

## Sally Arden

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**From:** Holland Anthony Stephen <Anthony.S.Holland@merseyside.police.uk>  
**Sent:** 23 September 2015 14:01  
**To:** Sally Arden  
**Cc:** Luther Sharon Elizabeth  
**Subject:** RE: Recent Installation - [Not Protectively Marked]

Hello Sally

I can give you some feedback as I was on site for some of the time when the works were carried out. The operative was very polite and understood the environment that he was working in. He took tools and equipment with him at all times and was very cooperative with regards to access to rooms etc. Noel our porter also spent the majority of working time with the operative and found him to be very proactive and co-operative.

The works carried out were done quickly and tidily, and the sealant seems to have made a difference, although we can gain customer satisfaction from room users as the weather worsens. Although the material gave off a vinegar smell we managed the possibility that the room users may like to be moved out for a few hours. Some did prefer to leave the room but overall this was managed and I am not aware of any complaints from staff.

I hope this helps initially, and if you have any queries then please let me know.

Regards

Anthony Holland  
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**From:** Luther Sharon Elizabeth  
**Sent:** 23 September 2015 13:51  
**To:** Holland Anthony Stephen  
**Subject:** FW: Recent Installation - [Not Protectively Marked]

Hello Anthony,

Would you mind replying to Sally below please as you have had more involvement with window sealant project at St Helens than me?

Many thanks

Sharon

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**From:** Sally Arden [<mailto:Sally.Arden@tes.im>]  
**Sent:** 23 September 2015 13:49  
**To:** Luther Sharon Elizabeth  
**Subject:** Recent Installation

Hello Sharon

Hope you are well.

I was just touching base with you as I know we have recently completed the installation to St Helens Police Station. We normally send out a customer satisfaction survey about 3 months after the installation to enable any identifiable changes that have occurred since Quattro Seal was installed. However, I always like to touch base with our clients immediately to ensure they found the installation a smooth process or whether any concerns were raised so we can address them accordingly.

We take pride in the customer care we provide and would like to maintain our reputation therefore feedback as you can appreciate is very important to us.

I look forward to hearing from you.

Kind Regards

Sally



**Sally Arden**  
**Sales & Marketing Co-ordinator**

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