

# **BUILT IN** *Quality*

AWARDS 2008



## **WINNER**

IN THE CATEGORY OF EXTENSIONS

THIS AWARD HAS BEEN GIVEN TO

**J Birch Design and Build Ltd**

FOR RECOGNITION OF THEIR HIGH STANDARDS  
OF CONSTRUCTION AND WORKMANSHIP

Handwritten signature of Chris Biscock in black ink.

Chris Biscock- Chief Executive

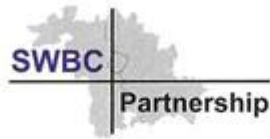
Handwritten signature of Cllr Roger Hall-Jones in black ink.

Cllr Roger Hall-Jones  
Portfolio Holder for Planning, Housing  
and Transport



# Building Excellence

AWARDS 2011



## Highly Commended

In the category of Housing, Small Developer

THIS AWARD HAS BEEN GIVEN TO

J Birch Design and Build Ltd

.....

FOR RECOGNITION OF THEIR HIGH  
STANDARDS OF CONSTRUCTION AND  
WORKMANSHIP

  
.....  
Chris Becock  
Malvern Hills District Council  
Chief Executive



  
.....  
Reza Saneie  
South Worcester Building Control  
Partnership Manager

Whistlewood  
Siston Green

J Birch Design & Build Limited  
Walnut Tree Cottage  
Abbotswood  
Kempsey  
Worce  
WR5 3QL

5 December 2000

Dear John

As you may remember your firm recently completed an extension for us.

Now we have had a chance to put our heads above water, so to speak, we would like to take this opportunity to thank your builders for their hard work, professionalism and thoughtfulness.

Throughout the 7 weeks that they were here we were impressed in all our dealings with them. They had to cope with our 3 year old daughter asking all the questions she could think of and two dogs who constantly wanted to either play, or in the case of our new puppy, escape.

We have now had the chance to decorate and curtains are up and the new room and alterations to the kitchen have already proved to be a rewarding project, having had several events and our daughter's 4<sup>th</sup> birthday party in it.

Once again we must thank Paul Day and his team and would happily recommend your services to any of our friends.

Yours sincerely

Adam & Annette Collett

17 Hunter Rise  
Pantons

Paul Day  
J. Birch - Design & Build Ltd  
Walnut Tree Cottage  
Abbotswood  
KEMPSEY  
Worcs., WR5 3QL

Dear Paul

I have just put the finishing touches to the decoration of the Works you completed at 17 Hunter Rise and have sent the Completion Document to MasterBond for their insurance cover.

I am writing to say how delighted we are with the end product. Not only that but also to congratulate you and your team of craftsmen on the standard of work that was maintained throughout.

In this day of the "quick fix" and the "cowboy approach" it is refreshing to deal with true professionals who actually care about the end product.

Please pass on our thanks to all who were involved, particularly to Ian to whom nothing was too much trouble.

Yours sincerely \_\_\_\_\_

Tim & Gill Granger

Ingeside Cottage  
Upper End

W

2nd August 2010

JR Birch (Design & Build) Ltd  
Walnut Tree Cottage  
Assotswood  
Kempsey  
Worcestershire  
WR5 3QL

Dear Paul

Your company recently completed the build of a bay window at the above address.

We would like to express our thanks for doing such a professional job to our complete satisfaction. We have received many compliments from 'passers by' in the village and would not hesitate to forward your contact details in the future should any one make such an enquiry.

Our thanks, also, to the various members of your team who assisted with the build.

Yours sincerely

Beverly A Graham Jones

**FMB MASTERBOND CUSTOMER SATISFACTION QUESTIONNAIRE**

We are pleased that your building work is now complete. To enable us to monitor customer satisfaction, could you please complete the following sections and return the whole form to FMB MasterBond, in the reply paid envelope provided for your convenience



Please rate your builder in terms of the service they provided (Please tick the relevant box)

Satisfaction Rating

	Poor	Satisfactory	Good
<b>1. Before the work started</b>			
a) How well do you feel your initial enquiry was handled?			✓
b) If the builder was responsible for doing the design or the plans for the job, how well were you satisfied with the design?			✓
c) How well did the builder prepare for starting the job?			✓
<b>2. During the work</b>			
a) How well do you feel the work progressed?			✓
b) Was the work carried out tidily with careful storage and protection of materials during work in progress, was the removal of rubbish satisfactory?			✓
c) Were the people doing the job considerate and courteous?			✓
d) How well were problems and / or changes to the job dealt with?			✓
<b>3. Handover and completion</b>			
a) When the work was handed over, was it complete, ready for occupation or use? (allow for any agreed partial handover)			✓
c) How well was the final account dealt with?			✓
<b>4. Overall satisfaction</b>			
a) How well are you satisfied with the finished job?			✓
b) How would you rate the builder to anyone who asks you?			✓

Please use the space below for any comment you would like to make

*I WOULD NOT HESITATE TO RECOMMEND J. BIRCH DESIGN & BUILD LTD, TO ANYONE WHO REQUIRES A FIRST CLASS, RELIABLE BUILDER.*

Client's Name: Mr & Mrs Proceffon  
 Site Address: Boundary Cottage, Goldsloe, Stratford-upon-Avon, Warwickshire, CV37 7HQ  
 Builders Name: J Birch Design & Build Ltd  
 Date: 11/03/2010

Signature: [Redacted]  
 Members Number: 17050



# Certificate of Approval

this is to certify that

## J Birch Design & Build Ltd

has been appointed as an approved contractor for the  
**Biokil Crown Damp Course Installation & Timber Treatment Process**

account No.

for and on behalf of Biokil Crown

Date

**B0060064**

*[Signature]*

**15<sup>th</sup> December 2008**



Chemical manufacturers for the Restoration & Building Industry  
 Biokil Crown Ltd, 7 Stadium Industrial Park, Springfield Avenue, Long Eaton, Nottingham NG10 2DD

