

HIPCEA CUSTOMER TESTIMONIALS

The following testimonials are from clients who have emailed HIPCEA following an assignment.

Hi Mr Lane

Thank you very much for the certificates and leaflets.

Regards

Mr and Mrs Low
March 2013

Hello Keith

Ok that's great. Thanks for coming around so quickly.

Regards

Sue Davey
March 2013

Thanks Keith

Not a problem. I was really impressed with the whole thing; sorry I wasn't around to see you when you left.

The report is really helpful and very thorough. And thanks so much for the second document outlining landlords' responsibilities. Again, this is really informative and something I fully endorse.

It sounds like a great opportunity to upgrade the insulation, and having been intimately engaged in doing the very same thing with our new build, I fully appreciate the significance of this.

Insulating the loft strikes me as the first task; would you agree? Along with upgrading the lamps to low energy lighting. If we were to do this as an initial investment what do you estimate the overall effect to be on the rating. Would this of itself take us into the legally 'safe' zone of 'E' given that we're just 5 points off as it is? (In terms of cost/ benefits this may be an opportunity for a relatively quick win!).

Any thoughts on this?

Look forward to hearing from you.

Thanks again.

Phil Davies
November 2012

Hi Keith,

I have sent a payment to your account today quoting the invoice number in the reference, it should hit your account later today or tomorrow.

Thank you for your prompt service.

Regards

Kerry Fawcett
April 2012

Hi Keith

Thank you for the EPC and how quick you sent it through.

Many thanks

Sam Clark
April 2012

Dear Keith

Thank you for your prompt and efficient service, we are very impressed and would not hesitate to recommend you.

Regards

Sheila McGovern
February 2012

Good Morning Keith.

Thanks for your email and epc attachment. Appreciate the swift, profession and 'human' service. It's good that you felt comfortable and able to assist outside your normal remit. That's much appreciated.
Thanks again.

Andy Reel
December 2011

Thanks for a prompt and efficient service. I shall happily recommend you to others.

Regards

Jonathan Coulthard
December 2011

Thank you for my report and also for sending a copy to the estate agents. I would most certainly forward your services to friends and family. I would also say that Sharon was very helpful and informative about the services you provide.

Have a fab Xmas. Many thanks

India Kaur-Benning
December 2011

Hello,

Thanks for your swift and efficient service. I'm glad about the boiler because we were told it was an A rating on purchase. We are delighted with the numbers which should help with marketing. The 'trusted trader' card will be posted in the morning when I get my newspaper.

Thanks again, and if anyone needs your work confirming, let us know and we will reply to them.

John Gray
October 2011

Many thanks for a great service provided by yourself. If I know of anybody moving I will make sure that you get a recommendation and they use your services.

Many thanks again and good luck with everything.

Michael Fearn
October 2011

Hi Keith,

Thanks for your prompt service from start to finish and will be in touch when flat ready for a certificate.

Cheers

Asa Fitzpatrick
October 2011

Thank you very much Keith for your prompt professional response.

Nigel O'Connor
October 2011

Hi Keith,

Thanks for the quick turnaround of the EPC and floor plan.

Can you please make a few amendments to the floor plan as per the attached image? With regard to a few of the room measurements we double checked against our original measurements and some were under some over, can you please also amend these?

We will certainly contact you in the future if we require any of your services if the next project (hopefully there'll be a few in the years to come!) is within your area.

Regards

John Simpson
July 2011

Hello Keith,

Thank you. I think you deliver an excellent service.

Regards

Sharon Swain
July 2011

Hi Keith,

Many thanks for the epc. That was quick! I've only just arrived home.

I'll give you a call if I need any others doing & tell Sarah from Dales & Peaks that I asked you to contact her.

Thanks again.

Regards

Debbie Herbert
July 2011

Thank you, Keith, that's excellent.

I appreciate your prompt response to my request.

I have also passed on your details and card to our purchaser, who intends to put his property, on Derby Road, on the market in the next few weeks and asked for a recommendation. I am sure he will be in touch in the near future.

Best wishes

Eva Gorski
July 2011

Dear Keith,

Thank you very much and thank you for such a quick service.

Thank you,

Margaret Anderson
May 2011

Dear Keith

It was nice to meet you on Monday, thank you for doing the report.

Wishing you every success in the future.

Kind regards

Wendy and Alistair McBain
April 2011

Dear Keith,

Many thanks for getting back to 121move so speedily with our details - photos look great too!

Kind regards,

Jane and Stuart Allman

July 2010

Hi Keith,

Thank you for your services today, I was impressed by your professional attitude and will gladly recommend you to my associates.

Michael McArdle
November 2010

Hi Keith,

Thank you so much for forwarding our report to us so promptly. We really appreciate it. Thank you also for coming all the way out to Ashbourne. We will certainly recommend you to anyone we know who needs an EPC done.

Kind regards

Morag and Mark Johnson
November 2010

Keith,

Thanks for sending me the photos so promptly, they are excellent and I will certainly pass on my recommendations of your services to 121move.

Regards

Gary Lynch
November 2010

Dear Keith

Many thanks for this, it is much appreciated.

I will recommend you to members of our conveyancing team here so that they can pass your details on to clients who may need an EPC.

Kind regards

Caroline Slater
November 2010

Thank you Keith.

Very efficient, thanks for turning this around so quickly, I will definitely use you again and recommend you to others.

Many Thanks,

Steve Wilson
October 2010

Dear Keith,

Many thanks for the prompt service - I'll instruct a BACS transfer as soon as I receive your invoice and account details.

I received your telephone message today. I did not know about the loft insulation, so will re-fit that before I re-let the property. I was aware that there is a condensation problem which the current tenant has drawn to my attention - I think this arises from the fact that there are no windows or extractor fan in the bathroom, just a ventilation duct - so I will be having an extractor fan fitted in the duct, and again will do this before the property is re-let.

Your Sincerely,

Andy Lickrish
October 2010

Thanks Keith
That was a very quick turnaround!

I will do the transfer today.

Thanks and regards.

Jon Gill
October 2010

Keith,

Thank you for your efficient and unwavering professionalism. I will certainly be more than happy to add some positive words to your website and most definitely will be recommending you to others.

Thank you for your prompt and professional service.

Regards
Mark

(Mark's Review on Freeindex.co.uk as follows:)

I would have no hesitation in recommending Keith Lane's services to anyone. He was extremely professional from the outset, punctual, polite and helpful. This level of service is hard to come across and I doubt if you could improve on his price and value for money. Highly recommended.

Mark Boden
October 2010

You are an absolute star - what service!

Thanks so much.

Kind regards.

Lisa Smith
October 2010

Excellent service and very efficient thank you.

Iftikhar Ahmed from Energy National
September 2010

Hi Keith,

Thank you for your services today, I was impressed by your professional attitude and will gladly recommend you to my associates.

Michael McArdle
November 2010