

Gail Thomas, Scheme Manager  
Pant Y Boblen Sheltered Housing Complex  
Penygarn Road, Tycroes, Ammanford, Carmarthen, SA18 3PA

20/05/2010

Iwec Management.

Dear Sir / Madam,

Over the past two months or more, your firm have been involved in the electrical works of a major upgrade to the sheltered housing complex for the elderly, where I am the Scheme Manager.

If I am honest, I was dreading the works as the elderly residents here, aged between 74 and 103 yrs, have their set daily routines and don't welcome any kind of disruption. This wasn't helped having previously had a bad experience with another electrical firm, their work and attitude towards the residents and the lack of respect for their homes. Knowing how much work was planned for this job, every flat and all communal facilities and corridors, was not something we were looking forward to at all. However, here we are, weeks later and I can't praise your electricians enough. We have met a few of your staff over recent weeks and have nothing but praise for them all but the two who have been here with us daily from the beginning are Sean and Luke.

What can I say, if the residents had their way they would keep them here forever. As if the work itself wasn't enough they have had to accommodate every individual support needs working around carers, medical staff, meals on wheels etc which hasn't been easy for them but never once have they complained. They have gone out of their way to accommodate everyone, kept them all informed, cleared up any mess as they've gone along and I'm pretty certain been caught for little tasks along the way. Within a couple of days of them being here everyone felt confident enough in them to give them their keys and let them get on with it and I assure you, leaving anyone in their properties on their own is a big thing for the elderly who are kept so informed of bogus callers always targeting the frail elderly people.

Whilst I am not qualified to comment on the actual electrical work they have done, I leave that to you, their whole attitude towards their work, the residents and the way they have accommodated their daily living routines and everything else going on here has been flawless.

The way they work together has been lovely to see. Luke being the apprentice is so keen and willing and Sean guiding and teaching him in such a nice way I think their presence here has restored some faith in the young people of today. Respect has to be earned and to gain the respect of all at the complex, I guarantee you is an achievement to be proud of.

The complex will be a sad place when they leave us and we wish them both every success in the future, professionally and personally.

I have also come across more of your staff who have carried out works in individual local authority sheltered housing properties with my parents and my gran who again is 93 yrs of age. As above, lovely boys, Gavin and Ben. Please extend my thanks and best wishes to them also.

Many thanks to you all, Diolch yn Fawr

Regards

Gail & all at Pant Y Boblen