

Dear Sir.

I really must write a letter of praise, for the man who fitted my stairlift yesterday.

I don't know his name, but because of his Scottish accent, I shall call him "Mac".

Mac arrived about 10.30 AM, & he worked non-stop until 6 pm. He encountered all sorts of difficulties, due to the unusual shape of my stairs, but he doggedly refused to be beaten.

With a little help from my son-in-law, & a lot of help from Mac's boss, he managed to solve every problem, with good grace.

I am so, so grateful. I have been marooned downstairs for over a month, once I found the stairs were too difficult for me to tackle. He sympathized & was determined to help me.

The electricians came & went, quickly & efficiently, providing power for the stairlift.