

Reference Frank Goulding Ltd

We chose Frank Goulding Ltd to do some extensive work to our house in West Bridgford for three reasons:-

1. They are obviously one of the best building contractors in West Bridgford as they appear to be omnipresent throughout the borough. This appears to be a justified analysis as they have weathered the downturn in the economy with aplomb and continue to fill their order book.
2. The price they gave us was competitive and although we increased the work substantially throughout the project they were fair in the estimations making recommendations and changes to facilitate a better outcome in both the price and the final quality of the work.
3. They have the resources both in manpower and particularly in project management which ultimately results in not only quality workmanship but *excellent* after sales service.

We had extensions to the front and back of the house, to ground and first floor levels. Some of the work was at the boundary of the property and required access to neighbours property which included the erecting of scaffolding on a brand new tarmac drive. The interior was totally renewed; plumbing, heating system, floors, ceilings, windows, doors, all wiring and all lighting. The exterior of the house was also extensively altered with new block work paving and drive, new bargeboards and fencing.

All this was done *without us being in the country* – we managed the job by email, photos and the occasional phone call and visit! Aidan's team are without fear of contradiction outstanding – they took on the challenge of the job and the communication issues 100%, the hero of the hour being Ross the company project manager – he is a rare talent. Aidan is to be congratulated for his prowess and professionalism at employing such a dedicated and committed individual.

Obviously with a project of this size there are bound to be snags – all minor issues have been dealt with to our absolute satisfaction. F Goulding Ltd has never questioned our honest observations, and continues several years after completion to provide us with attentive and committed service. I can't tell you how reassuring this relationship is. One has general views about the building industry, this company is an exception.

Aidan manages his customer relations in a fair, sincere and conscientious manner which permeates throughout the fabric of his team. This conscientiousness includes the 3rd party companies he uses. They also respond promptly to any snags and again many months after the work is complete.

As you have probably gauged potential Goulding's customer, I highly recommend Aidan and his company and you are welcome to call me personally or to see the work first hand should you wish to be further reassured. F Goulding Ltd may not be the cheapest in the market, but they are the best and you pay for what you get. What you will get from F Goulding Ltd is exactly how you want the work to be, backed up by experience, professionalism and above all peace of mind.