

# Aviva Insured Client

JTS Civil Engineers Ltd  
Regency House  
Blackmoor  
Liss  
GU33 6BH

Emsworth  
PO10 8BG

25<sup>th</sup> September 2009

Dear Mr Standing

Re: works carried out at the above address on Thursday 24<sup>th</sup> September 2009.

I feel I must write to express my gratitude at the way the work was carried out yesterday at my house.

Your men were polite, friendly and got on with their job straight away. Unfortunately, I was unable to stay during their visit but they assured me that things would be replaced before my return.

When I got home that evening I was amazed. It was incredibly difficult to see that anything had been disturbed at all. The work was completed and everything had been left clean and tidy. The house is now beautifully quiet with no running water sounds.

I appreciate what you and your company have done and would have no hesitation in recommending you to anyone needing similar work.

Thank you again.

Yours sincerely

Tarsey