



December 2007

Hi Fiona

Just a short note to thank you for your office overview.

As a 3rd generation family business, it is easy to slip behind with technology and systems and appreciate your valuable insight into what was needed in the property management department to bring it up to date.

As a typical sales focused principal, I was hesitant in outlaying the consultancy fee for property management, but can honestly say you delivered value, and have given the rental department a platform to work off for some years.

In particular I wish to thank you in engaging the staff members in the change process, they were enthusiastic about moving forward and streamlining the processes.

Wishing you well in your consultancy, and I am more than happy to talk to any prospective client about your service provided.

Regards

Bruce Mclachlan

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