

9th February 2014

Mike Bancroft
Bancroft Plumbing and Heating
1 Carrera Court
Dinnington
Sheffield
S25 2RG

Dear Mike

Re:

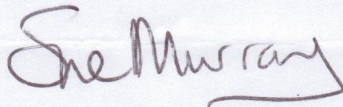
I'm writing to commend your plumbers, David and Daniel, not just for the excellent work they did installing a wet room and shower in my mum, Dorothy's, sheltered flat, but in particular for their friendly and caring manner.

My mum can be quite forgetful and confused at times, and found the prospect of having the work done quite a frightening upheaval. David and Daniel were terrific with her throughout the process; patiently explaining at every stage, reassuring her, and phoning me if there were any issues or decisions that needed clarifying.

We're all very happy with the bathroom – my mum loves it, and says she 'couldn't have had better workmen than David and Daniel'.

Many thanks

Best wishes

A handwritten signature in cursive script that reads "Sue Murray". The signature is written in dark ink and is positioned above the printed name.

Sue Murray