

FEEDBACK

Product/Service:

House retrofit including removal of chimney breast, installation of lintels, installation of new loft hatch and ladder, insulation and boarding of loft, insulation of flat roof, external wall insulation, insulation of skellings, cavity wall insulation, replacement of soffits and fascias, additional ventilation in bathrooms and kitchen, replacement of windows and doors.

Overall satisfaction of service:

Gary was helpful and polite to deal with, and gave regular updates on progress. He ensured that any issues that we brought up during the work were dealt with, and did not sign off on any aspect of the work until we had confirmed that we were happy with it.

Would you use our product/service in the future?

I'm hoping that you have fulfilled our building work needs for some time to come, but would definitely consider it in future.

How can we improve our product/service?

Although the scope of the quotes was generally clear, it would have been helpful to be more specific about what 'making good' involves, as this caused some confusion around expectations as the work progressed. Otherwise generally communication was clear and straightforward.

Please share any additional comments you have.

We are already seeing the benefits of the work in terms of energy usage, particularly with heat retention upstairs, and I love having the extractor fan that turns on automatically when showering. Although most of the work was functional rather than cosmetic, the outside of the house is looking really smart and I really like our new front door and choice of obscure window patterns. And the functional stuff also makes me happy - the loft is now so much more accessible and usable, and I am extremely grateful to have new fascias that thwart future attempts by squirrels to invade. My teenager is very pleased with his newly decorated bedroom, and we look forward to getting the full benefits of the work once we finish decorating the other rooms. Thank you for all your work over the past few months.