

4 April 2018

J N Stannah
Managing Director
Stannah Lifts Services Limited
Watt Close
East Portway
Andover
SP10 3SD

Contract number [REDACTED]

Dear Mr Stannah

There is a special reason why Stannah scored 11 out of 10 for the installation of a stairlift in my home today.

My wife is the intended beneficiary of the lift - she has been unwell for a while and is looking forward to using it. While your Steve was screwing our lift together, she suffered a completely unexpected mobility crisis upstairs. Steve responded instantly to my call for help.

A little later Steve was ready to test and demonstrate the lift when my wife needed to get downstairs as the first step of her trip to A&E. He took the opportunity to do the training as a live exercise during which he very patiently helped me to get my wife settled in the chair. Finally, after he had managed all his closing formalities, he helped me to get her into the car.

The whole incident absolutely made my Stannah day! Please pass on my thanks to Steve.

Yours sincerely

[REDACTED]