



**Association of Residential Letting Agents**  
*"Promoting the highest standards in residential lettings"*

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Ms Fiona Blayney  
MCGRATH TOTAL REAL ESTATE TRAINING  
191 New South Head Road  
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Australia

Dear Fiona

I am writing to thank you so much for joining us at this year's annual ARLA 2007 Conference held in London.

It was extremely interesting to hear about the private rented sector in Australia, along with the similarities and different ways in which we are tackling the current issues in our respective countries. Your knowledge of the Australian market and also your first hand experience in the UK was extremely apparent which made for an informed presentation.

Furthermore, your lively delivery was clearly enjoyed by the delegates attending the conference and this was also endorsed by high rating on the evaluation questionnaires received after the event..

Once again, thank you for your contribution to our programme. You are always most welcome at future ARLA events.

Kind regards

ROBERT JORDAN  
President

To help improve customer service, for staff training and for security, calls may be monitored and recorded.