

Oldfield Park, Bath, February 2014

**Re: Nick Prescott, Style Within Ltd**

I bought an Edwardian terrace property in Bath which I then rented out for a period while I continued to live and work in London. With an eye on retirement, I decided that the property should be refurbished to a high quality standard for me to live in and enjoy. At first I asked Nick Prescott to evaluate the cost of a basement conversion as there was scope to reconfigure the house with an open plan kitchen, unfortunately this was too expensive to undertake at that stage. However, alternatively he recommended that my money should be spent in areas to upgrading the house, as it had become outdated and the worse for wear following renting it out. The electrics certainly had to be updated and the exterior was in need of urgent maintenance.

As I had met Nick once previously and was unfamiliar with his work and trustworthiness, he put me at ease from the start by showing me his own home and by driving me to see a number of his previous projects and meeting one of his clients; she spoke most highly of Nick and his contractors. This was very helpful and gave me confidence to let him manage the work – as I was not going to be able to visit Bath very often so I was in Nick's hands so needed to be sure from the outset that the project would be well managed and completed to a high quality outcome. Nick throughout was generous with his time, ideas, expertise and experience

At our occasional meetings, we discussed colours and ideas and he showed me some samples that I liked. Much of the time, we corresponded by email and he sent me images of products that he intended to fit along with their prices for me to approve. He also sent me photos of the work so that I could monitor progress. We kept in regular contact so I felt very involved in every step of the project although I visited Bath at irregular intervals.

Work went to plan and, whilst the kitchen was left untouched, the rest of the house has been completely renovated to a high standard. In fact, I added more jobs to the list as I became increasingly confident that the work was being done well and the additional prices seemed very reasonable.

I wanted the option of having a lodger so Nick came up with an ingenious design to add an en-suite to the attic room. He allowed for plenty of storage, as well as an IT network, TV connections, and a small kitchen station, making very effective use of the limited space. With its own "front door" this is now created a self-contained room perfectly flexible for a lodger or for my own use.

Nick fitted beautiful wide oak floorboards on the ground floor, and arranged installation of a traditional fireplace that I purchased. I know this created some problems in his scheduling but he managed to keep the overall work on track. Nick designed and fitted two large alcove units, one to house the audio equipment. He fitted a contemporary bathroom suite with large shower and modern freestanding bath and turned a previous shower room into an office with IT connections to the rest of the house. He also organised for a high quality sound system to be fitted and coordinated visits by Virgin Media to get the connections working. The house was also decorated throughout in neutral colours, with contemporary blinds in all rooms and carpets in the bedrooms. I chose the lights which Nick's electricians fitted. Externally, I now have a dormer with tasteful wood effect maintenance free cladding which looks great. We did have an issue with a leak from a new gutter but this has been resolved. Working on my behalf with the water board, Nick had the lead main replaced with plastic and fitted a water-softener, so the house now boasts a high flow rate of fresh, soft water.

I was extremely pleased with the work – Nick sent me frequent updates on the budget and was able to suggest good value products and savings which I found re-assuring. Nick was very strict on the work to be completed before agreeing any monthly payments for his contractors, so I always felt in control even though I knew that it was actually being managed at the other end of the M4. I also found Nick's contractors extremely friendly and hardworking and when I visited they were able to explain the progress of the work and how various problems had been overcome. I can certainly recommend Nick to others with confidence.

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