

Mark Frawley Plumbing

From: Damien and Margaret Sweeney
Sent: Friday, February 27, 2009 2:01 PM
To: Mark Frawley Plumbing
Subject: Thanks

Dear Mark, I would just like to thank you for the quality of the work carried out by Ian and his team on our place. I was very impressed by Ian, his dedication to the job, his knowledge and his "thinking outside the square". He made us relaxed in the layman's knowledge that the work was being done in what we regarded as a highly professional manner. He made sure we were not inconvenienced and even changed the washer on our leaking front tap. After he finished the job and was getting ready to leave, we were chatting near his van when our rubbish bin was emptied. Without a word he went out and brought it inside for us. Those little things count for much. Thank you again, and while I said to Ian that we were deeply satisfied, he joked that we should wait until it rained. I am confident we will remain dry. By the way, I do not know Ian's surname. Could you advise me. Regards, Damien Sweeney