

## Reference:

Back in 2014 I had rain coming into my house, I managed to find someone to patch up the roof and they said that it needed replacing as the clips had all corroded. They quoted me a price then offered a discount if I paid cash into their UK bank account, this set my alarm bells ringing however I was concerned about the condition of my roof. I set out to get a number of quotes and thankfully one of these was from Stephen. He arrived on time, took his time to review the inside and outside of the roof and committed to sending me a quote. His quote arrived on time without any prompting from me. Having received his quote I waited (and chased up) for the quotes from other companies. Having finally received all quotes, whilst Stephen was not the cheapest, he had already proven to be very reliable and when you are miles from your home and are paying costs up front this is a very important measure of the qualities of the person quoting for the work believe me.

Winter turned to Spring and I wanted to get cracking on the work, Stephen again contacted me without prompting to discuss possible dates. We settled on a date and I arranged for him to collect my spare keys from my French neighbour. Stephen collected the keys as arranged which was great as I did not want to inconvenience my neighbour. Then the work started, every day I received updates on progress and pictures. In parallel I was getting reports from all my neighbours saying how hard the team were working and how good their work looked. Once the work was complete I paid the final balance but was naturally worried that I had paid a lot of money for something I have not seen myself nor had anyone checked close up, those with overseas properties will understand the anxiety this causes.

I have just returned from France and was knocked out by how good the roof looked from the inside and out. Externally the tiles were all clipped into place and the finish was great, everything lined up and the roof looked very strong. Internally it was fully lined as I had asked and all rotten timbers had been replaced, Stephen had to replace a lot more than he had expected but was happy to honour the original price. I had another neighbour down the road from me who had a roof replaced last year, they have no clips holding the tiles down and had already had a number move, also the roof line was not straight. This has proven to me that you really do get what you pay for, if you have a home overseas that you only use now and again you really need someone who you can rely upon and Stephen has proven to be such a person. I would be happy to use him again and refer him to others, whilst it may cost a little more you get an excellent job and best of all total peace of mind.

Steve Cook - Lanthenac, near La Cheze.