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Buarth Road  
Aberystwyth  
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To whom it may concern,

West Wales Restoration Ltd

Over the last two years I have employed various members of the West Wales Restoration team to carry out work on my Aberystwyth property. As I work my way through the renovation of this 1908 building they are correcting the problems caused by casual 'improvements', superficial repairs, and thoughtless development, as well as dealing with general wear and tear. I have been consistently impressed by their knowledge of building techniques; their attention to detail; their ability to analyse the evidence of building problems and locate the root problem; and their flair for producing innovative solutions to the emerging problems of traditionally constructed buildings.

There have been two areas of activity that are worthy of particular note:

1. The relaying of the roof and the inclusion of up-to-date insulation. This was not a straightforward job for the corbels on the front gable had rotted from the inside, the chimney required relaying and re-integrated with the complex roof construction, and once the roof was removed it was clear that the rear window required completely refitting and this had to be fitted into the agreed works. New corbels were made from scratch, and once the basic problem of penetrating water had been resolved the corbels were carefully connected to the sound roof timbers; it is now not easy to see that the corbels have been replaced. The chimney is now secure and properly attached to all the surrounding roof elements, and the adjacent roof edge has been properly finished. The rear window was successfully replaced but it worth noting that I was kept fully informed of the changing plans, the reasons for the changes and the probable costs of the changes. It was my choice to completely replace the window, but I felt that I was making an informed decision.
2. The replacement of the old sash windows. I was aware that the original sash windows needed to be replaced, but I did not want to replace fine wooden windows with white plastic ones. However, I could not find a company that would produce wooden windows that broadly matched what existed. I could find wooden sash windows made to a standard design, but not ones that suited my particular property. West Wales Restoration Ltd produced and installed new wooden sash windows that were copies of the original windows, and they did this quickly and at a very competitive price.

Finally, it is worth noting that we have always enjoyed having members of the team working on the property – they are interesting people with a passion for period buildings, and their enthusiasm is infectious.

Yours sincerely  
Peter Saunders MSc, Bsc, Dip TP

