

Mr P Mcgrory, MD ,
Climate Energy Solutions,
Unit 4, Tamdown Way.
Springwood Ind Estate,
Braintree.
Essex,
CM7 2QL.



3rd October 2011

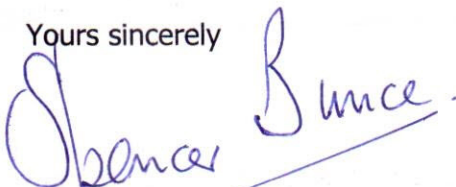
Dear Mr P Mcgrory,

I would like to record my appreciation at the way your loft installation team carried out their task, in a friendly and efficient way.

Too often we hear of consumer expectations not being met by service providers, so it with great pleasure that I am able to write to you and applaud your approach to customer service.

Please convey my thanks to all those involved from technical surveyor, back office, and the installation team, for allowing me to experience good service.

Yours sincerely


S C Bunce