



Sugarbrook Depot
Stoke Pound
Bromsgrove
Worcester
B603AU

Tel 01527 573523

March 29th 2011

Dear James & friends of WHC,

I would like to say what a pleasure and privilege it has been to have you work along side me on the challenges that have arisen in my time at Severn Trent.

Your service is second to none, no matter what time day or night no challenge that I gave you was a problem, once the phone call had been made and you had given your word, I knew that it would be delivered on time, this helped the repairs to go as quickly and as smoothly as possible.

The fact that I count you not as work colleagues but as friends says a lot for the way you have delivered your service to me and the company over the years we have worked together.

Your company is a role model for others to follow, the staff, always most helpful and friendly in their approach, the materials and equipment you have supplied are always to the very highest standards.

I wish all the success in the coming years to your business, and also to your staff.

Many Thanks

A handwritten signature in black ink that reads 'M. Taylor'.

Mick Taylor,
District Team Manager,
Worcester County.