

The Manager  
Smart Services  
20 November 2007

Dear Sir/Madam

**Great Job by Duncan and Smart Services**

I wish to thank you for the painting and damp-proofing recently conducted on my home by your company.

The job was carried out with the minimum of hassle for myself, and to a high standard. Duncan and his crew were at all times professional, punctual and reliable.

When the garage door was mistakenly sprayed with the high-pressure hose (an easy error, no doubt, given the flaking paint!), they simply removed the old paint and applied a new coat, at no additional cost.

In addition, they carried out a significant amount of additional painting and minor repair at no additional cost, which certainly contributed to the high overall standard of the job.

I will certainly recommend Smart Services.

Regards

Ken Schumann  
1A Aloe Road  
Devil's Peak Est