

16 March 2016

To whom it may concern

Reference letter for Radiance UK Ltd (Premier Heating Services Ltd)

Whilst there are many plumbing companies in London who can produce an excellent piece of work, only a handful will go the optional extra mile and produce an outstanding final outcome, and to do it all on time and without any delays. Radiance is one of these few companies who have impressed us in many ways.

We asked them to carry out full plumbing for two houses, which entailed the installation of two system boilers and unvented hot water cylinders, six new bathrooms, the plumbing of two new kitchens, and the installation of underfloor heating throughout with several zones for each house. Radiance have more than lived up to this task and completed it without any mistakes, down to the smallest detail. They have proved to be a very experienced company who know exactly what they are doing.

What really impressed us about Radiance however is not just completing the task successfully but the manor with which they did so. First of all, they had excellent time management and did not cause us any delays at all. They were always ready to come out whenever required to fit around the rest of the building work schedule. Secondly they dealt with any arising unexpected problem without any complaints, and worked positively together with us to arrive at the best solution. And finally, their professionalism, manors, politeness and smiles have been most welcome in our workplace.

Kieran Joyce, the principal of the company and a highly experienced gas safe plumber, was never tired from having discussions with us, which he always did with a smile, over the phone and face to face. He oversaw all the work, and ensured it was being carried out to a high standard, on time and for a very reasonable fee.

George, who is also a highly experienced gas safe plumber at the company carried out most of the day to day plumbing work, and we found him to be the most reliable, professional, polite and hard working plumber in London! We really enjoyed his presence on site, and he was always most helpful. He is such an excellent team player, that we often forgot he was working for Radiance and just saw him as part of our own building team.

To summarise, we have been very satisfied with Radiance's professionalism and high quality of work. We are therefore able to recommend them with full confidence to whomever is seeking plumbing services in London. I am not at all surprised why they are so highly rated on checkatrade.com and Which? magazine trusted trader.

Yours faithfully

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Director