



8<sup>th</sup> March 2010

Mr P Brodella  
Elizabethan Windows, Doors & Conservatories Limited  
Unit 1 7a  
Welford Road  
Blaby  
Leicestershire  
LE4 8FT

Dear Mr Brodella

### INSTALLATION MERIT AWARD

I have pleasure in informing you that after our recent Installation Quality Survey your company has obtained a 100% customer satisfaction level.

I would like to take this opportunity of congratulating you and your staff for achieving this rating and confirm that IWA will continue to promote your company via our customers' helpline with confidence, relaying this high achievement percentage.

I have enclosed an Installation Merit Award for your use and suggest you may like to frame this and put it on display in your office or showroom.

If I can be of any further assistance please do not hesitate to contact me.

Yours sincerely

*AP* Sarah Wallis  
Partner

Enc.