

18<sup>th</sup> December 2000

R. & S. Fairbairn  
5 Ondine Crt  
Victoria Point 4165

Dear Brian and Carmel

We would like to thank you both for our new pool! Like most people, we were a little worried about who to consider to build our pool especially just before Christmas. You were able to produce some referral letters from previous clients and they are what put the icing on the cake for us, from that point, we put our complete trust in your company.

True to your word, during the whole operation, we were always informed about what was happening. This was important to us, as we both work and we wanted to know when to expect your tradesman. Every tradesperson who took part in the construction of our pool was friendly, professional and obviously proficient in each of their fields. We were pleasantly surprised by this and you should be congratulated on your choice of tradesman.

It was always good to see you on site too Brian, we knew everything was under control because you kept a close eye on the progress and performance of your tradesman. The most comforting thing was knowing that you always answered your mobile phone, so if a decision needed to be made, we simply phoned you, and you never made us feel like a bother to you, you were always very pleasant and decisive, and your tradesman all spoke highly of you and all commented on what a good pool you build.

Carmel and Annette were always friendly and professional on the financial side of the project, and they managed to keep any variations smooth and simple.

You have done exceptionally well to keep such a large project under such excellent control, it is truly a credit to you and we hope you may be able to use this letter to show any future clients, because we are very happy. Thank you again.

Yours Sincerely



Ron and Shirley Fairbairn