





Terry and Ian
Premier Builders

David Howe,
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20/7/2000

Dear Terry and Ian,

I've been meaning to write to you for some time now to thank you and your team for creating our wonderful extension and deck. It is only sitting out on the deck enjoying the sunbath (yes sunbath!!) and our new environment that has galvanised me into eventually writing to thank you.

It has been awkward to put into writing because there are several things I want to thank you and your team for, I think the easiest way is for me to list these things -

- Good, even excellent work at a fair price, consulting with us at each stage to achieve just what we wanted, and well pleased to get it right first time.
- Working quickly, tidily and clearing up after yourselves daily, and every single different worker (- yourselves, Gary, Mike, Dave, Dave's son, just to mention some) was easy going, pleasant and enjoyable in character. All of this made our lives remain reasonable amid the upheaval of building around us.
- You were good to your word, you didn't leave us with verbal wishes and your promises amounted to - eg "To have someone working on site every day". This way there was always progression and we could see the work coming up ahead. There was just one area where I am advised that I would have liked more detail, that is in the gutting/finishing/proofing of the job at the outset. I now know that for any future work I would require a complete breakdown of the pricing and which items were and which were not covered in the quote (eg heating and lighting). This said, you were absolutely true to your word and completed the decking to the price quoted even though you it took some time to PTO

Complete than you expect & wish, but you'll see more.

Overall, we are extremely pleased with Premier Builders throughout our bidding work and in the final result.

I enclose some photos so that you can see the final product after decorations and some garden work, please use them in any way you wish. Your colleagues and yourselves must be proud of the standards of work and results of our advisors, but it must be slightly frustrated by not seeing the complete end result, so may I invite anyone who has helped to revisit us (as a mass or individually) to come around for a beer or a coffee sometime, and to see the end product of your hard work. - Just say so to arrange it.

Best sincerely Amy Thanks

David Thorpe - also on behalf
of M&K and the rest
of the family.

P.S. - There is just one problem. - Now we have a big
room teenagers keep having parties in!!