



## Customer Review

### Ben & Lucinda, Basingstoke

**Project:** Full Property Refurbishment

**Client:** Private Residential (First-Time Buyers)

**Location:** Basingstoke

As first-time buyers, taking on a long-term vacant property was a significant challenge, but SPS made the entire process feel structured and manageable from the outset. Their team quickly demonstrated a strong understanding of the property's condition and the work required, providing reassurance and confidence throughout the project.

SPS managed every aspect of the refurbishment, coordinating multiple trades efficiently and ensuring the project progressed smoothly. Their ability to take full ownership of the works greatly reduced the pressure on us, allowing us to feel supported and informed at every stage.

The quality of workmanship was consistently high, with clear attention given not only to the visible finishes but also to resolving underlying issues. It was evident that the approach focused on delivering a long-term, high-quality solution rather than just addressing surface-level improvements.

The completed refurbishment has completely transformed the property into a bright, modern, and comfortable home. The difference is remarkable, and we are extremely pleased with the final result. We would like to thank the whole SPS team for making a difference to our lives and that of our new home.

### ***Overall Satisfaction***

We would highly recommend SPS to anyone undertaking a full refurbishment project. Their professionalism, project management, and commitment to quality ensured a successful outcome and a positive experience from start to finish.