

The Glen  
Tower House Lane  
Wraxall  
Bristol BS48 1JX

Phil Neve  
Aaben  
4 Lawrence Road  
Wrington  
North Somerset BS40 5QF

27 March 2013

Dear Phil and Sarah

I have been meaning to write to you both to thank you for all your help and hard work that has enabled our new build to achieve design stage certification for code level 3.

When Tony and I first looked at the requirements of the code they appeared extremely complicated and, to be honest, rather overwhelming. We weren't really sure how we were going to navigate through the minefield – until we met you two!

You have guided us through the whole process most professionally. You have always explained and dealt with things in a logical, practical and easy to understand manner, which to our surprise has made dealing with the code fairly straight forward.

There have been times when the design of the build required slight changes that potentially impacted on code requirements. However, you have always been available to offer advice and practical solutions and liaise seamlessly with other professionals involved in the project which has kept us on track.

It has been very reassuring having you both involved with our build and your help and support is very much appreciated. You have also been good fun to work with! Our only regret is that we didn't get you involved at it's inception as we know that your advice at the very very early stages would have been invaluable – but at that stage we didn't know that we were going to have to comply with the code!

Very many thanks again.

Best wishes

Alison Lock