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20 June 1991

Bob Black  
Bob Black Construction Ltd  
25 Appletrees  
Bar Hill  
Cambridge

Dear Bob

We are delighted with our extension, which has almost doubled the space in the house. We are also relieved that we were wise enough to choose your company to carry out the work.

The quality of your workmanship is extremely high, your experience and advice with the occasional problem over our design was invaluable and your patience and flexibility throughout were much appreciated. You completed the work on time and to the estimated budget

Without exception, you and your workforce have been cheerful and accomodating at all times and have made the process of having the house extended almost effortless. As you know, this could have been a particularly trying time for us as our baby was due shortly after completion of the work, and we are very grateful for the effort made by everyone to be as unobtrusive as possible.

We have already recommended your company to numerous people and we will continue to do so because, in view of the above, we consider you to be the best.

Kind regards.

Yours sincerely

Andrew Thorne