

Dear Rob

I wanted to drop you a line to thank you for the excellent work you did during September at the flat in London.

It is refreshing to find a tradesman who arrives when he says he is going to and keeps in touch about the progress of the work. Dropping the test sheets into me on the evening you finished the work was very efficient.

I have passed your telephone number onto a number of people but hope that you don't become so busy that you have no time to help me out again!

Kind regards

Melissa Ritchie