

Customer Feedback



BUCKINGHAM PALACE

Cintec Cavity Locks Systems Limited
Head Office, Factory Lane
Newport
South Wales
NP9 5FA

18 May 1998

For the attention of Mr J Dimmick

Dear *John*

Ball Room Ceiling

Now that the dust has settled, literally, on the plaster repairs to the Ball Room ceiling I would like to thank you, and all the members of your staff, who assisted on this extremely testing project.

The whole inspection and repair work was carried out exactly to programme, even if not as originally intended. Everyone who was involved with the works made a fantastic contribution to the great success of this project. Looking at the Ball Room on the 8th May 1998, just prior to the first Investiture no one, [not associated with the project], could pick out the remedial works we had undertaken. I think that is a great tribute to everyone's efforts.

I would like to thank everyone for their help and assistance throughout the very hectic six week programme especially for the way they responded to the late changes and worked to ensure the completion date was achieved.

I am in no doubt that we would not have succeeded had it not been for the attitude and efforts of everyone involved. Could you please pass on my sincere thanks to all members of your staff who worked and advised on this project.

Yours sincerely

R T Brown
Maintenance Manager Buckingham Palace