

Tony & Thelma Meredith
28 Fullers Road
South Woodford
London
E18 2QA

May 2013

Dear Ron,

Your work through the winter on our rear extension and refurbishment has given us a wonderful new home, of a better quality than we imagined. We'd put most of our furniture into storage and you took very good care of us through the necessary episodes of having a temporary kitchen and makeshift sitting room. Every day you minimised the dust and draughts in a thoughtful way.

We're so grateful to have had your advice in taking us from architect's plans to the real world. Your recommendations, for instance, gave us a very smart zinc roof and a better external finish to the extension as well as a better choice of flooring. Your help in our choices of bathroom fittings and the quality of work on the bathroom has given us a real showpiece. There was a necessary list of extra items where it really helped that you kept the extra costs under control.

No other firm we considered could have matched your standards of reliability, judgement and value. We mean what we've said to our neighbours – that you're the world's best builders – and we'll happily give personal recommendations to anyone who asks us about you.

With warmest best wishes

Tony
Thelma