

Wahroonga, NSW 2076

21 September 2010

To whom it may concern,

We are writing this letter to provide a reference for Mr Phil Gredig who is the Managing Director Intelligent Construction Solutions P/L. He and his team successfully completed a major renovation on our home earlier this year. The construction took nearly 6 months to complete so we had plenty of opportunity to interact with Phil and his team and, more importantly, to evaluate the quality of their work.

We can say that we are more than satisfied with the work completed by Phil and his team. He approached what was a very challenging construction with professionalism and enthusiasm. At no point did the technical difficulties associated with the construction prevent Phil from finding a workable solution. In fact, he enjoyed problem solving at each stage of the construction.

There were a number of things that impressed us about Phil and his team. First is the professionalism with which they approached their work; this was a reflection of Phil's leadership. Everybody who came to work on site was courteous, polite and considerate of our home and us as a family. He and his team went to great lengths to cause as little disruption as possible. We especially appreciated that at the end of each working day the site was left neat and tidy. While this may seem somewhat trivial it demonstrated the deep respect with which Phil treats his clients and the level of professionalism he brought to the job.

Phil's professionalism came through at all times. He is an effective communicator who took the time to explain everything so that we could understand what was happening. He was 100% reliable in delivering what he promised and maintaining the work without interruption. He was also very conscious of the safety aspects of the construction and went to great lengths in this regard.

The work that Phil and his team have completed for us is of the highest possible standard. His attention to detail is remarkable. We could not be happier with the results of the work. As you can tell, we were most impressed by the results of the renovation.

On a personal note we must say that we became quite fond of Phil and his team, especially his two sons. They behaved as gentlemen at all times. They never hesitated in going the extra mile to keep us, as clients, satisfied. Their behaviour epitomised a truly customer-focused business ethos. They are men of great integrity with the highest possible ethical standards. We always knew that we could trust them completely.

By the time the build was completed we considered Phil and his family as newly acquired friends. We never grew tired of having Phil and his team in our home. We think that is testimony to the kind of people Phil and his team are and the work they are capable of achieving.

Yours sincerely,

Charles and Jane