

To everyone at TPS Estates and Removals

Dear Liz, Mark and Staff

We had to write to thank you for the professional, efficient and friendly way you handled our house sale and removal. Your excellent service and support made a potentially stressful situation easy. The all inclusive, very competitive price meant that we knew the exact cost of our move. Throughout the sale process we were kept informed of all activity including an analysis of the response to our ad on Rightmove. When the house failed to sell quickly in the current difficult climate, a meeting was arranged to discuss how we could regenerate interest. At all times we felt your prime concern was to find a buyer. The slightest interest or lead was followed up and when a buyer was found negotiations were handled sensitively to ensure we achieved the best possible price. Mark liaised with us, our buyers and solicitors and kept us informed of any activity.

Even after the sale your interest was maintained through to completion and beyond when your removal team took over. The three men were polite, hardworking, clean and careful. Nothing was too much trouble, even though we failed to downsize our possessions to match our downsized house! We were offered extra boxes and hanging wardrobes which made last minute packing simple. Liz checked everything was going to plan before, during and after the move and even called in as she passed. The personal touch was much appreciated.

The idea of having one company to handle everything from the initial valuation to removal is inspirational and the relationship of trust that develops during the process relieves the seller of all the usual problems. We would certainly use your services again and have already recommended your inclusive package to friends and family.

Once again our heartfelt thanks and best wishes for your new venture.

*W. Sherratt*

*G. Sherratt*

Warren and Glynis Sherratt

March 2010

