26/6/10

## To whom it may concern

We employed Rory Gordon at the recommendation of a friend, and he project-managed the building of an extension, including a cloakroom, and refurbishment of various rooms in our flat.

Rory was extremely helpful in all aspects of the job right from the start, finding us an architect and surveyor and holding our hands through the process of applying for planning permission and party wall agreements. He then got estimates from three builders, all of whom we were able to meet.

Once work started, Rory was on site several times a week. He kept a meticulous photographic record of work in progress, ensured the builders were held to schedule and sorted out any glitches (there were very few) between us and the builders. He also made a number of excellent suggestions about suppliers, materials etc throughout the process.

In retrospect, we are delighted to have used Rory. His reassuring presence removed much of the anxiety of dealing with a building project in one's own home (we were there while most of the work was going on), and his resilience and sense of humour kept us going even on the rare occasions when things went slightly wrong!

George Chamier

Ian Chamier