

To whom it may concern

I first met Fiona Blayney when I flew to Australia from the UK to attend a Real Estate Conference. She spoke to business owners about property management and I was very impressed with her knowledge, confidence and communication skills. After her presentation I introduced myself and we discussed her "Total Property Management Systems" product. I was so impressed with her passion and enthusiasm about this industry that I asked her to come to the UK as a consultant to my property management business.

We have been working with Fiona for 7 months and she has visited with us here in the U.K as well as providing remote coaching and consulting services, using video conferencing, email and telephone support. We are looking forward to her next visit in a few months. There is no one like Fiona in the UK, no one with the same in-depth industry knowledge, no one with the same entrepreneurial skill or ability to coach and train a property management team.

Since working with Fiona our property management business has been transformed. Over the first 4 days we identified problems in our business (over 50) and then put a project plan together to improve all these areas. With Fiona's help we literally stripped the business down to the bare bones and rebuilt it. Fiona involved the whole team in this process and got "buy in" to the changes that were being made. The team welcomed the proposals and appreciated their views being taken into consideration.

Fiona also provided training and coaching to the team, which motivated and inspired them. Fiona's bubbly and outgoing personality meant she was a big hit with the team and everyone was keen to make the project work. Fiona was very patient and understanding to the needs of everyone involved and helped us implement a project plan with ongoing help, support and advice.

The effect has seen morale improve, teamwork improve, and customer service improve. As a business we have become more effective and this has seen profits go from £50,000 last year to us now being on target to do £400,000 this year.

Fiona Blayney has been inspirational in her approach and she clearly cares deeply about the businesses and clients she is involved with. This is proven by the hours and effort that she puts. She does whatever it takes to get the desired result and I know she has worked late into the night and got up early to fit in with our time zone. Nothing is too much trouble.

I have found Fiona to be a genuine person who has a natural talent. She is proactive, professional but at the same time makes the whole process easy and fun.

This is clearly not a job for Fiona but a passion, which she enjoys. Her positive attitude and enthusiasm rubs off on everyone she comes into contact with. She has gone far beyond what we expected and we can't thank her enough for giving us a new focus and structure to work towards.

I would have no hesitation in recommending Fiona Blayney and I have already introduced her to a number of other businesses in the UK who have been equally impressed with the quality of her work. I would describe her as one of Australia's best exports.

Kind Regards



Sean Newman
Director
Newman Estate Agents U.K