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To whom it may concern

November 2009

Dear Sirs

Red Squirrel Architects - Miles Griffies

We made the decision to start our project in early 2009 and at that time we were uncertain if we needed the services of an architect and the task of finding the right one was quite daunting; we could not draw on any recommendations from friends and family. We made enquiries of a small number and met with Miles to explore how he may be able to help.

During our preliminary discussions Miles impressed us with his quick grasp of what we were seeking to achieve and his earnest reassurances of the way he would work – timeliness and professionalism. We agreed a fee for the initial appointment involving the design phase through to planning permission.

Miles produce numerous drawn suggestions during the design phase and also built a scale model to help bring the designs to life. A construction company recommended by RSA was also involved to produce indicative pricing against each design to ensure we didn't agree a dream design we couldn't afford. We eventually agreed a design and applied for planning permission.

At this stage we were sufficiently convinced of the additional value that Miles contributed we extended the appointment to oversee the construction phase. I am really pleased we extended the scope. Our experience is that, once the work is underway it is inevitable that, regardless of how well drawn the plans are, there will be many decision to be made along the way. Our builder was always ready with what seemed a good solution (and for the most part they were) but Miles was able to make sure that the design we agreed was the one that was delivered. And also to make sure that all the mundane technical building issues were dealt with appropriately.

I am pleased to confirm that Miles has been true to his original declaration of timeliness and professionalism. With regard to timeliness I can state that Miles has always answered his phone to me, regardless of what unsocial times I may have called, and met deadlines. I think that the level of professionalism is evident from the growth in appointment – initially for just the design phase which then grew into the construction phase and latterly for interior design. We wouldn't have added too the appoinement if we were not entirely happy with the work undertaken and fully confident that Miles would continue to add value.

I would advise anyone undertaking significant work that an architect is money well spent, and I would certainly recommend Red Squirrel.

Yours faithfully,

Andrew Ingram

(Unsigned electronic copy – please call or email if verification is needed)

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