

6<sup>th</sup> January 2012

To whom it may concern:

Dear Sir/Madam

As a Maintenance Surveyor for Guinness South, I have been working closely with Pagnell Property Maintenance Ltd for over ten years now. They have been instrumental in supporting our reactive repairs during this time assisting not only Guinness South but formerly Midsummer Housing Association. They also have vast experience in carrying out aids and adaptations for us – primarily bathroom conversions to level access shower facilities.

They work closely with the Occupational Therapists to meet the customers' needs on an individual basis. All work undertaken by Pagnell Property Maintenance is carried out to the highest standards whilst also offering competitive pricing. In fact the cost for level access showers have not increased over the past three years.

For the past five years they have been our only contractor wholly responsible for the entire Aids and Adaptations budget, on average completing between 15 – 25 conversions per year depending upon the budgets available.

They continually work within agreed timescales often fitting in around the customers own needs. I have found all members of staff from the directors to works operatives to be helpful and very passionate about taking pride in the quality of the work they carry out. I would not hesitate to recommend their services to new customers and will be using them again in the near future.

If you would like any further details I would be happy to talk to you directly.

Yours faithfully



**Mr Peter Jones**  
**Maintenance Surveyor – Guinness South**