

11th February 2014

Dear Peter and the Extensive 'Team',

Sorry it has taken us so long to formally express our thanks for the amazing work you did on our kitchen/laundry + family/dining/entry renovation, but we have just been far too busy enjoying it! It looks fantastic and is the envy of all our local friends who still have 80's kitchens! I still sometimes just stand there staring at it, and it has been over four months!!!

I must let you know, I knew that your company was the one who would get it right for us, from the very start. Before Peter first arrived to provide a quote we had already had two others, (one from a small, relatively unknown business; and one from a 'larger' very well known business). Each time, we had very clearly stated that we required a complete kitchen/laundry renovation, with 'everything' included in the cost, and completely sorted out and managed by the business. From the quote stage it was clear that your business stood out from the others in two very distinct ways. Firstly, you were the people who actually quoted on what you stated you would (rather than promising everything, only to later tell us that after WE needed to guestimate the costs for each trade, would then be provided with the relevant tradespeople's numbers to organize ourselves!). Secondly, you were interested in creating OUR (okay MY) dream for the space, rather than creating the one you would with that space. This meant being flexible and doing things you mightn't normally, which you did with ease.

I have to admit, that even as you handed me the job schedule, with each tradesperson and their name, listed according to the date and time they would arrive, I was rather skeptical. I am an avid 'Grand Designs' watcher, and nothing happens according to plan right? Wrong! Seriously, I still can not believe that each of your subcontractors arrived on the day and within 10 minutes of the time you said they would - and the schedule was four weeks long, and written well in advance (and included builders, plumbers, electricians, plasterers, tile removers, carpenters, tilers, stonemasons, glass splash-back installers and cleaners!!!). Then, when the tradespeople arrived, they were courteous, respectful, organized, and very well aware of your high standards as mentioned by them on many occasions. They even managed to help out with a couple of small issues not related to our renovation (not sure I should be telling you that!!!) If all trades acted in the same manner, and were managed so well, 'subbies' would simply not have the reputation they seem to have!

I loved that whenever we had an issue, be it big or small, I only had one person to call. As we were already living with changed circumstances (dust, no sink) it made the whole situation much easier to manage, and really added to our feeling of safety and security to know that everything was under control. It was comforting to know that Peter always knew what was going on, and most times it felt like we were the only kitchen you were working on!

Peter, you and your team at Willetton Cabinets, and all of your preferred tradespeople, cared about performing an excellent job, and it shows in the details and workmanship. It shows in how well you thought of the little things, like setting up an outdoor laundry for us when you knew we would have no accessible washing machine. Everything looks fantastic, everything slides beautifully, everything closes quietly on it's own, there is a space for everything. I am 'finicky' and I have high expectations, but I am impressed! Thank you, for not making us wonder where our money was spent – we can see value in every draw, cupboard and beautifully aligned appliance!

Cathy and Rob Howard.