

RECEIVED 31 JAN 2017

Hadley & Ottaway Ltd  
Norwich Road  
Watton

90

Snettiston  
Attborough

30 January 2017

Dear Kenzie

I am writing to say how very happy I was with the packing and removal of my house into store. It made all the difference having a young cheerful crew being so very efficient where nothing was a problem even when things seemed impossible. Not only that but they were so respectful of myself and my belongings.

I hope you will pass this letter to your senior management as it would be good for them to know that all their training of staff well and truly pays off.

Likewise, please pass on the two enclosed cards to the principle crew members.

Again my thanks  
Yours Sincerely

James Harris

Client ID 56568.

Sheffield

MARC

JORDAN

+ STEVE AT COLLECTION

5 March 2017.

Ms. Caroline Harton,  
Office Manager,  
Hadley and Ottaway Ltd.,  
South Block,  
Neaton Business Park,  
Nowich Road,  
Watton, IP25 6JB.

RECEIVED - 7 MAR 2017

Dear Ms. Harton,

Removal from Blofield to the above address.

I would like to register my sincere thanks for the wonderful service given for the above move in spite of Storm Doris. The whole operation, from the original assessment by Mr. Goldsmith to the execution of the task by your wonderful team, was exemplary: they were all a pleasure to work with. They took the difficulties anticipated of taking furniture out of an upstairs window, as well as the unexpected ones of bringing certain pieces in here, in their stride. Please pass on my thanks.

I shall not be able to empty, for return a large number of the boxes you packed: these are to be building operations here in the next few months during which it is convenient to keep non-essentials in the boxes, so it may be some time before I am in touch to say they are ready for collection. Your team were able to collect some on March 3rd and I will be in touch when there are more.

Thank you again for taking the stress out of a very stressful operation.

Yours sincerely,

Petra Searle

(Mrs. M. P. SEARLE)