



Mr Tony Fox
Crystal Clear
22a Emery Road
Brislington
Bristol
BS4 5PF

21st April 2006

Dear Tony

Please find enclosed a cheque for the final balance of £4768.50 due on completion. If you could let us know how much we owe for the tiles then we will forward a cheque by return.

We are delighted with our wonderful new room, and have already had lots of compliments. It is such a bright room and we are very much looking forward to spending lots of time in there.

We want to thank you and your team for the way the whole project has come together. Each stage has happened on time and with as little inconvenience to us as possible. Every one involved has been friendly, polite and professional.

Andy who had the mammoth task of digging not only the foundations for the conservatory but also clearing the old patio area was a real trooper. We were astonished each day at how much he achieved, despite his apologies "for the time it was taking" and one of our neighbours even remarked that he never seemed to stop. Andy has a real pride in his work, whether brickwork or plastering and this shows through in his end product.

Kevin (hope I've got the right name) and Marcus also did a brilliant job and again we were amazed at how fast the structure went up, without compromising the attention to detail. The image of them wading around in our "swimming pool" whilst the snow fell will take a long time to fade.

The electrician and plumber were both very professional and extremely helpful and willingly offered suggestions on positioning of cables and pipes etc. Both installations were completed with very little inconvenience to us.

Then there was the tiler, who despite us having chosen a "complicated pattern" has managed to make a brilliant job of the flooring. He even endured endless questions

from my father-in-law and being watched by our 5 year old, who were both fascinated by his skill!

Finally we would like to thank you for your help and suggestions. The extra space created by making the room L-shape has made the room much better. The mouldings and detailings are perfect.

Could you please extend our thanks to everyone involved who helped to make the project hassle free. We are so pleased with the result and would not hesitate to recommend you to our friends and family!

Yours sincerely

A handwritten signature in black ink, appearing to read 'P Nethercott', written in a cursive style.

Mr & Mrs P Nethercott