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Mr George Balsing  
Managing Director  
Golden Homes  
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Dear George

I have been in Chennai for the last ten days and have been busy with the transfer of my younger daughter and husband to Bombay, so much so that not many knew of my presence in Chennai. Their leaving Chennai after almost two years in our apartment required so much of refurbishment in addition to internal painting, decorations etc to suit my own taste.

I will be failing my conscience if I did not put down for your attention certain matters in writing.

Neighbours, other residents and a whole lot of persons from the community who visit us or pass by our building had many a comment to make regarding GOLDEN HOMES and the depth of responsibility your establishment have demonstrated in respect of GOLDEN CHATEAU and your clients therein. In essence their words were:

“NO OTHER BUILDER WOULD HAVE DONE WHAT GOLDEN HOMES HAVE DONE TO HONOR ITS COMMITMENTS TO ITS CUSTOMERS, EVEN AFTER SO MANY YEARS OF OCCUPANCY.”

Yes George, it was a struggle on your part as well as ours to sort out certain defects. But is there any project or for a matter of that any office, even Chennai Corporation and CMDA, where there are no short comings. But it is determination and goodwill that matter ever more than the short comings themselves.

I have to thank you for your understanding, good natured responses on numerous occasions when I called you up. It is my belief that you have done every thing possible to solve the problems and I as a professional engineer with long standing experience am satisfied that this building will serve as an example of GOLDEN HOMES efforts to maintain excellent standards expected of any builder to infuse confidence in its clients especially those looking for investments and comforts.

I must express my appreciation regarding the sense of responsibility demonstrated by your staff both in the office and in the field when ever I had reason to call for their assistance or for their services.

I am sure that with the completion of the works that you commenced, my contacts with your establishment will not cease.

I wish you continued success in your endeavours.

Yours sincerely

