

Southfield  
Bullbridge Hill  
Fritchley  
Belper  
Derbys  
DE56 2FL  
12/08/2013

Carters Construction  
Richardson Street  
Derby  
DE22 3GR

Dear Sirs,  
Re: New House at Southfield Fritchley

First of all congratulations to Phil Bates and Carters for your NHBC award; as the clients we would like to endorse the award and thank you for your contribution in producing such a very special house for us.

It should be stated this was far from a straight forward build as the house is a high tech , eco house built on a small restricted access, difficult sloping site which required several very specialist procedures during the build.

In particular the commitment to quality throughout the building process often in difficult weather conditions was never allowed to waver as Phil Bates the Site Foreman ensured. Phil was never prepared to accept anything but top quality and his knowledge of the design and its implications for the building process was very impressive, as was his problem solving.

We were please that Carters won the tendering process. Roger Carter took a keen personal interest in the project, both before (he was the only tenderer who took time to visit site and discuss things with ourselves) and during the build.

As the build was very close to our own residence we were in a good position to witness Carter's commitment to both quality and Site safety as whenever we visited, which as can be imagined was quite often, Phil would ensure everything was tidy and hazard free. In addition the work force were always courteous and respected the proximity of the two houses, keeping down noise levels and conducting themselves in a considerate manner.

In summary we are pleased that you were our builder of choice and grateful for your commitment to quality and delivering a great result for us.

Peter and Lot Clark

