

  
PALMERSTON NORTH 4412

12 August 2013

Pat Rolls Builders Limited  
Trading as Fix It Building Services  
P O Box 4702  
FEILDING

Dear Pat

I have decided after filling in your little on-line survey that I should write a letter of acknowledgement to you.

As homeowners we find that we have always got bits and pieces of work that need to be kept on top of. The annual cost of home maintenance and upkeep seems to be never ending and we cannot always be confident that tradespeople will do a great job.

You were referred to us by State Insurance after we had a flood which required a replacement of the ceiling and re-wallpapering in the laundry and hallway. We want to say how pleased we were with the result.

So happy with the result, in fact, that we decided to ask you to paint the bathroom, ensuite and two toilets. We had been planning to get these done in a year or two. These four rooms had originally been wallpapered and after more than a decade the edges were beginning to show signs of lifting and looking a bit dated. Normally when we get any work done we get three quotes. We decided not to do that in this instance as we wanted your company to do the work as we had loved the quality of the work in the laundry.

The first day that work started on the ensuite you discovered that there had been slow water drip that had damaged a part of the ceiling above the shower and this led to another insurance claim and repair. This meant a brief delay for the insurance process. Obviously you have a good relationship with the insurance brokers and you were able to move very quickly through that process. Your company again was employed to do the repair part for the insurance company. As we were going overseas for a fortnight you completed the rest of the work while we were away. You also installed the new bathroom fittings.

It would be fair to say that we are a bit fussy about quality and finish. So it's great to have a result that we are really thrilled with. The decision to paint rather than wallpaper was a good one. The wall preparation after you removed the wallpaper was very professional and resulted in a beautiful painted finish.

We found all your workers to be friendly and felt entirely happy to have them come and go as it suited them without anyone being at home. It was great to go away on holiday and come back to a finished job.

Should we require any work in the future we would not hesitate to use your company again. Thank you for your friendly and helpful advice and for a job well done.

Regards



Penny 