

11 The Avenue  
Chiswick  
London W41HA

16<sup>th</sup> February 2022

To whom it may concern

**Re: Rory Gordon / Good London Builders**

**Summary**

We employed Rory Gordon of Good London Builders to manage the renovation of our primary residence in Chiswick. Our house is Grade 2 listed and in a conservation area. We are very pleased with the standard of work and found the "total management" approach practiced by Rory during all aspects of the project and the excellent "after service" in dealing with snagging issues to be a life saver.

We would highly recommend Good London Builders (GLB) particularly for extensive renovation work. GLB took most of the stress off our shoulders, stopped us making expensive mistakes, helped us with difficult choices and saved us a great deal of money throughout the project with such savings most likely well in excess of GLB's project management fee.

**Details**

We undertook a 'deep refurbishment' of our primary residence, which involved bringing the internal aspect of our property "back to the bricks" and an almost total rebuilding of the internal house.

The work involved the following: construction of a new external building in the back garden; landscaping of gardens; rebuilding of the kitchen conservatory with a larger footprint; rebuilding of external chimney; re-ordering of downstairs and middle floor layout; damp proofing of foundation walls; rebuilding of downstairs floor within a new floor plan lower than the existing floor plan; insulating the house with floors, roofing and external walls insulated; a complete rewiring; a complete re-plumbing with new central heating system; new internal doors; new windows; new bathrooms; new kitchen; new stairs; and a complete re-decoration. We also had extensive bespoke joinery built in every room of the house.

We hired GLB after we had received planning permission for our building works but before commencement and, in retrospect, wished we had hired GLB before appointing an architect and submitting plans as we would have benefitted from GLB management of that process. Upon hiring GLB we successfully resubmitted parts of our building application to the local planning authority that had previously been rejected with the help of planning and heritage consultants hired by GLB. GLB ran the RFP process for selecting a building firm to undertake the building work. GLB worked with the building firm to produce a detailed building plan covering all aspects of the work, procurement of products and helped with purchases of a kitchen, bathroom fittings, flooring, window shutters and joinery. GLB were able to secure discounts on all our purchases saving us a great deal of money.

During the construction phase of the project Rory from GLB was on site every day and sent us daily updates with photographs of progress. All aspects of the relationship with the builder during the construction phase were managed by GLB.

Post completion of the project we have had a number of minor snagging issues and have found GLB and the building firm to be responsive in dealing with issues and remediating where required.

I would have no hesitation in recommending GLB and Rory Gordon.

Yours faithfully,

Niall Gallagher

