



25<sup>th</sup> March 2011

Dear James,

Following on from our recent conversations I wanted to write to congratulate you and your staff on the improvement to the overall standard and presentation of our resort since your team took over the cleaning contract. We have had many positive comments from residents of the resort who have noticed not only the improved standard of the cleaning, but also the diligence with which your staff work.

We are glad to now have a cleaning contractor that provides excellent customer service, quality work and very competitive pricing.

Keep up the good work.

Kind Regards,

A handwritten signature in black ink, appearing to read "Sally", followed by a horizontal line.

Sally Morrison  
CEO  
Lifestyle Resorts Australia