

I want to say a sincere thank you to Geoff Gibson who was willing to do something he really did not want to do simply because he wanted to honor the commitment he made to BNI Windsor and its members.

I am a founder member of BNI Slough but now live in Tenerife.

I met with Guy Verrier last week at Windsor to collect my lap top (yet again he did an excellent job). Guy took the opportunity to tell me about all the members that might be of use to me, particularly those associated with property maintenance.

Long story cut short my plumber did not turn up at my tenants flat on Monday as promised. The tenant called me on the Wednesday very upset that the plumber had not turned up to finish the job he had started. He had fixed the leak, but he was coming back to simply whiten the grouting on the tiles that had not needed to be repaired and to redo the silicone around the bath. When I spoke with him on the Wednesday he said he would try and get there that night. But he failed to turn up. Thursday my plumber disappeared off the face of the earth, not responding to any texts or answering any of my calls. My tenants were now getting very angry because a) the plumber had not turned up when he had promised, b) that he had not called to make another appointment c) and that he has their keys.

The only option, cut new keys and find another plumber to finish of the first man's job. Guy's testimonials were still ringing in my ears. So I rang Guy and got Geoff's number.

Once I started talking to Geoff I knew this was absolutely not the job the type of job he is looking for, he should be installing central heating or fitting a new bathroom, not doing a 15 minute tidy up and finishing off someone else's silicone work.

Only because of the fact I was a BNI referral did he agree to look at the work, and the go back and sort it out. As it happens the missing plumber turned up and promised to finish this coming Monday. I called Geoff back and let him off the hook. Geoff has kindly said if for any reason my original plumber lets me down again, he will sort it out for me. Thank YOU.

BNI is great, the contacts I made at Slough still stand today even though I left in 2002. The great thing is, in a crisis you know you can call on a BNI member and they will not let you down. I have to say thank you to Geoff. I know if there had been no BNI connection he would not have considered wasting his time. But because of his commitment to BNI he was willing to put himself out. Real givers gain. I have three properties in the Berkshire Area, so when I have major work, a bathroom refurbishment or new central heating I will of course call Geoff.

Thank you Geoff

Best Wishes

Catriona Gorst-Arnold.