

Perfectionism in a perfect team

That's my view of ETC Windows after their installation at my home in Stratford-upon-Avon.

You could add: professionalism, integrity, positivity, customer care, the ability to listen and meticulous attention to detail.

From the initial survey of my property – which needed nine windows, three skylight windows, one side door and two door combinations all replaced with triple-glazing – conducted by the managing director of the company, Mick, who clearly doesn't mind rolling up his sleeves to get the work done, to the post-installation appraisal by Jacob, everything was first-class.

Special mention should be made, though, of installation leader Amir for his utter professionalism, politeness and ability to get the job done. He worked tirelessly to make sure everything was perfect. He was always quick to point out different possibilities and never took the easy course just so he could get the job done quickly and dash off.

The team in the office were also highly impressive with their promptness and ability to get things done efficiently, swiftly and without any hassle. Angela, in particular, was the epitome of professionalism.

My decision to choose ETC Windows was in part because they had Which? recommendations - and you don't get those without being a top-notch firm.

So I seriously recommend ETC Windows to anyone looking to get an installation put in at their property. You will not just get great value for money, but also utter professionalism from a first-class company.

Dr Neil Masuda

