



# St Richards RC Primary School

Wilpshire Avenue  
Longsight  
Manchester  
M12 5TH

[www.st-richards.manchester.sch.uk](http://www.st-richards.manchester.sch.uk)



## SCHOOL REPORT

Company: DROYLSDEN GLASS LTD

Contact: KEVIN THACKERAY

Date: MARCH 2015

Project: Installation of PVCu windows and Aluminium doors

Grading:	A = Excellent	B = Good	C = Average	D = Below Average	E = Poor
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Subject:	Effort:	Remarks:
Were you happy with the way your initial enquiry was dealt with?	<b>A</b>	Yes – the telephone response to my initial enquiry was quick & professional and quickly followed up by an appointment to visit the site
Did you find our representative both informative and helpful?	<b>A</b>	Extremely – KT gave excellent technical advice and if there were two options, was willing to quote for both
How was our punctuality and attendance for this project?	<b>A</b>	The punctuality and attendance was excellent. I think we had one hold up during our extensive programme of work over several months, which KT was quick to report and to keep me informed of progress
Were the installation team clean and tidy in the execution of their work	<b>A</b>	The installation team were great – apart from new windows, you wouldn't know they'd been in – the caretaker was very happy!
Were you happy with the installation teams general conduct?	<b>B+</b>	We worked with a few teams – all were polite, friendly and committed to providing good service
Was all waste material removed from site?	<b>A</b>	Yes – the site was cleared and ready for use on all occasions
Are you satisfied with the appearance and finish of the works carried out?	<b>A</b>	Very – the whole community of pupils, staff, parents and governors are delighted with the new smart finish. The first phase was for 2 kitchen windows, with a plan to do the rest next year in phases. We were so pleased, we brought forward the next phases and have now completed
Has the work been completed to your satisfaction?	<b>A</b>	Yes – both in terms of quality and customer service
Any other comments?	<b>A</b>	Yes – other firms could learn a lot from DG – they turn up when they say they will and nothing is too much trouble. We have no hesitation in recommending DG

Punctuality: Excellent

Attendance: Excellent

Conduct: Excellent

# DROYLSDEN GLASS

Windows & Conservatories



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