

Feedback

(July – September 2023)

Major Adaptations (works up to £45,000)

- ❖ Dear Sonya, we are absolutely over the moon with our beautiful bathroom, we would both like to Thank you so much for your assistance with Paul to make this happen, Paul is coming Monday to inspect the works carried out, Wayne and all his team have been so lovely and professional, but thank you so much again lovely lady
- ❖ Hi Neil
Just wanted to say a big thank you. I went out to look at the adaptation today it looks great and mum is really pleased and it's made a significant positive impact on their lives. Many thanks
- ❖ 'Thank you for your email, Neil. The builders did indeed finish this afternoon. I could not have been happier with the team doing the job. They were all very efficient, thoughtful, polite and kind, a credit to their company.'
- ❖ Thank you so much to all involved in this project the quantity of the work conduction was outstanding
- ❖ All work carried out in an appropriate manner
- ❖ Excellent communication between work teams. Extremely efficient, tidy, polite, trustworthy, works good listeners, respectful - from onset through to completion - very grateful.
- ❖ Kevin was a very pleasant professional man. He was excellent at his work and was very thorough - Very good service thank u.
- ❖ First class service from start to finish. Fantastic work & a first class contractor. I could not of asked for more from everyone involved. Thank you for everything
- ❖ Excellent service all round. Contractor plumber Kenn was excellent. Knew his trade inside and out. Workmanship was excellent
- ❖ Satisfaction by workmen. Good work. Very pleased. Thank you
- ❖ Steve was polite, professional and knowledgeable for the whole of his contact with me. The quality of the work done and his professional approach was excellent. A small adjustment at the end of his work was done with a cheerful & positive approach.
- ❖ Jack and the boys were absolutely brilliant. They are a credit to you. We had some challenges with our stop cock, but they got the job done. Excellent workmanship. What a difference it has made to our lives. Thank you so much
- ❖ Everything & workers - excellent
- ❖ The contractors were excellent even putting on a new pair of basin taps that I bought.
- ❖ The process was long but Neil who we worked with was excellent.
- ❖ Excellent Service all round. Contractor plumber Kevin was excellent. Knew his trade inside out. Workmanship was excellent
- ❖ Everyone who has come to see us has said what a smart and nice wet room.

Minor adaptations: (works up to £1,500)

- ❖ Everyone was so kind and cheerful - at 91, widow + disability, no relatives and.....Some friends - it was such a pleasant to have their company when working - thank you all 'Really impressed with the outdoor step. The overall experience was first class and the guy who installed the step did a first-class job, thank you.'
- ❖ Thank you very much for an excellent service which has made my mobility more safe & secure.
- ❖ The two gentleman that attended were an asset to the Millbrook Healthcare team. Great Service
- ❖ Phil was careful where he placed things to avoid spoiling my plants. He also repositioned the pot he had to move so that it was safe and looked right to the eye.
- ❖ No problems well done, thank you! Very good :)
- ❖ A friendly, efficient and professional team who have made my home and garden safe place to enjoy. Many thanks for your help and care.
- ❖ Thank you very much for an excellent service which has made my mobility more safe & secure. The two gentleman that attended were an asset to the Millbrook Healthcare team. Great Service
- ❖ Excellent service , They sorted the problem with the shower
- ❖ Really Pleased. Putting a new 1/2 step outside has enabled easier access with less of a drop to get down. Hand rails are clean, tidy and help support movement
- ❖ You have been very helpful and provided an array of useful utilities. One that has been most useful is the handrails
- ❖ I am grateful for the work indoors and out. The man who fitted the rails outside explained how they would be fastened, which was very useful.
- ❖ Everything was excellent and your staff who attended
- ❖ The seat for the shower is excellent - a big help to us. Also, in perfect position. Everything we have found a great help. Thank you very much 10/10 Good job
- ❖ Initial contact was with the rehab service in May- therefore the procedure took 4 months, once I had Millbrook numbers this moved a lot quicker.