

To whom it may concern.

I have been a client of the Hopes and Dreams Babysitting/Nanny Agency for nearly 7 years as my daughter and then twin sons attended the Montessori Nursery School. Principally this involved requests for baby-sitters for most of the previous years. More recently though I asked the agency to find a nanny for me.

To my mind the two fundamental core principles of the Agency are:

- 1) Offering high quality applicants
- 2) Doing so cost effectively and efficiently

On both counts I would commend the Agency highly.

It was of course helpful in our case that we were well known to the Agency, and the children were particularly well-known. Matching nannies to children is the key ingredient in the process. The paperwork we were asked initially to complete (whilst fairly extensive) was appropriate, relevant and professional. I had many conversations with Lucia Garcia Garcia the Agency Manager about our general likes and dislikes. The conversations were always keenly listened to and acted upon. I never once felt as though I had to chase Lucia, and there was a great sense of leaving my problem in their hands - something I value very highly as a quality.

Ultimately, we were given a short list of two candidates to interview. I cannot comment on how long the "long list" would have been, but conversations certainly indicated that the Agency had interviewed several possible candidates and obviously only promoted the two most appropriate.

We were given written and aural advice on what questions we might like to pose when we interviewed the candidates. The interviews themselves were efficiently arranged and suited us time wise.

The rest, as they say, is history. We now have a most excellent nanny who is exceeding our expectations. Such is the nature of first meetings/interviews, that you can never be certain that the successful candidate will turn out to be ideal, but thus far (two months in) we are very happy.

So, is it value for money? Well, the short answer is quite clearly yes. On the basic principle that you get what you pay for in life, this is turning out to be good value. Would I like to have paid less? Obviously yes. But when you go to Harrods to buy a grand piano, you don't expect a budget price product!

I would be more than happy to discuss our experience and the above reference to anyone who wished to know more. The Agency has my telephone number.

Kind Regards

Bene't Coldstream