

## Businesses make us pleasantly surprised?when we shouldn't be

Perhaps it is just us, but over the period of Fall and Winter we have invited estimates of work on our garage, for a sunroom and most recently for an extension of our heating system, from service and product providers in Aurora and Newmarket.

While we have been visited by suppliers on numerous occasions, not one has provided an itemised breakdown of the estimated cost that we asked for.

In some cases no estimated cost was even supplied.

It is impossible to trust the reputation and integrity of a small business unable to provide even the simplest breakdown of costs.

Perhaps the amount of work available to small businesses is so great that they don't need the work, I doubt it.

We are always pleasantly surprised, when we shouldn't be, when a tradesperson or small firm follows up and follows through.

Steve McKenna

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