

Mr and Mrs Jackson
2 Chestnut Close
Harlow Wood
Mansfield
Nottinghamshire
NG18 4UW

May 2008

Dear Ian

Re Rear extension, property at Harlow Wood

I wanted to write to confirm our overwhelming satisfaction with the construction work that you completed at our home in January 2008.

We were really impressed with the consultation that you gave us from the offset, your project management, your delivery of the works on time and indeed your ability to stick to our budget and your quote.

As you know, I have as part of my job role, dealt with a number of companies over the years practising similar works to yourselves. My experience with you was by far the most professional yet personal I have experienced and that is a credit to your commitment.

I would also like to pass on my thanks for the way we structured the payment, and it worked for us to pay labour only to you and paying the suppliers direct especially since you did all the negotiation and ordering anyway)!

Once again, many thanks for your professionalism. We have been enjoying our new development for 4 months now and I'll let you know if I ever find any snagging! The quality of workmanship was second to none and if ever you need us to speak to other clients as testimony of this then it would be a pleasure.

Kind regards

Suzy & Scott Jackson