

27 August 2015

Dear Customer

**Britannia Home Improvements (NE) Ltd**  
**Suite 23 Unit 1 Evans Business Centre, Stephenson Court, Skippers Lane,**  
**Middlesborough, TS6 6UT**

Please accept this letter of introduction as confirmation that the above company is a member of the elite FairTrades register of reputable businesses and has passed FairTrades stringent vetting procedures, prior to acceptance for membership.

Our vetting procedure includes the following:

1. Legal and financial checks to investigate the company's stability. Only those businesses whose ratings are satisfactory are accepted.
2. Reference checks from previous customers and scores for quality, timeliness, value for money and courtesies. Should the customer references not meet our criteria the application is refused. Reference checking continues throughout membership, so we always have an up to date picture of a member's business.

We therefore have no hesitation in introducing the above business as a reputable company with a proven standard of workmanship. We also strongly recommend that consumers obtain an Insurance Backed Guarantee (IBG), if trade applicable, to protect their financial investment, rather than a personal or letterhead guarantee - which offers no protection should a business cease to trade.

To find out more about the IBG, please call 08707 344 344.

Yours faithfully



**Sean O'Keeffe**  
Chief Executive Officer

<b>Membership No:</b>	00572413
<b>Member Since:</b>	30 January 2015
<b>Started Trading:</b>	2013

Information is correct at the time of printing.