

From: Brigadier Michael Turner

The Beeches

23 Hinton Fields

Kings Worthy

Winchester

SO 23 7QB

(01962) 882349

[chorleyturner@hintonfields.fsnet.co.uk](mailto:chorleyturner@hintonfields.fsnet.co.uk)

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The Managing Director

Bentley Mobility Services Ltd

Unit 19 Highview Business Centre

BORDON

GU35 0AX

Dear Sir

On 23rd September you fitted a new Otolift stair lift here in our house. I write to tell you how satisfied I am so far with the equipment and the way it was installed.

When I first made an enquiry I was visited by one of your staff who explained very clearly and very thoroughly all the options open to me and gave me a price for the work to be done under each option. On his recommendation I opted for the Otolift.

On the day arranged for the fitting the first of your team, the electrician, arrived on time and set about installing the necessary wiring: this he did with minimum fuss and no inconvenience to us and we had no mess. Just before he finished the fitter arrived to install the lift itself: once again this was completed without undue fuss, minimal disruption and no mess. When he left he presented the final bill and the price was exactly that quoted originally, without any hidden charges. He also took great trouble to explain the operation of the chair lift to myself, my partner and our carer.

In the short time I have been using the equipment it has operated perfectly and has already proved both efficient and hugely beneficial. Of course, it is early days yet but I just want to say how pleased I am so far and how impressed I have been with your team. Thank you. I do hope you will pass this on to those involved.

I remain,

Yours Faithfully,

*Michael Turner*

*I apologise for this being typed but I have difficulty writing by hand.*