

*Nau te rourou, naku te rourou,
Ka ora ai te iwi*

*Optimising independence
to maximize choice.*



27th February, '08

Shane Brady
Superb Bathrooms
PO Box 109-747
Newmarket
Auckland 1050

Dear Shane

Re: Work completed for the Disability Resource Centre Auckland

I just wanted to share my thanks with you, for the 'installation and modification' work your company has recently completed for us. You agreed to 'remove the existing public facilities and to install the new items', which would also include extra support placed within the walls to ensure a strong and stable environment.

As this was a 'public facility' within our customer showroom, care and attention to 'noise, safety and limited unavailability' were of high importance to us as a community organisation. We also have a high volume of clients who are wheelchair dependent and whom rely heavily on there being an 'accessible environment', and so your workers due diligence and attention to detail were for us a high priority.

It was a pleasure to have your two plumbers here as they were not only efficient and had an eye for the detail, but were also pleasant and respectful to all around, keeping noise and mess to a bare minimum, and they left the environment as 'completed work' only once they first made certain that we were satisfied.

To your credit also you were happy to remain true to your original quote despite unforeseen difficulties in completing the work, you allowed time for your men to do some extra work in another public area that we have and to invoice us separately, and you also followed up with 'on site support' given a few days later that has further enhance the work already completed.

I have no hesitation in recommending your company to others within the same service sector as ours, or to community that we service daily, and of course if we ourselves need future work done then we will certainly make contact with you to quote to complete the work for us.

Yours faithfully

Tony Howe
Showroom Consultant