



Jones Lang LaSalle (VIC) Pty Limited
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Chadoak Plumbing
168-188 Wellington Rd,
Clayton, VIC, 3168.

11th October 2006

Re -: 385 Bourke Street Melbourne.

Dear Paul,

Over the past 18 months, I have been watching you work with your team, at 385 Bourke Street, on the hugely problematic toilet flusher system. This system has never worked properly and has been causing problems and frustration, to all who become involved in its maintenance and operation.

During this time I have developed a strong admiration and respect for the professionalism, leadership, and your knowledge of plumbing. You have worked tirelessly and always with a positive attitude. I am indebted to you for this and thank you.

I must also mention Craig Hearn. Without Craig's assistance you would only be able to do part of the job. Craig also displays the same positive attributes that you exhibit. I will be thanking him personally in the not to distant future, however would you also please ensure that Craig is made aware of this letter of appreciation.

Although no longer with your firm, I must also acknowledge Aidan. I am sure that under your tutelage Aidan developed into a skilled tradesman as a result of his exposure to your professionalism.

I am also aware that there is management and support staff in the background that is assisting you to provide the high level of service which I am experiencing. They too are deserving of my appreciation and thanks.

Far too often the efforts and sacrifices within the work place are not properly recognised. Please ensure that my appreciation and thanks is passed to all and that they receive the proper recognition.

Please do not hesitate to contact me if I can be of assistance to you or Chadoak Plumbing.

Yours Sincerely
Jones Lang Lasalle