

Brendan Diamond
22 Cairnmuir Road
Edinburgh
EH12 6LP

6th January 2010

To whom it may concern.

Dear Sirs

Re. Bathroom Replacement at 22 Cairnmuir Road, Edinburgh

This is a letter to confirm our complete satisfaction with the job that Elements carried out on our bathroom. They carried out the project with very little fuss and a great deal of skill. The finished product demonstrates their excellent attention to detail. The final bill was exactly the same as the original quotation despite their being a few small unforeseen technical problems during the works.

As an architect with my own firm in Edinburgh I believe that I set fairly high standards on any building work – especially in my own house. Elements did not disappoint in this regard. Both Antony and Mark seemed to very skilled in their respective trades and worked very well as a team. On this project I designed the refurbishment using material from Victor Paris and employed Elements in September 2009 to undertake the implementation. They turned up on time and worked diligently, often staying late to ensure that a particular phase of the works was completed. They ensured that the house was cleaned and tidied before they left each day.

My wife and I have employed a number of plumbers in the last few years and have, more often than not, been disappointed in the level of service and quality of workmanship. We would have no hesitation in recommending Elements to any friends or clients and wish them all the best in what is sure to be a successful business.

If you would like to discuss this further please do not hesitate to call me on my mobile 07966 154402.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Brendan Diamond', enclosed within a large, loopy oval flourish.

Brendan Diamond.