

Hi Steve and Ryan

Bill and I just wanted to let you both know that we were on site Wednesday and today when your guys were at work and to say that we were impressed by each and every one of them would be an understatement. They were an outstanding team of young men who clearly enjoy and take pride in their job. We have been so very impressed with our dealings with Laser. Both of you guys have been professional and patient with us, Claire is always charming and efficient when we ring or turn up and now today to see the boys in action has made us very happy indeed. Please be sure to pass on our thanks to your team and I think what has impressed us the most about everyone we have dealt with is that nothing is too much trouble and we have been treated with the utmost respect which I am sure is not always easy when dealing with people, particularly ones as fussy as us! I know we haven't been the easiest of people to deal with as we did change our mind a bit - but we are really happy with our decisions and your input into these has been very much appreciated.

Thanks once again and Steve I hope that you are enjoying your new addition to the family and managing to get plenty of sleep.

See you at the next stage.

Regards

Jo and Bill