

South Kesteven District Council

Council Offices, St. Peter's Hill
Grantham, Lincolnshire, NG31 6PZ
Tel: 01476 40 60 80
www.southkesteven.gov.uk



To whom it may concern

Re: Testimonial for William Freer Ltd

William Freer Ltd were successful in winning our Gas Servicing, Responsive Repairs and Installation contract for 4,600 domestic dwellings, through a competitive tendering process in 2008.

Our relationship has evolved into a non-adversarial, transparent partnership, focussed on customer care whilst closely monitoring cost, thus maintaining best value.

The provision of weekly Key Performance Indicators provided by the innovative introduction of PDA's collecting data in real time, reflect the rigorous standards that we expect.

The high quality of service provided is evident within the independent technical quality audits and the customer orientated job completion surveys undertaken.

Should you require any further assistance please do not hesitate to contact me.

Yours faithfully

A handwritten signature in blue ink that reads 'A. Packham'.

Andrew Packham ACIOB
Project Officer – Gas & Electrical
Property & Facilities Management
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