

MIKE & CANDICE M^CCALL

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Mr & Mrs Farrall
Thomas Pools
2980 Old Cleveland Road
Capalaba, QLD, 4157

Dear Brian & Carmel

Re: 14 Genevieve Court – Design & Construction of Inground Concrete Pool

Candice and I would like to take this opportunity to thank you and your team for enabling us to enjoy a lifestyle that can only be found in some of the most exclusive resorts and locations around the world.

Essentially, the pool that your company has designed and built is beyond belief and we both take great pride and joy in watching people's reaction when they see it for the first time. We are both still amazed and delighted at the transformation that has occurred and consider it truly a back yard renovation fit for any prime time television show.

Your design team is a credit to your organization, and the space and cost efficient manner in which existing surrounds & structures are incorporated into the final pool design is unbelievable. The fact that your lead designer is also an experienced landscape designer in itself instilled confidence in us that the finished product would, and does, meet our expectations.

The build care and quality in our opinion is second to none and the proficient manner in which the project was executed can only speak volumes with regard to your professionalism which ultimately lends credibility that confirms your high standing within your industry.

On top of this, the total project was finished on time and budget which, in today's environment is rare, and managed in such a way that even unforeseen difficulties, such as the extremely difficult excavation we had, only seem like molehills. The quality of equipment provided are second to none as is the care taken during handover in ensuring that we are happy and confident in running and maintaining our new pool.

Finally, our choice to go with Thomas Pools in what is clearly an extremely competitive market was chiseled in stone the second we met you Brian, and discovered an extremely honest and caring individual who genuinely enjoys seeing people achieve their dreams.

Thank you for everything.



Mike McCall