

16 MAY 2003

12 May 2003

[Blurred recipient address]

The Manager
HAMLAN HOMES
PO Box 1837
Geelong, VIC 3220

Dear Sir

We are very pleased to be in our new Hamlan home in Fairhaven and have been very impressed by the product and the service that your company has provided and we would like to offer our thanks.

In particular, we wish to pass on our appreciation for the service provided by Dave the Project Manager. We found him to be the consummate professional who was always available to answer our questions and to follow-up specific issues we raised. Dave was on top of each step, always communicating with us when decisions were required, and helping in a 'nothing is a problem' way.

We have heard horror stories where people had no end of trouble getting their homes built. But we were very fortunate that we did not encounter any problems due to Dave's experienced project management style and pleasant disposition.

We appreciate that Dave worked as part of a team and was well supported by the staff at Hamlan. We would also like to pass on our thanks to all those who helped bring our beautiful home in Fairhaven to fruition.

In short we are ecstatic about our new home and wish to pass on our thanks to all who have made that happen. We will certainly recommend your service to anyone in the area who may be interested in building a home.

Yours sincerely

Signature removed due to privacy reasons

FRANCIS PAMMINGER & LISA THOMSON