

25th August, 2005

Fiona Blayney
McGrath Total Real Estate Training
191 New South Head Road
EDGECLIFF NSW 2027

Dear Fiona,

After yet another fantastic training session yesterday we felt compelled to put pen to paper and thank you for all your support and help throughout the past eighteen months.

When we look back to our first meeting with you it is with both surprise and elation that we realise what our Property Management department has achieved in a reasonably short period of time.

We can now acknowledge that the Property Management division was neglected and non-profitable while the staff appeared stressed and lacked motivation. After our very first meeting with you we felt confident that you were the right person to help us inject some life back into the department.

With your support and ongoing training along with implementation of the TPMS System we have increased our Property Management profit by approximately \$15,000.000 per month along with increasing productivity and reducing staff turn over. The property Managers are actually smiling now and are taking lunch breaks and they have all commented that the structured systems and procedures that we have put in place are the best they have ever seen.

We would not hesitate to recommend you to anyone that is looking to improve or refresh the performance and productivity of their Property Management Department.

Please do not hesitate to use our names as references if needed. We can be contacted on (02) 4324 1234.

Yours faithfully



Nicholas Cusick
Company Principal



Lisa Mills
Office Manager