

Dear Hopes and Dreams Team,

With great sadness we see our children leave Hopes and Dreams. I'd like to take this opportunity to thank you for all your kindness and dedication! You certainly made my working life easier and the children have absolutely flourished in your care. All the staff is so warm and welcoming that we really feel like leaving a family!

Many thanks again,

Karla, Florent, Berenice and Alban

Dear Sunshine Team,

A huge thank you to all of you for all your help and support during David's time here. You have all been great with him. We have had such peace of mind to know that David is in a very happy, caring and safe place. We cannot recommend you all highly enough. David, of course, is the best testimonial. He starts bouncing his legs in excitement as soon as he gets through the nursery door, and the huge grin when he sees all of you shows how happy he is to be here!

We will miss all of you. Lots of love,

Sam and David

Dear Snowdrops Team,

Thank you so much for looking after our beautiful Elliot so well! One of the hardest things to do as a parent is to leave your babies with someone else but for Chris and I it has been so 'easy' leaving him in your capable hands! Snowdrops really is our favourite room in Hopes and Dreams!!

Elliot has thrived in your care so much and he loves all 3 of you very much! (As do we!) Zurina – thank you for being such an amazing keyworker – you were born to work with children!! We know Elliot has loved being with you and is very fond of you – as are all the Brennans! Bhavana – thank you too! Your patience and warm, friendly nature is very much appreciated by Elliot (+us!) we know you have contributed to his development! Adriana – Elliot adores you too! You are such a kind and warm personality and are clearly meant to work with children. Elliot smiles a lot when talking about you!! We know he will miss you all so much and thank you again! All our love

Joy and Chris Brennan

Dear Susan,

Thank you for looking after Adam so well in the past two years. We are exceptionally lucky to have found a place for Adam at Hopes and Dreams. Hopes and Dreams is not only managed and run with excellent precision and top quality standards, it is also pulsating with warmth, love and attentive care to the emotional well being of the children. We will always remember you during our travel and look forward to coming back in the summer.

Lots of love,

Adam, Sherin and Cedrik Schurich

Dear Susan and Cornelia

We are very sad to be taking David out of Hopes and Dreams – we just wish there was a branch in Auckland – as it will be difficult to find such a wonderful nursery as this one has been for David. We would like to thank everyone at Hopes and Dreams for the way they have looked after and cared for David – and the extra support that the Nursery offers has just been invaluable to us over the years. We have been so impressed with the quality of all the staff, the very low staff turnover and the excellent management.

With very best wishes, and of course we will keep in touch and let you know how David is getting on!

Sam and Steen Vincent

Susan/Cornelia

We just wanted to express our sincere gratitude to you and your staff for providing such a warm, friendly and nurturing environment for our children in the past 3 years. The girls and ourselves will miss the nursery and support it has provided to our very busy family. Your willingness and ability to provide us with additional assistance as and when we have needed it has been enormously helpful to us. The amenities provided by the nursery, such as the in house haircutting, the special food preparation to cater to Anoush's allergies, the babysitting service, extracurricular activities (e.g., ballet, computer, days "out"), will be greatly missed by us! And most important the staff in the various rooms have all been wonderful to our girls throughout the years. Without taking away anything from the rest of the staff, we would especially like to let you know how much we have appreciated the hard work and commitment shown by Sena and Ellie for the after care they gave and also the contribution of Mehtab and Lek with the

development of Anoush – in particular – the guidance and support they have given to her in this transitional period with the new twin babies, upcoming move, etc.

We can only hope that the childcare we have at our new home will be as good as it has been for the girls so far.

Warm regards,

Kaya/Rene van der Kam

Dear Cornelia and Susan,

We have been bringing one of our two children Aisha and Zain to Hopes and Dreams nursery every single working day over the past 5 years. It is indeed hard to believe that this is our last day.

We would like to thank both of you and all the staff at Hopes and Dreams for the wonderful care that you have given our children during this time.

Thanks to the lovely food cooked in the kitchen by Monica. Thanks to Natalie, Lisa, Sena and Patricia of the baby room – where they did their first play and took their first steps. Thanks to Emma and Sandrine in Starlight/Shooting stars – where the kids started “patting the dollies to sleep”. Thanks to Zurina and Bhavana in Snowdrops. And a special thanks to Adriana who was also our weekly babysitter for over a year. Thanks to Lek and Mehtab, who have both given them a good start to the world of “work” and appreciation of different cultures. Thanks also to all the cleaning, bankstaff and lunch cover that we typically do not know by name but whose hard work is evident in the day to day running of the nursery.

A special thanks to Cornelia for her ability to understand the needs and wishes of the parents. She really is an important part of Hopes and Dreams without whom, the nursery just would not be the same. I feel I could really talk to Cornelia about any concerns I had.

Finally thanks to Susan, for her professionalism and for setting the standards at the nursery.

Of course, no parent will ever find the “perfect” nursery – it does not exist. But in Hopes and Dreams, we found that if we did not like something and managed to communicate this to the staff, they would work and try to change things. Now that makes things close to perfect. We all will miss you very much.

Alan and Jumana Manning

Dear Susan and all the Hopes and Dreams staff,

The day has arrived when Marcus – as Sebastian before him – is leaving Hopes and Dreams to start big school. This moment really does draw a line under those baby and toddler years – they are both big boys now.

Thank you to everyone in Hopes and Dreams who contributes to make this nursery a warm, welcoming environment for young children. Their needs are met in so many ways, from the genuine interest of the teachers to the attention given to the content and quality of the meals cooked in your kitchen. The staff are lovely and even the cleaning ladies always have a smile and word or two for children on their way through the building – it all helps to create a lovely caring atmosphere.

The nursery is a really tightly run ship – efficient and with attention to all the small details – and this really does create confidence in the parents. We know you do such a great job organising the days.

The children turn out kind, considerate of others and well behaved. They have an enthusiasm for learning and great confidence. What more can you ask for in a 4.5 year old?

Well done to you all – we'll miss you.

Kind regards

Charlotte, Andrew, Sebastian and Marcus Ovey

To everyone at Hopes and Dreams

Thank you for looking after William so well over the past few years. We have been very impressed with all aspects of life at Hopes and Dreams. The childcare has been excellent, the administration friendly and efficient, and the overall environment has always been happy and welcoming. We shall miss you!

Love

Patricia, Graham, Helena and William Stone

Dear Susan/Cornelia,

As you may have heard, I am sadly having to take Hugo out of Hopes and Dreams. I have an offer on a house in Clapham and am hoping to move there in around three months' time.

Hugo is so happy at Hopes and Dreams and I hate to have to move him. I have considered moving in north London so that he can stay with you, but for the long term, the move to Clapham makes sense. I find your nursery fantastic and am so comfortable going to work knowing that Hugo is happy and in such safe hands. He really has developed in the past four months with you and is more confident and better at playing on his own. Any new nursery will never match up to your standards – you have raised the bar too high!

Best regards,

Virginia Ramsden

Dear Susan and Cornelia

Today is Jessica's last day at Hopes and Dreams. We cannot express just how grateful we are to Hopes and Dreams for taking such good care of Sam and Jessica over the past six and a half years (Sam started in January 2002 and there has been no break in our collective attendance since then!). You have provided a real home from home in a safe and secure environment. Both children have loved being at nursery and have thrived.

Hopes and Dreams has played an extremely important part in their development and we will not forget that. Thank you. Thank you also to the rest of the team in the office (Arti, Nina, Monika and Lucia), and to all the other carers. Everyone has played a part.

Jennifer and Jonathan Watson

Dear Susan,

Sadly, Amelia's last days at Hopes & Dreams are coming to an end. She will be heading off to the Cavendish School in early September. Her last day at nursery will be Wednesday 26th August. (We'd like to take her on a brief holiday before reception class commences).

I would like to take this opportunity to congratulate you and all members of your friendly staff, for creating such a fun, warm and nurturing place for Amelia. She has thoroughly enjoyed all aspects of life as a H&D child, from the cleanliness of all facilities, the wide range of stimulating activities, to the lovely home cooked food that she always seems to want several portions of! All aspects of her development have come along in leaps and bounds, the nursery staff and its program have contributed greatly to this. Whilst role playing at home she loves to pretend she is Sofia or Bhavana, so you see she has so much admiration for her teachers.

I must give a special thanks to Bhavana, even though she is currently on maternity leave. She was Amelia's longest serving key worker and I am in awe of how much Amelia achieved under her tutelage. I was so pleased with the amount of individual attention that Bhavana kindly gave to Amelia on a regular basis, always sharpening her skills in preparation for reception class. I am comfortable knowing that Amelia's transition into the world of 'big school' will hopefully be slightly less scary than it potentially could have been.

Keep up the excellent work! I'll be in touch soon about the prospect of school holiday care.

Belinda Mar

Dear Susan, Cornelia, Arti and the rest of the team,

Thank you for making Luke's time at nursery such an enjoyable one. We greatly appreciate the thought and effort that goes into running the nursery as well as you have. Everything works like clockwork in the nursery. You have provided a safe, welcoming and structured environment for Luke to learn and develop. The Montessori method has worked out really well for him and we have been very happy with the attention he has received in Rainbow. He has grown so much during his time in Rainbow and we have never regretted our decision to place him in Hopes and Dreams. He loves the food served at lunch time and has asked for it to be replicated at home!

Luke has come to love school, even as he started out all fearful and teary – he's so much more grown-up now.

Thank you for your leadership and guidance of the staff and for the overall excellent management of the nursery. Our first experience of 'school' in London has been a very positive one and we can only hope that the other schools Luke attends will follow suit.

Alan and Valerie Ong

Dear Susan,

I can't believe that the time has come for James to leave Hopes and Dreams! He will be going to big school in September and it is to the credit of everyone at Hopes and Dreams that he is really excited about this transition.

He came to Hopes and Dreams when he was eight-month's old and has flourished in the care of all his keyworkers. The dedication, patience and enthusiasm the staff at Hopes and Dreams show to the children and to each other have supported James' development into a confident, caring and happy four-year old. His natural curiosity about the world has been encouraged through a brilliant creative approach to teaching, through play and music at nursery, trips to the parks, theatre, city farm and the Science museum! I never expected that a nursery would provide such wonderfully supportive, genuine and loving care when I first dropped James off.

Both Neil and I are incredibly grateful for the professionalism with which the nursery dealt with James' febrile convulsion when he was two years' old – we couldn't have wished for better care shown to him, to his friends and to us during what was a very scary experience for everyone!

His last day at nursery will be the 10th August as we are planning a long holiday with him before he goes to school on 7 September.

Kind regards,

Annette

Dear Cornelia,

It was Kian's last day yesterday in Sunshine & Goldilocks room and I just wanted to pass on some feedback on the room. The room was very well managed and always clean, and I could see that all children were looked after very well. The staff had been fantastic, and they have all been very caring and affectionate to my son. Whereas at first he was very upset whenever I left him in the morning, towards the end he ran to the staff to give them a big hug when I brought him there in the morning. It was so nice to see his transformation, and I could see that he was really happy and was learning lots of things. Everyday the staff took time to give me detailed feedback on how Kian had spent the day and what new things he had done. Gillian had been an excellent key person: I could fully trust her as she was always very caring, calm and patient. Indeed, I think the nursery experience has given him a lot which I wouldn't have been able to provide had I been looking after him on my own every day. Overall, I am very pleased that we chose Hopes and Dreams for Kian, and the nursery certainly lives up to its reputation.

So many thanks - to the management team who is running the place very well and to the carers who are doing the hard work with lots of cheer and patience.

Best wishes,

Misa

Dear Hopes and Dreams

Today marks the end of an important chapter in our son's upbringing. It's his final day at Hopes and Dreams, and although this is a fitting time to express our gratitude for all you have provided, the sentiments of this letter could have been written at any time since Bryn first attended your nursery. That's because the environment you have created has been quite simply consistent. Consistently creative and supportive.

Through administration, amenities and activities, you set such high standards. And for the four years we have been with you, you have managed to meet those standards each and every day. In our eyes, that is outstanding.

The entire Snowdrops team have been inspiring. However, special thanks go to Aurika. She has been Bryn's Key Worker for the past two years. Genuinely caring and keenly perceptive, she recognises even the most subtle achievements of our curious four year old. It's quite obvious that she takes pride in her role. Her warmth, humour and encouragement has earned Bryn's affection... And I'm sure he will miss her dearly.

When I collect Bryn from you for the last time today, I will, no doubt, see the beaming smile of a little boy who has thoroughly enjoyed his day... just like every day he's spent at Hopes and Dreams.

We are confident that, moving forward, he's ready for the next chapter. And for that, we thank you!

**Andy, Ellie & Bryn**