

(The below letter is from Penny Roberts, who project managed a new build for her daughter's new family home while her daughter and family were living overseas).

1.11.2011

Dear Erika,

I just wanted to thank you so much for designing such a beautiful, functional kitchen for my daughter, Lucy, and her husband, Peter.

We just love the design and it was exactly what we specified and everything fitted in!! You are an absolute perfectionist and it shows in every aspect of the design.

Thank you also for being so up front with your timing and delivering everything on time as promised. So often these things drag out longer and then are often wrong, but with you it was all perfect.

I wish you well in your design business and feel sure you will do extremely well. You will have to learn to delegate and have a rest!

Sincerely,  
Penny Roberts