

Martin and Jane Tyrrell  
52 Dale Park Avenue  
Carshalton  
Surrey SM5 2EP

Mr Robert Gibbs  
R&C Landscapes  
82 Groveside Close  
Carshalton  
Surrey  
SM5 2ET

30 November 2011

Dear Robert,

**Your work at 52 Dale Park Avenue**

We were so pleased with the work you did to our front garden, and the way that it was carried out, that I have taken a rare step for me and put this in writing.

It is clear that this was not just our opinion because, when Jane was getting ready to put in some plants, several of our neighbour stopped (in cars or on foot, and some we had not met) to say they were impressed with the result and had watched your team doing the work.

I work in the construction industry and therefore had a realistic expectation of what might, and might not, happen. We knew, and you told us, that we would have to wait a few weeks for you to start. But you came when you said you would, stayed until you completed the work, and fitted it into the period you planned at the start. In my experience that is quite rare.

It was also important to us that you were specialists in landscaping, and not just trying to do general work. The results show this clearly. The work was properly prepared, and the drainage sorted out. We were very fussy about what we wanted from the brickwork, paving and edgings. You produced what we wanted and also gave us good advice when a practical solution was needed.

Equally important was the fact that your family and team acted in such a courteous and friendly manner when they were dealing with us in our home and also with anyone else who seemed to want to get involved (like the local authority and some of our more interested neighbours).

I am very keen to write this note because it would be valuable for other people to be aware of your skills and experience. My reasons are of course selfish. I want you to continue to get plenty of opportunities to show what you can do: So that when we need you again we can find you out there working.

Yours sincerely,



Martin Tyrrell