

**From:**  
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**Subject:**

Adam E. Echter, ad@tarrant.com  
Wednesday, 15 January 2009 1:02 AM  
ad@tarrant.com.au  
tarrant@tarrant.com.au, info@tarrant.com.au  
A Letter of Thanks

Dear Ian,

My wife and I are currently living at 8 Lancelot Place, Brighton, in a home that Hamlan Homes built and recently completed as part of the Mercia Estate. Handover was on Dec 17th, 1 day ahead of schedule and we are VERY happy with the end result.

I would like to take this opportunity to commend the tradesmen you used for the professional results both inside and outside of the home, it looks fantastic. Their attention to detail and the high quality of their work has resulted in a beautifully finished home which we are proud to call ours!

We would also like to thank Bernie McGuane, Terry Brady, Darren Gould and Phil Hodgkinson for the conscientious manner in which they managed the contract & construction side of things. Many communications flowed between us during construction, and at no time did our requests or queries seem a "bother" to them. They were always happy to discuss any issues as early as possible to ensure they could be seen to quickly and efficiently. One thing that struck me is that both Darren and Terry exercised an "if it were my home" approach during construction, something that I would think is not all together common in the industry.

Our thanks also go to Sally and Rebecca on the front desk for all their efforts. We were always greeted cheerily, whether on the phone or in person, and again, nothing was ever a bother to them.

Could you please ensure that this e-mail is forwarded to the appropriate people in your organisation as recognition of their efforts.

Many thanks and congratulations on a great job!

Cheers,

Adam Echter & Anne Tarrant

8 Lancelot Place  
Brighton, VIC, 3186  
Tel: 03 9594 1873

P.S. Bernie, I took a stab at Ian's e-mail address and hope it makes it through to him. In the event that it does not, could you please forward it via internal e-mail. Thanks. :)