

10 May 2012

Mr Eamonn Finlay
EMF Plumbing & Heating
4 The Meadows
South Cave
East Riding of Yorkshire
HU15 2HR

Dear Eamonn

I felt I must just drop you a quick line to say a huge thank you for helping us out at such short notice in our recent hour of need!

American tenants living in one of the properties that we manage were having major problems with their boiler and had little or no heating and hot water. You provided us with detailed and helpful advice for the landlord, who does not live locally, so that they could make an informed decision. The landlord, however, took their time to confirm their decision to have the boiler replaced, resulting in us receiving a complaint from the tenant's relocation company, who are an important business partner for us.

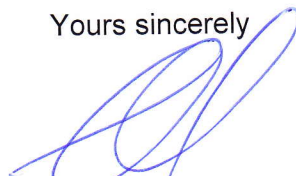
In spite of the fact that you were not only busy and about to start 2 weeks' jury service, you dropped everything, juggled your diary around, and somehow managed to dedicate 2 days straightaway and got the job done without any complications.

I am immensely grateful, as is the Landlord. You always provide us with an excellent service, and on this occasion you went way beyond the call of duty!

You can of course rest assured that we will continue to recommend your services to our clients, contacts, family and friends.

Many thanks again, and keep up the good work!

Yours sincerely



Oliver Hudson
Managing Director

25 The Weir
Hessle
HU13 0SB

