jim is always looking for systematic ways to maximize client's investments in their homes while continuing to raise the bar on the quality of Benchmark's projects and construction process.



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## Renovation, Concord, MA 2015

Dear Matt,

Words can't express how grateful we are to you but we wanted to try anyway. We feel so lucky that you agreed to take on our home renovation project.

We are in awe of the finished result, but it's really the process itself that was most amazing. It's not just the fact that you did everything pretty much exactly when you said you were going to do it, and even finished ahead of schedule, although that was of course, very much appreciated. We're not sure how you got guys to show up every single workday, often on Saturdays, and at least once even at 8am on a Sunday, but it's clear that they all respect you and really like working for you, which says a lot about you.

One of the best parts about working with you was that you always spoke in terms of options and solutions, not problems – whether it was unexpected insulation that was needed, figuring out what to do about the edge of the glass tile, or anything else, it was a relief to know that by the time we learned there was an issue, you already had it pretty much figured out.

There were also so many little touches and details that nobody else would have thought of or bothered with, but we are so grateful that you did – like saving the door frames that had the kids heights marked on them, going the extra mile to make the floors in the living room and den look so nice, and painting the trim in Lorelei's room to add to that special moment of her "big reveal".

We are so, so thankful for everything you've done for us – if there's ever any way we can help you in the future, please don't hesitate to ask.

Fondly,

*Meredith & Pete, Concord, MA*

## New Construction, Concord, MA 2014

Once again Matt Harkins and Benchmark Builders came through for me in a big way on my latest project in Concord, MA.

Due to a jam packed work and travel schedule this year, I had almost no direct involvement in the project, and am delighted to say that it could not have gone better. Matt was not only responsible for the construction of the home, but I also tasked him with developing the design/architecture, and working with the engineers and various town agencies to secure all necessary permits.

Matt was responsible for every aspect of the project, including working with the buyer, and handling typical and regular maintenance issues after the home was sold. To my surprise, Matt completed the project on time and on budget.

The 7,000 sq. ft. Concord Center home attracted substantial interest from the market, and I ultimately received several offers on the property.

I would be happy to talk to anyone who is interested in working with Matt on a project.

Sincerely,

*Ellen Rosenberg, Concord, MA*

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I am an Interior Designer working in the Concord, Greater Boston area for many years. I have recently had the pleasure of working with Matt Harkins on one of his new home construction projects. It was a pleasure to work with a highly organized professional like Matt. His attention to detail and high standards is evident in the finished result. The home I worked on with Matt is beautiful and his attention to custom detail shines throughout. The process was smooth and Matt was always available to answer questions.

Communication was excellent.

I would welcome the opportunity to work with a professional like Matt again.

Best Regards,

*Carol Friedman, Concord, MA*

### New Construction, Needham, MA 2013

Matt Harkins is a great house builder and a good guy to boot.

Before we bought our house in Needham last June that he built, I was worried because we had had a horrible experience with another spec. house we bought in the Hamptons years ago.

Matt was present and super nice during the 7 visits we made to the house and all through the closing. I am happy to say that it was not an act, and his personality did not change one bit after we closed! He has been extremely helpful and responsive with the little problems and issues that all new houses have. Even better, we have found that the quality of his work is outstanding and our house is very solid, sunny, cozy and tight in the winter, very well built and a joy to live in.

My wife Cricket and I are happy to recommend Matt without any reservation and would be happy to answer questions or speak to anyone who is considering buying one of his houses.

Sincerely,

*Brian Mullaney, Needham, MA*

### New Construction, Concord, MA 2012

We have been in our home, designed and built by Matt Harkins and Benchmark Builders, for over 2 years now and Matt continues to go above and beyond to ensure we remain happy in our home.

Matt is customer focused, has a keen eye for detail and craftsmanship and is dedicated to his work. We continue to receive compliments on the design of our home and Matt's quality of work.

Benchmark Builders, Inc. comes highly recommended and we would be happy to answer questions or speak to anyone who is considering one of Matt's homes.

*Alissa Kugler, Concord, MA*

### New Construction, Concord, MA 2011

Home construction is a complicated business for both the builder and the client. One therefore needs a partner who has the depth and clarity to enable you, as the client, to navigate these waters skillfully. Matt Harkins of Benchmark Builders is certainly a highly experienced, expert builder. But more than this, he is deeply committed to his work, and to the quality, beauty and cost effectiveness of the finished product, in ways that will greatly exceed your expectations. He will stay with you every step of the way, have an eye for detail and care about results in the smallest matters, beyond anything you will think of, and reliably does what he says he will do. For everything we can see, and everything we do not see, we know we have a truly magnificent result.

*Bill Isaacs & Kate Parrot, Concord, MA*

### New Construction, Concord, MA 2010

We have received many wonderful compliments on our new home, and we had a positive experience working with Benchmark Builders. Relocating a family of six from out of state and building a home simultaneously created a myriad of details that needed constant attention. With Matt's guidance and the expert workmanship of his staff, we were able to keep the building process on schedule and move in on time to a gorgeous home that was everything we wanted.

Matt Harkins is a builder who is professional, easy to talk to, takes pride in his work and who was at the home site regularly during construction. He answered all of our questions, accommodated many of our requests, and suggested things that he knew we might like. Our home is a source of pride thanks to him and we never hesitate to tell our friends who made it all possible.

*Cameron & Martha McKennitt, Concord MA*

### New Construction, West Newton Hill, MA 2009

...Beyond these items we had several change requests to which Matt was very receptive. In making our selections Matt guided us through the process with patience and excellent advice. Since moving into our new house Matt has been extremely responsive to our questions and concerns. He has completed the few minor tasks that could not be completed before closing in an efficient and timely manner with minimal disruption. We would highly recommend Matt Harkins and Benchmark to anyone considering a building or renovation project.

*Brian and Zoë Forbes, West Newton Hill, MA*

### New Construction, West Newton Hill, MA 2008

...We were absolutely amazed by the excellent taste, the level of workmanship and the attention to detail demonstrated in his completed house. We signed on without hesitation, and have never been disappointed. After a year of working with Matt - from the beginning when the house was just a foundation, to now, as he is diligently following up on minor items that have come up – we have developed a deep appreciation for Matt’s sense of responsibility and pride about his work. He truly is a great home builder.

Matt was such a pleasure to work with that our realtor, who is highly regarded and experienced, had Matt do a total rehab on her own home. Anyone who works with Matt is extremely fortunate in their choice of builder.

We would be happy to discuss our experience in more detail if that would be helpful.

Sincerely,

*Alison May and Brian Chu, West Newton Hill, MA*

### New Construction, Carlisle, MA 2004

...Our home has now been through several New England winter/summer cycles and the stability of the structure is remarkable with the build quality being exemplary. The punch list was completed expeditiously and Matt was available to assist with any questions or concerns we may have had even beyond the customary year’s warrantee period.

There were a host of custom features requested in our 5500 sq. ft. home that Matt and his crew completed in a positive, friendly manner, demonstrating flexibility and responsiveness. With two young daughters present at most of our meetings, patience held true as a virtue. Customer satisfaction was clearly a goal for Matt, which made this process enjoyable and created a satisfying working relationship. It has been a pleasure to get to know Matt and we continue to keep in touch and share an interest in his projects...

Sincerely,

*Peter and Mary Kirlin, Carlisle, MA*

### New Construction, Concord, MA 2006

...The attention to detail, exceptional craftsmanship and high quality materials, and systems designed into the house has made our experience living in our home just wonderful.

We cannot say enough about how many holidays and memories have been created and enjoyed by our family and friends since we have moved in. Matt, you and your team do the highest quality building I have experienced in the 30 years of buying and living in homes both here and in Europe. Thank you for not just building a house but for “creating a home” for my family that is exceptional in every way...

*Peter & Diane George and Family, Concord, MA*

### New Construction & Renovations 2001-2015

We’ve hired Matt Harkins to do a number of projects over the last ten years. These properties range from the construction a \$4 million home in Telluride, Colorado to the rehab of a \$250,000 condominium. All together the contracting represents about \$8 million of work in three states.

What differentiates Matt from other builders we’ve used is his attention to detail. He is excellent at taking very rough ideas and honing those ideas into practical solutions.

His decisions ultimately add value that a regular homeowner often can’t conceive of. He knows how to use every bit of space and has an architect’s eye. In all the projects that I have commissioned Matt to do, he surpasses my expectations and comes up with very specific creative solutions that result in more appreciation for the property. In addition to superior design and quality construction, he will take apart something and do it again when it’s not perfect.

He also has an artist’s sense of color. During the Telluride, CO project, Matt spent many days researching and looking at stone samples to find the perfect rust color hue that would accentuate the exterior log siding of the home. We didn’t expect that kind of commitment which makes his love of what he does an added plus. It’s difficult to find a company and a project manager who will put more into it than even the owner and ultimate customer.

I would be most happy to discuss with anyone the projects that Benchmark and Matt Harkins has done for us.

Yours truly,

*Ellen Rosenberg*

### Renovation, Newton Center, MA 2010

I don't know anyone else, who has been as happy with their contractor as we were with Matt and Benchmark. Our friends and colleagues would tell us horror stories of timelines and budgets which went astray. That simply wasn't our experience.

And our project objectives were very aggressive! We decided to renovate our 130 year old Victorian in December 2009 and commenced demolition just 5 weeks later. After expanding the scope of the project several times and including a new extension... we moved back into our home in May, just in time for the birth of our 2nd child. Had the project been delayed by just a few weeks, our family would have been put in a really difficult spot.

I tend to think that Benchmark's ability to hit our rapid timeline, was a function of not only great organization and project leadership but also a genuine and personal interest in our family's need to move back home.

We were so fortunate to have been introduced to Matt and his team by our realtor and never regretted our choice of general contractor for the project. We have recommended Benchmark to our friends.

*Stephen and Melanie Hoffmeister, Newton Center, MA*

### Renovation, Chestnut Hill – Newton, MA 2010

On Time! On Budget! Excellent Workmanship!

As a homeowner who has worked with architects and builders doing gut renovations and major building projects, I can sincerely say that Matt is the best of the best!

Matt, his crew, outside vendors and I worked very closely and smoothly together, and as promised, the condominium was delivered exactly on the date we had set.

I think that it is most important to note that the quality of the workmanship was excellent. Matt paid attention to every detail, spoke with various vendors in order to ensure a perfect finish, which indeed, was the result. Not only did Matt deliver a fabulous product, he did so with the absolutely nicest attitude and was always available by email, phone and in person.

I feel that I was extremely lucky to have been introduced to Matt and I would not hesitate a minute to highly recommend him for any type of building project from mansion to apartment!

*Helaine Ohayon, Newton, MA*

### Renovation, Brookline, MA 2010

I met with Matt Harkins at the suggestion of a good friend of mine, an architect who had worked with Matt on several jobs. The first thing that impressed me about Matt was how well he listened. He brought enthusiasm, good ideas, and many years of experience in the business to the table.

Matt and his team did a brilliant job. Work started in the summer of 2010. Both rooms needed to be completely gutted and after the initial weeks of work I was living in the house for the duration of the renovation. Matt and his crew were very helpful and accommodating, sealing off the work areas and keeping dust and dirt to a minimum, while doing very fine construction and coordinating all the various parts – counters, cabinetry, flooring, etc. that made the finished rooms so fantastic.

He and his crew also stuck to a strict time table – the work needed to be finished in time for Thanksgiving. And it was. The first meal I made in my new kitchen was Thanksgiving dinner!

I am extremely pleased with the renovation and very grateful to Matt and his team for the high quality and beautiful work they did. I would not hesitate to recommend him.

*Ellen Deane Cummins, Brookline, MA*

### Renovation, West Newton Hill, MA 2007

...My husband and I had purchased a house from a builder previously and we did not have the customer care that Matt and his team provided. I would recommend Benchmark Builders to anyone who wants a high quality tasteful house or addition backed by a company that stands behind their work even after the project is completed...

Take care,

*Katie Reynolds McEachern, West Newton Hill, MA*

## Renovation, Newton, MA 2009

...Matt Harkins met every deadline, surpassed every expectation and worked in close collaboration with our architect, my wife and me to bring about an exceptional result...Matt and all of his sub-contractors dealt with every challenge efficiently and effectively while always being pleasant to work with and above all accommodating.

Matt and his team have transformed great concepts and ideas to a very real environment in which we (and our friends) love to spend time.

Matt has been thanked many times over and I can't think of a better way of thanking him than recommending him above all of his competitors. Matt is a gentleman that has the requisite skills and personality to make dreams come true...

*Steve Winer, Chestnut Hill, MA*

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...Having undergone two previous renovations on other homes, my expectations for the much more major one on our current home were set so as not to be disappointed. However, to the contrary, and to our delight and surprise, Matt Harkins not only met deadlines, but his attention to detail and his high standards were superior. In addition, he and all his crew and subs were exceptionally competent and wonderful to work with. As a Realtor I would and already have recommended him highly to several of my clients...

*Merle Winer, Chestnut Hill, MA*

## Renovation, Concord, MA 2005

Fine detailed woodwork, a beautifully designed kitchen, the detached carriage house with an office that is perfect for working from home – all of these attributes and more made us fall in love with our house at first sight. Matt Harkins used the best materials and outstanding craftsmen when he gut renovated this duplex, turning it into a single family home. At the point when we purchased, we still had the option to customize many finishes, and he guided us toward excellent resources. The finished product is all we envisioned and more. Even after closing, Matt has been available to get each detail the way we want it. When you haven't known a builder and are taking a chance on a high-value purchase, it can be stressful. From the start, Matt told us it's important to him to build an excellent reputation one client at a time, and his work has certainly earned that with us.

*Deanna Vincent and Peter Cousins, Concord, MA*

# BENCHMARK BUILDERS, INC.



380 Thoreau Street, Concord, MA 01742  
617.448.0957  
[www.benchmark-builds.com](http://www.benchmark-builds.com)

## BENCHMARK (n)

1. a: mark on a permanent object indicating elevation and serving as a reference in topographic surveys and tidal observations.
2. a: a point of reference from which measurements may be made.  
b: something that serves as a standard by which others may be measured or judged.