

Mr Phil Mc Groux, (Managing Director)
Affordable Energy Solutions,
4, Tandown Way,
Springwood Industrial Estate,
Bramtree,
Essex, CM7 2Q.

Dear Mr Mc Groux,
"Out of sight, out of mind" -
not true for this one! On behalf of
William and myself, I want to say a
sincere "Thank you" to you, Mrs Laura
Davies and your staff for all the
help and service we have received
from your company from the first
moment of contact until the job was
completed - from 8.10.2010 until 5.11.2010.

The Warm Front offered the
public the opportunity of getting
a grant for Loft Insulation and
Cavity Wall Insulation about 2 years

ago. We applied and were accepted.²
But time went by between the time
factor and finance running out,
nothing was done!

William is now 90 and, in
October, I reapplied and the Warm
Front Team kindly suggested your
company to speed up the process.
They sent you an e-mail and we
received one from you 8.10.2010
and 'Hey Presto,' the wheels began
to move and not only moved but
moved very fast!

We had nothing but prompt
attention and an assurance from
your good self that an assessor/
surveyor would come - which
Mr Andrew Biggs did on the 15.10.2010
- a perfect gentleman, who treated
us with respect, courtesy and profession-
alism. His visit was immediately
followed by a date for the work to
be done - 5th November.

Sam Hudson and Tony (sp?)
Mayers arrived on time (after a
long journey) and wasted no time

in doing the left and cavity walls. They worked like 'trojans' - with skill, speed and thoroughness - cleaning up as they went. Again, the men treated us and our home with respect and consideration throughout their visit.

So, all your workers are a splendid example of what people who deal with the public should be like. I highly commend all of you.

Thank you, Mr McGrovy, and your staff, each and all.

Yours very sincerely,
Christina + William Holleran.