



## Customer Feedback - House Refurbishment

**Mrs M P - LS16**

**Full house refurbishment**

My husband and I are delighted with the work that Haywood Developments have completed for us. They have been professional and thorough with excellent craftsmanship. The communication between us was excellent with a clear and concise quote and a statement of costs which ensured that we kept to our budget. We knew exactly where we were and what was completed. The house looks absolutely wonderful. I can not praise Haywood Developments highly enough.

**Mr P J - HD7**

**Full house refurbishment**

We chose this company because they were the only ones who contributed their ideas and enthusiasm to the project. The renovation turned out to be a bigger job than expected due to changes and issues that popped up along the way, and we also suffered from very bad weather for part of the build. They took everything in their stride and remained professional and positive throughout - even when called out early on Christmas Eve! There were no surprises in the fees as all jobs were appropriately quoted for and nothing came in at more than the original quote. I would not hesitate to use them again, or to recommend them to friends and family - a real pleasure to deal with.

**Mr D E - WF2**

**Bathroom & ensuite refurbishment and other house projects**

I can't rate Martin and his contact team highly enough. Thoroughly professional and the finish quality is second to none. We've had a complete re-fit of our en-suite and bathroom. To assist, Martin even went with us to Victorian Bathrooms in Ossett to pick out the items we needed. Got a great discount through him there too! Some problems with our central heating (post fix) were attended to by Martin, again in his own time. Nothing was too much trouble. We're having one of the team (Stewart) back to hang a couple of new doors and fit a new kitchen sink. There's not a lot these guys can't tackle! Timetables were adhered to and there weren't any nasty surprises when the bill came either. You'd be mad not to get a quote from Haywood Developments.

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**Mr P & Mrs M R - WF7**  
**Full House Refurbishment**

We are very pleased to be able to provide a reference for Haywood Developments. They were selected from a long list of seven and a short list of three contractors to undertake the refurbishment and partial re-modelling of a 1965 detached four bedroom house. A specification was provided and tenders were asked to quote for the entire work, with a contingency margin. The contract was not project managed in Yorkshire. It was therefore essential for the successful bidder to be of the highest quality of self reliance, trustworthiness and reliability.

Haywood Developments were the only company of all selected to submit a very detailed specification, itemising labour and material costs for every aspect. The work included rewiring, partial re-plumbing, new kitchen, bathroom, ensuite shower room, internal remodelling, new external drainage and roof work. Following two meetings, they were awarded the contract as they singularly demonstrated a high degree of skill, expertise and competence at that stage. They were the closest to the estimated cost and the most professional.

Every detail was discussed prior to the agreed start date. Suggestions were made and amendments agreed. The work was self supervised and close contact was kept by telephone. Several site visits were undertaken during the course of the work. Any difficulty or discrepancy was fully discussed before action. Several issues were addressed which had been revealed during the course of the work. Nothing was done without excellent communication, consultation and verbal agreement. The quality of the bathroom and kitchen fitting was excellent. Staged payments were made weekly upon the email submission of itemized and costed expenditure. Our working relationship was based on mutual trust and total confidence in their capacity to deliver what had been agreed.

The house was completed within budget, to the agreed time scale and finished to an excellent standard. The value added to the property was confirmed by several estate agents who commented very favourably about the quality finish.

We have no hesitation in unreservedly recommending Haywood Developments. They performed extremely well, delivering a high quality completion, properly negotiated, consulted upon, effectively and efficiently managed. We would be pleased to discuss any aspect of this open reference. (Name and number provided upon request)

HAYWOOD DEVELOPMENTS (YORKSHIRE) LTD

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