

Job Number: 7664

Description of work carried out:: New patio, retaining wall and planter, new lawn and improved drainage to back garden. New retaining wall, planter, and Tarmac and block paved driveway to front of house along with new drainage channels.

1. Was response to the request for a quotation prompt? : 8

Comments: I wasn't certain how long it would take for Kevin to get back to us after the initial phone enquiry. It was about 2 weeks which was better than another company.

2. Was the quotation easy to follow and as discussed with yourself?: 9

Comments: It was discussed with us but as we had never had this type of work done before we were not entirely certain whether all materials were included.

3. How did Abacus quotation compare with others and what was the next cheapest price?: Other firms failed to quote but the price was similar to work that a friend had had done.

4. Did workers turn up on agreed days/times? : 10

Comments: The team were always prompt and clear if they would not be here for any reason, eg bad weather.

5. Were the workers polite and helpful? : 10

Comments: Absolutely. All those involved with the work were excellent representatives for Abacus. Darren was especially helpful when discussing our requirements and took time to explain how the work would proceed and ask if we were happy with what was proposed. They were also helpful to neighbours about how work would be done and getting cars out of driveways in order to avoid the lorries.

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

Comments: There were no additional costs. What was delivered surpassed our expectations.

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

Comments:

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

Comments:

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

Comments: We are extremely pleased with both the back and front gardens, patio and driveway. The team worked really hard and completed the job within the timescales we expected.

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

Comments: Despite the messiness of the work being done we always had good and safe access to the house.

Please enter Site Foreman's Darren

name::

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?:

We would happily recommend Abacus to other people. It might help if you could say how long it might be from the initial phone call to when someone would get back to discuss more in-depth requirements.