

Anchor Removals  
Unit 1  
Linnyslaw Industrial Estate  
Sharp Street  
Walkden  
Manchester  
M28 3LY

11th October 2010

Dear Mrs. Chris Smallwood,

**Removal day Tuesday 20th July 2010**

May I begin by apologising for not sending this letter sooner, the time has flown by and although it only seems like yesterday since we moved, all of a sudden we seem to have found our feet and on reflection we are now quite settled and finally have time to do all the little things we promised we would. There are still the odd unpacked boxes and trampolines still to put up, but on the whole we are pleased with everything.

None of this would have been possible without your guys. On the day of moving, after living in my last home for 22 years and acquiring 22 years of *stuff*, I was really nervous about moving and had not slept for a fortnight. I could not see how all my treasures (and the rubbish) I had accumulated over the years along with our furniture could possibly be moved in one day, safely, from home to home.

When your men arrived they were absolutely fabulous, really reassuring, nothing was too much trouble. They were kind, polite, professional, careful and considerate of not only our belongings, but how we felt too. They worked relentlessly without pausing for a moment from the moment they arrived early morning at our old house, until they left the new house early evening. They were so dedicated they didn't even pause for lunch.

Our new home has very steep steps and on the day it began to pour down. Your men were not phased. They carefully