

Brook Road  
Sawbridgeworth  
Hertfordshire  
CM21 9HA

31st March 2004

To Whom It May Concern:

Re: Andy the Famous Plumber

We were recommended Andy the Famous Plumber by friends: they had been pleased with the quality of his work and we were looking for someone to run a new gas pipe into our kitchen.

From our first telephone call Andy responded with courtesy, timeliness and professionalism: he did respond to a recorded message left on his voice mail, he did arrive at the agreed time to give a free estimate and his estimate was detailed and well presented.

His work involved running a new gas pipe from the gas meter in the garage, through interior and exterior walls to a new location in the kitchen so as to connect a new gas cooker (replacing an electric cooker).

The route was of an intricate nature and his work caused minimum disruption and negligible damage to decoration. The gas point and cooker were connected at the agreed point. He returned at the agreed time with the Corgi Registered Inspector to make the final connection to the gas meter, tested all gas appliances and reignited the boiler: all with minimal change in gas pressure.

His invoice was to the amount on his written estimate.

We have other work scheduled for Andy the Famous Plumber as our home improvement programme continues.

Philip and Denise Evans