

20 October 2006

Mr Ian Holloway
General Manager
Rural Building Co Pty Ltd
PO Box 55 Westfield Shopping Centre
INNALOO WA 6918

Dear Ian

Re Job No 13759 Lot 60 Fraser Street Palm Beach

I thought I would give you an update on the progress of the building of my home.

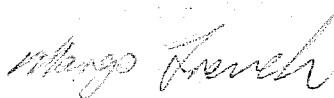
Firstly, I feel as though I have won Lotto with Mike Casserly as Supervisor - he surely must be the 'Steve Irwin' of supervisors. I have found Mike to be most approachable, available and reliable in returning any calls or dealing with queries. He seems to have his "finger on the button" at all times which I think is extraordinary given the area he covers. I also have the confidence that while he is very approachable he expects a good standard of workmanship from the trades.

Secondly I am delighted with the design work of Adam Butcher. With the roof on and glass in, the house looks stunning. Adam has incorporated all of what I wanted including the elevation, and view. The roof line is beautiful (I never thought I would think a roof beautiful, but it is). I have also had many positive comments from neighbours and friends, and I think the house fits the location perfectly.

Sue Abernethy continues to be efficient and most helpful as does Martin Head on the occasions I have spoken to him since building began.

I look forward to continuing such good communication with your staff, and a most happy and successful home completion.

Yours sincerely



Margo French