

Norman & Underwood

Established 1825



Norman & Underwood Ltd

The Freeschool Building
170 Scudamore Road
Leicester
LE3 1HP

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Our Ref: JC/AS

Mr Mendez
Detector Alarms
23A Blaby Road
South Wigston
LEICESTER
LE18 4PA

Dear Mr Mendez

Re: Norman & Underwood, The Freeschool Building, 170 Scudamore Road, LE3 1HP

After completion of our new Head Office at Scudamore Road, I hereby forward the balance of our account, as agreed during System Handover on Friday 18th March 2005.

I would like to take this opportunity to thank Detector Alarms for its professionalism and excellent customer service provided throughout our recent construction period.

Had all of our sub-contracted companies provided the same level of service then our project would have been a far easier task for all involved.

During the project, weekly on-site meetings took place with the main contractor to review its progress and all contractors and sub-contractors working on the site.

It is with pleasure that I inform you that Detector Alarms were one only a handful of companies that did not receive any criticism whatsoever, but were in fact highly praised for their efficiency and performance throughout.

Once again, many thanks for your contribution to the project and the satisfactory completion and after sales service that came within budget and time frame.

We, as a company, pride ourselves on providing the highest level of service to our customers and it is without doubt, refreshing to deal with a company in the same class.

Yours sincerely

JON CASTLEMAN
Divisional Managing Director, Contracts



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Aluminium, Zinc & Stainless Steel.
Craftsmen in Cast Lead Ornamental Rainwater Pipes,
Gutters & Heads, Etc.
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