

**HOLLYWOOD PLANNING, 8 KENMUIRHILL GARDENS, GLASGOW G32 8JB**

To whom it may concern

I work with several clients providing Project Management and architectural services.

One of my main clients is Chisholm Hunter Jewellers Limited, and I manage their shopfits and major refurbishment projects, working closely with the Board and their 'in house' Facilities Manager, Fiona Cunnea.

We invited Full Works Facilities Management Limited to tender for our contract after a recommendation from BAM FM, The original works were for our building a grade 1 listed building, in the middle of Bromley. Full Works FM Ltd were chosen as the principal contractor for the renovations due to their pro-active approach of the management when attending walk arounds and putting together a competitive tender based on our requirements. From day one we have had constant contact with management and have been kept up-to speed on all issues. This has ended up being a rather long project. Half way through the exterior renovations we asked Full Works FM to completely transform and refurbish the whole of the first floor directors' private apartments.

Full Works FM Ltd have worked from start to finish dealing on our behalf direct with local council for all permits, supplied and erected all scaffolding out of hours, set up site office and welfare facilities, and liaised with Heritage with regards exterior woodwork, brickwork, and windows. Thereafter, carried out extensive roof works, re pointing, refurbished original Crittall windows on site, and manufactured 5 new replacement ones completely hand made to heritage exacting standards along with the complete woodwork re-decoration to the old Tudor woodwork outside to the front and side façade, even having 400 wooden dowels made to match the existing frontage.

On the inside of the Building, Full Works FM Ltd have completely refurbished everything from the loft insulation and new loft ladder down through the building to all new ceilings, a complete electrical re-wire, new bathroom and complete 'state of the art' kitchen along with general building works such as wall demolitions, re-plastering, new doors, boiler and gas fitting, new tiling, new floor coverings doors and windows to the extension with roof sky lights etc.

We could not be happier with the way Full Works FM Ltd have worked through the whole process, while on site we have asked them to do somewhere in the region of an additional dozen jobs in our premises below from new access hatches, to painting and decorating, plumbing works even pick up and removal works on our behalf so on and so forth. They are a pro-active company with 'on the ball' management and nothing is too much trouble. We will certainly be asking Paul, and his team to carry out more works in the future.

regards



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