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Waitara 4383

14 November 2008

Mr Jeff Haigh
Project Manager
Clelands Construction Ltd
P O Box 3240
NEW PLYMOUTH

Dear Jeff

Now that we are once again settled in our beautifully renovated house we wanted to say thank you to Clelands for the tremendous job your team has done. It's been a long haul but, from our point of view, well worth it in the end.

Despite the frustrations of unpredictable weather and sub-contractors, not to mention difficult clients who could never make up their minds, the builders remained unflappable and from apprentice to project manager gave of their best..

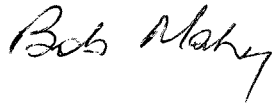
Of Paul Robson we can't speak too highly. Unfailingly helpful, courteous and completely unfazed, no matter how unreasonable or seemingly impossible the request, nothing was too much trouble. Invariably he would come up with the perfect solution or suggest other ideas to achieve the desired result. To see evidence of his craftsmanship and attention to detail we have only to look around us for his own high standards were reflected in the work of each member of his team.

From the outset we felt the on-site weekly meetings with architect, project manager, and foreman were invaluable as a means of forestalling as far as possible potential problems or misunderstandings and we greatly appreciated the time given to facilitate this arrangement.

To anyone contemplating a similar project we wouldn't hesitate in recommending Clelands who have more than lived up to their well-deserved reputation in Taranaki for quality and reliability.

We wish your company all the very best in what could possibly be a difficult year ahead for the construction industry.

Yours sincerely

A handwritten signature in black ink that reads "Bob Mahy". The signature is written in a cursive, slightly slanted style.

Bob & Sue Mahy