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Mr. Norman Hinckes
Director, Masonry Frame Systems
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Dear Norman,

Building our own house is the biggest personal project we have ever undertaken, and a daunting undertaking. The largest and most important part of the project was the building of the main frame, from foundations to roof timbers. Engaging the right builder was, therefore, crucial.

Having researched various building methods we decided early on that we wanted the house built in thin joint masonry (TJM), as it appeared to us to offer all the traditional masonry advantages of solidity, resilience and strength together with a high degree of accuracy in construction and much improved thermal and acoustic performance. Our researches led us to Masonry Frame Systems, who appeared to be among the foremost builders in this technique. Your extensive knowledge of TJM in particular and building in general; your impressive portfolio of successful projects and your very evident enthusiasm for this modern method of construction soon convinced us that MFS were the builders for us. We therefore engaged you to build the masonry frame and the roof structure of the house.

The build proved to be far from straightforward and there were many times during the course of the work that we said to ourselves "thank goodness we went with MFS". The design of the house was ambitious and far from straightforward and a number of design-related problems were encountered throughout the build. Your advice and assistance in preparing for the build ensured that many of these deficiencies and omissions were remedied beforehand, and the MFS team were on hand at every stage during the build to resolve problems as they arose, efficiently and effectively.

The builders and carpenters you engaged were quite exceptional, in terms of their skills, their work ethic and their absolute commitment to quality. We could not have had a better team.

The result is that we are looking forward to the pleasure of living in a house we know to have been built to the highest possible standards. The various inspectors who are overseeing the building works, and other professionals in the industry whom I have shown around the site, have commented on the superb quality of the build, which is readily apparent.

Thank you for providing such an exceptionally good service to us. We shall keep you in touch with the progress of the build and we hope that you and the team will come to the open day we are planning after we move in. We shall, of course, be delighted to give you the highest references for any future work.

With thanks and best wishes,

Adrian & Ros Cory