

**ROY J.A. WHITBY OBE, FRICS, ACI Arb**

Mr R.J.Snell  
RJS Decoration

18<sup>th</sup> September 2001

Dear Bob,

Thank you for calling to see us last evening when we were delighted to meet Carol for the first time. I confirm my complete satisfaction with your charges the reasonableness of which I much appreciate.

I am writing now to express the appreciation of Jean and myself ( and Kim) for the excellent work you have carried out for us over the past two weeks or so. We know that much of it was “ bits and pieces” and not part of your customary expertise but the skills shown by Yourself, Steve and Dave covering as they did joinery, electrics, ceiling replacement, plumbing, roofing/guttering, picture/plate/mirror/curtain rail fixing and **of course** decorating and cleaning were impressive.

What was customary was the care , cleanliness and tidiness at the conclusion of each days work – your Hallmark if I may say so.

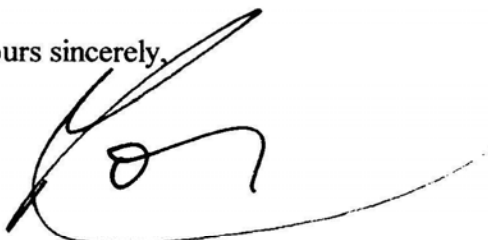
Please especially convey our thanks to Steve for undertaking several daunting tasks. He clearly is a man of many parts and abilities.

In due course may we call on you again please for some further “bits and pieces” in particular the reparation of the ceiling in the conservatory, the subject of my last minute disaster!

Thanks again to you all and having had heavy rainfall overnight I am delighted to tell you that the Gazebo roof appears watertight and there is no sign of further water ingress in the conservatory.

Jean joins with me in sending our best wishes to Carol and Yourself.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Roy J.A. Whitby', with a long, sweeping underline that extends to the right.

Roy J.A. Whitby