

2nd October 2000

Brian and Carmel Farrall
Thomas Pools
2980 Old Cleveland Road
Capalaba Qld 4157

Dear Brian and Carmel,

We should have written before this to thank you for doing such a great job on our pool - which we have been able to enjoy using since the warm weather has arrived over the past few weeks.

We were most impressed with the quality of service that you provided from our first phone call until all the finishing touches were complete (even after handover) and with such a terrific result! We were particularly impressed with how closely you were communicating with us about what was happening with various tradesmen in the pre GST changeover madness. Even though there were delays relative to the construction schedule we felt well informed and well looked after.

We would recommend Thomas Pools to anyone, without any hesitation and will do that as opportunities arise.

We think you are doing a really good job, so keep up the good work!

Kind regards,



Vic and Felicity Fairley