

Dear Mr Holmes

I am writing to congratulate your company on a good job, well done.

On Friday, 8 January 2010, the two young men from Witham appeared on time, despite the snow, after what they described as a "challenging" journey.

They were a super pair of young guys, Dan and Ben. Unfailingly polite, hard working - they never stopped all day from 08.30 until about 4.30 (after which, of course, they were still faced with a horrid homeward journey in Friday night traffic) - and tidy (they left the house inside and outside in the street very clean, sweeping up the brickdust and bits of yellow insulation material). Last thing, they checked carefully to make sure that they had stopped up all the holes that they had made in the brickwork, in case they had missed any.

I had had to have some previously-laid floor-boarding taken up and brought down into the sitting room, a job which was undertaken by one person, although it would take two men to lift the boards back through the hatch into the loft. I asked the chaps if they would be able to do this, which they did with great goodwill and speedily. It was only a ten-minute job at most but really helpful to me. The handyman I usually employ will come in the next few days and re-lay the boards.

As I told Michael O'Neill, I would have no hesitation in recommending Climate Energy Solutions.

I like to praise where praise is due .... especially because I can be a Rottweiler when unhappy with a job!

I am delighted with this arrangement and very happy to accept your kind offer for which I give you my grateful thanks.

With renewed thanks  
Yours sincerely

Liz