

- 5 AUG 2003

Brian O'Donnell
General Manager
Hamlan Homes
Geelong

Dear Brian,

As my "building project" is almost complete I would like to thank all associated with Hamlan homes for an excellent job.

From the beginning, I was impressed by the professionalism, courtesy and attention to detail displayed by your staff and contractors. A wide choice of materials was offered and special requests were met with consideration during the planning period.

At all times during the (sometimes complicated) construction process I was kept informed of necessary changes and other relevant issues. If I had any queries they were dealt with promptly – and patiently.

The office staff were friendly, efficient and always ready to assist in facilitating matters - whether they be concerning construction, finance or general issues.

A great deal of care was taken over all stages of the building process, and the finished product has been much admired. I was grateful for the efforts made to bring the building stage to completion before Christmas, after what was a rather lengthy and difficult planning, modification and building process.

Finally, I have been extremely pleased with Hamlan's continued involvement with the project. My opinion has been sought and considerable work continues to be carried out in order to achieve the best possible outcomes.

I have recommended Hamlan widely and will continue to do so.

My best wishes to the company for the future.

Signature removed due to privacy reasons

Judith Cartwright