



Thursday, May 04, 2006

Dear Beechmark

The floor is stunning! It has become the talking point of the house with anyone who comes to visit. And Kate and I are rapped – it adds such a warmth to the house, both in look and in feel. It's great to walk on in your bare feet in the morning. Even the dog has found her balance on it now, and it is a dream to keep clean (although it is hard to believe the amount of dirt that must get tramped into a carpet! - perhaps this could be a selling point!)

How did the company shape up? Great! Both Kate and I will be ambassadors for your product and company. We first came across Beechmark at a homes show in Christchurch, before we were even contemplating building, and fell in love with it. Native, sustainable and high quality. Our dealings with the company have all been good. It was a major undertaking for us – I've only really ever lived in two houses in my life, and to take on a project such as this was a daunting prospect. Beechmark managed to make us feel as if we were a valuable part of their business from the start. There was no pressure to buy – the product was left to speak for itself. The internet/email system worked for us. Information was freely and willingly given and our needs in dealing with our building company were accommodated without any difficulty. The process of getting the floor laid was great. I have to apologise for the mix up with the builder – he was trying to get us in by Christmas (we eventually moved in March, but that is a long story), but again your company excelled. Shane was very good. It was obvious that doing a good job was important. Nothing was too hard, and a last minute change to the floor was easily accommodated (at least it appeared easy to me). The laying crew – whose names I've forgotten I'm afraid – were brilliant. These guys are true craftsmen – a stunning job, and able to laugh and joke with myself and my daughter as if we'd known them for years. Pass on my deepest heartfelt thanks to them. And after the job was done, it was great to be asked if it was OK to come and see the work, and to be asked if it was all OK. Much appreciated and again made us feel as if our house was important to you.

So how did you do? Very well I think. Constructive criticism is valuable, but in all honesty I don't think we have any complaints. The product is fantastic. The workmanship above and beyond. The company model works for us, and the people within the company have made us feel as if we are important to them, from first contact through to this follow up email. Keep it up, and keep it sustainable.

All the best.

Hamish Reid BVM&S MRCVS