

Dear Fiona,

We have just finished the last session of your latest training module on Mastering Property Management - Services and I want to convey our gratitude for your outstanding performance as our trainer throughout the year.

Having been in the Real Estate Industry for 12 years I must say that you have proven to be the most effective trainer that I have experienced. It's your unique character and style that conveys the message so thoroughly, it sets you apart from other trainers and has enabled all our team raise their standards, and hence has flowed through to our clients/customers and bottom line in such a positive way. This gives me a feeling of security as a Division Head, by knowing that we have a well trained team and a tight and effective system.

An example of the results of we are seeing is something happened the other day that was initiated by your training through the team which blew me away. I was in the Post Office and the lady serving me behind the counter stopped me before I left and said "Thank You for the Christmas card", I said "It's our pleasure". I later found out that this was one of our tenant clients who received a card from our office, something that made her feel valued by us. Now this was a lady who works in a Post Office, which is packed with people daily, and she was thanking me! Now that's the type of message that I want out there about our office.

From your initial contact to the action list after this latest session, along with the input and regular feedback, your training has enabled our office to grow and improve through the year. The team looked forward to your sessions which allowed them to provide valuable input into the system, and proved to be a real eye opener as to their potential as individual members in our property management division.

Our Rent Roll is growing, our arrears has come down and the overall attitude of the team has improved through your injection in all facets of property management from routine inspections and managing repairs and maintenance through to business development and client/customer service. This is what we wanted at the start and you have delivered.

Thank you for your contribution and we look forward to your next session.

Yours sincerely
Adam Porteous
Director

Raine & Horne Batemans Bay