

Dale Projects built our new kitchen extension, garage conversion, and extension above the garage in 2011. They did an excellent job, and we would not hesitate to recommend them to anyone considering doing similar work.

We went out to tender to four contractors. Dale's quotation was the most detailed and showed that they had thought carefully about how they would carry out the work. They included a detailed breakdown of their price which was clear and easy to understand. We asked detailed questions about their quotation before awarding the contract, which they answered clearly and helpfully. This avoided any surprises or disputes during the job.

We were keen to minimise the cost of the work without compromising on the quality. Dale were happy to help with this, suggesting cheaper alternative details or materials or savings by re-using salvaged materials. For example, they saved us over £3,000 during the job by modifying a box-gutter detail and re-using the existing conservatory roof that was due to be replaced. These savings helped us pay for additional items of work that we originally excluded from the scope. These extra items were discussed, quoted for in writing and agreed to, before they were carried out. This meant that with Dale's detailed original quotation and the written records of changes, we had excellent cost control throughout the job. We paid stage payments, which were agreed in advance for the whole job.

Dale Projects also did a number of additional items of work at no extra cost, including laying extra insulation in the loft and boarding out the loft. They completed all the items of work on a snagging list before the final payment, and helped us the following year when we did extra work in the garden.

The men who worked on the job were polite and friendly, and made a particular effort to minimize disruption to the rest of the family as we lived in the house during the work. They planned and organized their work to minimize disruption to gas, water and electricity supplies. They cleaned up after themselves each day, and stored materials in a tidy fashion out of the way.

They proved to be reliable. They turned up when they said they would. The director who managed the job talked with us regularly, so that we knew what would happen next and when decisions were required from us. This allowed the job to progress smoothly and finish on time, apart from a few weeks delay due to the weather and an unexpected holiday taken by the bricklayer. If we had a problem, such as a leak in the temporary roof, the director was on site within the hour and fixed the problem in a helpful and pleasant way, making Dale Projects very easy to work with.

The work was carried out to a high standard. I'm so glad I used Dale Projects.

Julian Hurst, Milnrow, Rochdale