

Name: Sophie Wallis

Job Number: 6266

Description of work carried out::

12 internal doors and locks/handles fitted oak panel fitted

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

Comments:

2. Was the quotation easy to follow and as discussed with yourself?: 10

Comments:

3. How did Abacus quotation compare with others and what was the next cheapest price?: I was more than happy with my quote from abacus - I had paid £65 a door for 4 doors to be fitted and the work was terrible, so I was happy to pay more for the job to be done properly.

4. Did workers turn up on agreed days/times? : 5

Comments:

One person did not turn up on a Saturday am and as far as I am aware, he did not provide a reason re this. On another occasion the carpenter was unwell, so this could not be helped.

5. Were the workers polite and helpful? : 10

Comments:

Fabulous. They were all really polite people who turned up on time, respected my home re dust sheets, worked hard all day and did a great job.

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

Comments:

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:

Fitting of an oak panel above a wardrobe was not in the initial quote, but the quote was discussed prior to it being done and the price was very fair.

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

: 10

Comments:

One of the doors was cut incorrectly, the carpenter admitted that it was his fault, ordered a new door and would have come to fit it in his own time if he hadn't been taken ill. I showed the door to

Simon who agreed that the work was not good enough and he sorted everything out re collection and refitting of the door. I was very impressed by the carpenters honesty, as I have had carpenters do a bad job in the past and they have just left without saying anything - hence I came to abacus to do my doors.

9. Was the work completed to your satisfaction?

: 10

Comments:

It was a very difficult job (putting new doors into the old frames) and I am very pleased with the results, they look fantastic. So good in fact I have asked Simon to provide another quote for further work to be done.

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

Comments:

Please enter Site Foreman's name:: Simon

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

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

I think your service is excellent, I felt happy that I could contact someone at abacus at any point and that they would have dealt with my query/issue promptly and courteously. I feel after having my doors done that they use quality people that do a great job and are 100% trust worthy. I could not have wanted more from a company working in my home. Many thanks Sophie Wallis