

To whom it may concern,

Reference for Donna Dovey....Your Personal Organiser

2nd June, 2009

Donna came to me highly recommended by a friend with whom I studied and have known for years. I know I can rely upon my colleague's opinion and judgement of people.

Donna came to my house to assess that which was needed. Her manner, from the very first contact...a telephone call...was of the highest professional standard. She was courteous and interested in my situation and willing to come and see for herself the best way of tackling a multi fold set of problems.

She arrived on time, and immediately I was struck by her cool, unflappable presence; polite, helpful and non judgemental.

I had suffered difficulties over twenty years. These included a catalogue of death, two major floods, masses of stuff that had accumulated (mainly through inheriting five, unwanted, households) and resultant inability to cope. The whole appeared to me... quite insurmountable. Not however, did it appear in this light to Donna. All that I interpreted as problems and headache making horrendous conditions, Donna saw as challenges to be identified, itemised and dealt with.

First of all she asked me what troubled me and what were my aims for the household. How did I envisage the desired outcome? What would be my ideal state of being in my personal life and my surroundings?

Once these matters had been established, Donna wrote everything down in her well presented folder. We then arranged a schedule of work, at mutually convenient times, to begin as soon as possible. All this was agreed and soon Donna started on the massive campaign.

The first major work was to sort out and separate dross from stuff needing to be kept, restored, sold or donated. Donna made excellent progress and after a couple of weeks we were both feeling very optimistic as to the state of the house and cellars. We had sorted out loads of clothes, books and possessions and consigned things to be stored, on a temporary basis. This was while the upstairs part was being cleared and cleaned prior to re-decorating.

Just as we were beginning to see a big light at the end of a dark and depressing tunnel, fate struck in the shape of a five hour, undetected flood from upstairs which seeped down through the ground floor and into the cellars where all the good belongings were stored. The damage and consequent destruction was on a massive scale. The distress was of a crushing nature.

Donna arrived on the unholy scene in her usual, quiet, commanding manner and within a relatively short time had started the process of restoring some order to the sodden scenes of desolation. Such was the enormity of the task that it took a couple of months before things were back to the stage we had reached before the flood.

My business affairs and all paperwork relating to personal matters, also were in a dreadful state. Donna, initially, separated rubbish from important papers and burnt all that was not needed and/or were confidential, but out of date. She then devised a system, both on the computer and in the filing cabinet that was very clear and extremely easy to follow.

When all the sorting and putting in order was completed, she also tackled all drawers and wardrobes. This was a huge undertaking and Donna carried it out in a cheerful and competent manner. It speaks volumes for her professionalism, that she kept cool and calm under these circumstances, as we all know how difficult clients can be when faced with having to make decisions regarding the throwing away of old favourites in the clothes department.

To leave the house in a fit state for me to start my business, she cleaned all areas to the highest imaginable standard. For my business, a home based one, Donna also set up a clear system to help with the day-to-day management.

Overall, I have the greatest pleasure in stating that I have never before employed a person of such high integrity and dedication to the work in hand. Her brilliant organisational skills are just that...brilliant. Her efficiency and speed in despatching tasks are second to none and in the main she proved to be the best tonic, ever. An inspired person, willing to confront and control the most daunting of situations. She created complete order out of chaos.

I cannot praise, nor recommend her highly enough. Anyone sufficiently fortunate to engage the services of Donna Dovey, Your Personal Organiser, shall count themselves very, very blessed, indeed.

Donna Dovey does not just organise your life, she returns it to you gift wrapped and shiny.

Caroline M. McDowell-Polke
Church Croft,
37, Headroomgate Road,
Lytham St.Annes,
Lancashire,
FY8 3BD