

Peter Wells and Karen Paton

Friends Pharmacy

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Dear Michael,

We both wish to thank you for the work that you recently completed on our home. The new doors and windows look fantastic, and everyone who visits comments that they have improved the back of our house dramatically.

We would also like to complement you on the way our unexpectedly difficult job was handled by your team.

Your men realised that our old house plans differed from what had previously been built, and had the sense to recognise that our new work would have to be modified.

This was explained to us very clearly and you were then able to fit our new building work seamlessly into your schedule to minimise delays. We also appreciate your efforts to keep the cost of the additional ( vital ) structural works to a minimum.

Your men were at all times polite, punctual, reliable, tidy and extremely hard working. The care that they took to protect our floors and clean up after themselves each day was a very pleasant surprise.

Both you and your foreman Gerard were always able to be contacted to immediately discuss any queries that we had.

Most importantly the finishes are perfect!

All the best on your future projects

Karen and Peter.