

Dear Churchill,

My wife and I have lived here for four weeks and are very happy. First of all we would like to praise the efforts of Alison Nelson. From coming into enquire about the apartment, we found Alison very friendly and helpful. When we told her what we wanted she showed us this apartment, which we liked straight away - she obviously listened to what we said.

After moving in, she still remained helpful and friendly. Regardless of age (I am 70 and my wife late 60's), whether you are married or single, she is there for us all, with that big smile on her face no matter what time of day it is, and through her professionalism, it was one of the reasons we moved here.

Alison gets it right 99% of the time but there is always that one person you cannot please and as my wife and I spent all our working life working with the public, we know it's no easy task, so we hope Churchill realises what a brilliant member of staff you have got in Alison.

Thank you very much,

Mr and Mrs Cummings