

## WE ARE

**A FAMILY BUSINESS**

**PASSIONATE**

**PROFESSIONAL**

**CONSIDERATE**

**PROACTIVE**

## AND OUR CLIENTS AGREE

### FAMILY BUSINESS

"I felt I must write to you to say how much I appreciated the team, headed by Derek, from T Manners... at times the men showed considerable patience and understanding... your workmen did their best to keep any disturbance to a minimum, and they all seemed to have a sense of humour, .. I personally, wish to commend you on your work force."

*Mrs Ghita Harbour, The Close, Cotherstone, Oct 2012*

### PASSIONATE

"I would like to particularly single out your site manager David Holmes who has shown exemplary end user focused grasp of what is important to us and has been a clear leader in steering the project to its timely and very well received conclusion. Under his day to day leadership all contractors have shown a respect of the needs and workings of our Practice, its staff and our Patients."

*Stephen Brown, Harewood Medical Practice, April 2017*

"We have been especially grateful for the involvement of Dave and Ronnie who worked on the project from beginning to end, and who took such pride in their workmanship."

*Mr & Mrs Hanson, Dec 2015*

### PROFESSIONAL

"I would like to take this opportunity to say how pleased we are with the high standard and quality of the works that have been carried out to date by T Manners and would like to thank Brian and your entire team for the work put in to complete this phase of works on time and in a professional manner."

*Dasha Attwood, Stockton-on-Tees Borough Council 2017*

### CONSIDERATE

"Contract very well managed and guys really hands on – nothing was too much trouble for them. Everyone who worked on the project was very nice and polite. Definitely recommend T Manners to anyone requiring work."

*Lorraine Walton, Suez Recycling & Recovery UK Ltd, June 2016*

"At every stage of the process from the initial conversation to the final completion of the physical works, you, Mark and all your colleagues have been so incredibly courteous, paid such attention to detail, always been willing to investigate solutions and developed a wonderful rapport with residents who were in despair before the scheme began. What particularly impressed me was your company's focus on the residents and taking them with you to arrive at a scheme they were happy with, and that you communicated with us in such detail at every stage."

*Paul Taylor, Stockton-on-Tees Borough Council, Jan 2017*

### PROACTIVE

"Having a contractor who 'gets' what we are coming at to the level that they can make decisions themselves if necessary in a way that doesn't deviate from that vision is really valuable to us."

*Claire, Blue DC Interior Designers 2017*

"The proactive positive approach has been a major factor in the delivery of the CIT works to date, which has allowed staff to be moved on programme to achieve the Executives deadlines."

*Martin Shaw, University of Sunderland, April 2017*

## OUR MISSION STATEMENT

Our intent is to complete every contract on time, within budget and to the desired quality.