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Saturday, 01 September 2007

Mr N Bee  
Bee Bathrooms  
172 Reading Road  
Wokingham RG41 1LH

**Ref: Shower Room, 1 Bird Mews**

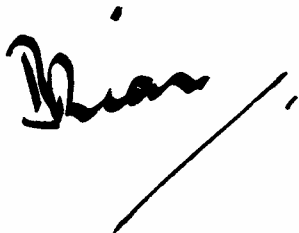
Dear Mr Bee, Nick

I feel a need to write to you to confirm just how delighted we are with our refurbished 23-year-old en suite Shower Room. Obviously we had considered over a long period the need to have this work carried out but were put off by tales from friends who had experienced a lot of hassle over such an operation. But drawing on my experience of years working in the construction and property development business, after our initial meeting, I was convinced you would come up trumps.

I applaud your organising flair and when it comes to quality you are clearly a perfectionist. Also we are so pleased we took your gentle advice in incorporating one of the cupboards in the adjacent bedroom to install a larger version of our choice of a German Matki shower tray and sliding door. Also we endorse your recommendation of the Aquilisa Quartz Digital shower pump and showerhead etc, a super British product.

We enjoyed having you and members of your excellent team working in our home and hopefully you will be back again now that Senior Management here has it in her head to bring our downstairs loo up-to-date.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Brian', followed by a long diagonal slash.

Member Chartered Institute of Building (Retired)