

# Ken MacDonald & Co

## Lawyers and Estate Agents

*a tradition you can depend on ...*

Courteous Staff

I would like to congratulate Ken MacDonald & Co, Lawyers and Estate Agents on their wonderful staff who recently helped me in their office when I visited them looking to buy a property!

I was greeted with a smile and was given excellent help and advice and I could not help thinking what a nice change it was to be assisted in such a courteous manner compared to the normal "fake" pleasantries that gush through other offices and shops.

Ken MacDonald's staff were polite, approachable and friendly and I would recommend anyone buying or selling to pay them a visit. How nice it is to know that with all the rudeness in our community there are still nice people around,

Letters to Editor, Stornoway Gazette, 16 October 2008

Mr MacPherson worked tirelessly on my behalf and nothing was ever too much trouble for him. I really cannot thank him enough. I also want to say a big thank you to the ladies in your office, they were wonderful in every way throughout. They really helped to make everything run smoothly. So a great big THANK YOU to everyone at Ken MacDonald & Co. You really are Lewis's number one as far as I'm concerned.

Letter from Dr Terry Thorne, 5<sup>th</sup> August 2009

To be honest, during my search for a place in the Western Isles, I found that the help and services offered by your firm – from the girls in the front office through to Ken MacDonald and Mr MacPherson – to be a considerable cut above other, similar companies I dealt with in terms of professionalism, friendliness and efficiency. An impressive performance all round, I reckon.

Letter from David Sapsted, 17<sup>th</sup> August 2009

Dear Kevin,

I would like to take this opportunity to thank yourself, Mr MacDonald, Lillian and Karen for all your help over the past 5 years in trying to sell my property in what has been a very difficult market. I am very happy with the excellent service and advice you have provided, and how helpful and friendly you have all been over the last few years.

19 November 2012

Dear Mr MacPherson

I would like to thank you, again for your quick and efficient service you provided, maintaining the original moving date, despite a slow start from the other side. But also your attention to details, ensuring we had the correct documentation in place and saving us some money.

November 2012

Dear Mr MacPherson, Just a quick note to say thank you for your patience, help and efficiency in dealing with our purchase. I must say, it is very refreshing to find a Company that deals with its customers in such a pleasant way.

November 2012

Dear Mr MacPherson, May I thank you once again for completing what was a rather protracted conveyance – even for the Isle of Lewis. Would you please pass on to the other staff who assisted...Lillian in particular. Should I need legal assistance for matters north of the border I will reach for the phone and give you a call. This experience suggests to me having a lawyer who understands the issues that can arise when buying an island property is well advised.

18 December 2012

Dear Kevin

I'm sure you're used to people being thankful for your assistance, but I'd like to gush with gratitude. Thank you so VERY much for all your help and expertise in helping us get this great wee plot! It was originally on the market for £70,000; so, for us to get it for £40,000 is nearly unbelievable.

22 January 2013

*experience you can trust ...*

**Ken Macdonald & Co 9 Kenneth Street Stornoway Isle of Lewis HS1 2DP**  
**Tel: 01851 704040 Fax: 01851 705083**  
**enquiries@kenmacdonaldlawyers.co.uk www.kenmacdonaldproperties.co.uk**