

Dear Sir,

We have recently had to withdraw from the purchase of the above property and we felt that we had to thank all the people that had been involved and helped us in the process.

The reasons we had to withdraw have no reflection on the actions of Churchill, or the companies that they use to assist purchasers in the sale. We have been given the utmost respect and exceptionally good service by all and could wish for nothing better.

From the first contact we made at the site when we met Tricia from the sales side and Sue the site manager we were made to feel that nothing was too much trouble and we were invited to all their social events to make us feel that we had already bought the property.

At no time were we put under any pressure when our sale was not going to plan and help was offered at every phone call. The support companies, Britannia movers and Senior Services were exactly the same and offered a service second to none.

Towards the end of our allocated time we felt that our house would not sell for a variety of reasons and we therefore explored the Home Exchange option. We did this through the Sales office at Atkins Lodge and were immediately contacted by Liza Webb who gave us the details of how the offer would be made and then sent us an offer by return. It was a good offer but we still would have been short of what we felt would have been a reasonable sale for what would be our final move. Once again she was so professional and helpful that we felt every effort was being made for us to make the purchase of a property that ticked every box as far as we were concerned.

Sadly it became obvious that we could not sell our house at the right price so we reluctantly had to withdraw from the purchase. When we informed all concerned we were offered help again and asked to keep in touch by all involved. We have to say that this service has to be a reflection on the people in charge, both in the selection of staff but also in the training and motivation to make prospective purchasers as comfortable as possible in what can be a traumatic time for people of a certain age. Churchill certainly do "what it says on the tin" and I also have to say that the build quality and all the on-site services have been achieved with the customer in mind and are exceptional.

Could you please pass on our thanks to all concerned at Head Office, South West Region, South East Region and the site at Atkins Lodge and perhaps anybody that we have missed out. We live in hopes that the current sales situation will turn round in a short time and we will be able to go ahead with something that we had really wanted. Churchill will certainly be our first port of call.

With many thanks,

Don and Rosina