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Gatehouse Construction and Refurbishment

We are writing, with pleasure, to give testimony of our experience working with Gatehouse over the last year and half.

We were introduced to Gatehouse by our architects at the Tender stage of our renovation project. They were obviously confident in the quality of Gatehouse's workmanship and, from first meeting Dave Wigmore and his electrician, when they came to view the existing house we found them interested and engaged. Upon receiving the returned tender documents, and realising that all were outside our budget due to the rapidly rising costs during the Covid Pandemic, we had to find areas to make savings and reduce the initial scope of contract. Of all the contractors, Gatehouse stood-out as the most willing to help us find innovative ways to maintain the scope of the project whilst delivering those savings. They liaised incredibly efficiently both with us, as the client, and our architect such that they rapidly became the frontrunner to be awarded the contract. We felt confident in selecting Gatehouse but, having never embarked on such a high value project and with the additional stress of moving into a static caravan on the grounds of the construction site, we nevertheless had the natural anxieties one would expect.

From their first day on site, meeting Paul and his team, we built a high level of trust. There were very few moments throughout the project where we felt things weren't looking as they should, or we didn't understand how or why a section of work was proceeding as it was, but when this did occur Dave, Paul and Joe made it very easy to approach them and have an easy discussion to resolve the issue or reassure us. Their choice of subcontractors are, without exception, working to the same high standards and clearly feel part of the team and enjoy working with Gatehouse project after project.

We found their commitment to problem solving, helping us remain within budget (where variations in contract were required), and dedication to providing us with an exceptionally high quality finish never wavered. Since we moved back in, Gatehouse have stayed in close contact and gone above and beyond what we would expect in helping troubleshoot what have proven to be minor 'snags'. They clearly take great pride in the quality of their work but also that the final home is functioning as it should and meets our requirements. Friends and family have been amazed at how smoothly the whole project evolved and how responsive they have been to our questions and queries following completion.

Overall, we both feel Gatehouse have been exceptional in both their quality of workmanship and in their commitment to a harmonious working relationship with us as their client. They have gone beyond what we would expect of a contractor, particularly post-completion, to ensure that our home is exactly as we would wish it to be. We are delighted to be able to provide this testimonial and have no hesitation in recommending them as well as being delighted to show any prospective clients of Gatehouse our home as an example of their high-quality craftsmanship.

Yours faithfully,
Jo and James Mackin