

**From:** Colin Taylor  
**Sent:** 17 September 2011 00:23  
**Subject:** Wonderful work at Goldhurst!

Hi Derek,

Just a quick note to say how incredibly quickly everything has changed here since yesterday, and how beautiful it is now looking. You were, of course, right when you assured us that everything would be in place in time, and I can only apologise for my miserable moaning email from yesterday when I feared we'd still be in a building site when our Canadian friends arrived.

The whole place has been done with such exceptional care and attention that it was inevitable that it would take longer than we'd originally anticipated, but it is true that it's always worth waiting for something that's really worth the effort and time. Your men have always managed so seemingly effortlessly to do so many of the small things we'd mentioned, such as the new lock on the front window in the living room or altering the colour of the green grouting in the guest bathroom, that it sometimes takes a while for us to realise that these things have been done at all!

And again, we must thank the hard work of all your men, who continually did all the other things that just arose from day to day, such as building and moving so much of our furniture for us - not part of the original plan, I'm sure! Mirek, in particular (excuse the spelling if it's wrong) was exceptional in his professional attitude, and is a real credit to you.

We look forward to seeing you again next week so you can see how really lovely it is all now looking, and in the meantime let me thank you again for doing such a wonderful job - as always!

Colin