

Sent: 22 January 2011 11:42
To: Malcolm
Subject: Many thanks

22nd Jan 2011

Dear Malcom,

RE: Sockbridge, Cumbria

I am writing to give my thanks to you and all your staff who helped my mum with her oil contamination problem that started almost a year ago.

I live 80 miles away from my elderly mum and you helped tremendously in the whole process: from liaising with the insurance company , who were particularly stubborn, dealing with the environmental health department and addressing the contamination problem professionally.

The job proved extensive and time consuming but at all times you and your staff were considerate to my mums concerns and nothing she asked was too much trouble. You all took the time to explain to myself and my mum what was happening at all stages and made what could have been an extremely stressful and traumatic time for my mum (she is eighty years old) manageable and I know my mum enjoyed the company of your colleagues.

Essentially you completed the work thoroughly , were not complacent and would not sign the job off as completed until you were satisfied with the readings taken. I cannot thank you all enough and would have no hesitation in recommending you to anyone who is in the unfortunate position of having an oil leak.

Kind Regards,

Lynne Dentith