

Job Number: 5770

1. Was response to the request for a quotation prompt? : 10

Comments: Quick response and visit to property. Simon listened to our requests and gave technical and practical solutions.

2. Was the quotation easy to follow and as discussed with yourself?: 8

Comments: I would prefer a greater level of detail, showing the cost of each aspect of the work such as cost of timber, cost of tiles, cost of different Windows and in my professional role working for the local authority, would not accept a quote or final invoice without this level of detail.

3. How did Abacus quotation compare with others: The quotation represented fairly what we wanted and so did not seek an additional quote.

4. Did workers turn up on agreed days/times? : 9

Comments: Abacus employees were always prompt and arrived in good time and as promised. Simon responded to all requests with courtesy and professionalism. Shane arrived even when not expected and this was greatly appreciated! (E.g Saturday's and a time we aren't even certain of since the work was completed without even knowing he'd been!) We scored 9 because the subcontracted workers did not arrive when we had left work early to meet them and took time off unnecessarily.

5. Were the workers polite and helpful? : 10

Comments: Always, thank you.

6. Was the work completed according to the quotation? 10

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Comments: Yes, exactly as expected.

7. Was any extra work not covered in the quotation discussed with yourself prior to being done and was it a fair price? : 10

Comments: Yes, all aspects were explained prior to work and the additional roof timber charge was made clear from the outset.

8. Did anything go wrong whilst work was being done and how efficiently was this overcome by Abacus? : 10

Comments: Snags! Related to the window company. Some less than good finishing to the coloured window frames, some broken trickle vents, badly scratched door handles and a bathroom window without obscured glass but once reported to Simon, was addressed efficiently by window company and sub contracted fitters.

9. Was the work completed to your satisfaction? : 10

Comments: Exactly what we had hoped for, thank you.

10. Was the site left clean and tidy? : 9

Comments: My family are builders, I have yet to meet a builder who completely tidies up and I did have to spend a Sunday picking up lead, broken tiles, glass, nails, wood and broken render.

Please enter Site Foreman's name:: Simon Thomas

11. Are there any other services Abacus can provide or would you like a quote?:

Roofing

Have you any comments that you could give us to help us improve our service?:

We have discussed with Simon gaining a quotation to replace the main house roof in Spring 2016. Abacus have been a good company to work with and we are really pleased with the works that have been completed to date. It is was good to know we could leave our property in safe hands each day and to see how quickly and efficiently works were completed. Thank you.