

4 MAY 2004

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Mr R Martin  
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12<sup>th</sup> May 2004

Dear Roy

I thought I would write you this short letter to thank you and your staff at Spaceway South Ltd for the work you have carried out for me at Novatech.

It is not often that people will write to say how pleased they have been with the service they have received from a company, however I feel that your company should receive some recognition for the work done for us.

Following a recommendation from another company, I am pleased to say that we have used Spaceway Ltd on more than one occasion. It is refreshing to do business with people who understand the importance of working with their customer.

I felt that your latest project to refurbish our Sales Shop could have been very disruptive and affected our sales. However I feel I must congratulate you and your staff and contractors on the professional and caring attitude demonstrated during the work.

The work was completed earlier than expected with very little disruption to our customers and staff. Your aftersales support has been exceptional and I have appreciated your drive to ensure that the work is of the highest standard at all times.

I will be recommending your company when the opportunity arises.

Kind regards

  
Steve Longmore  
Operations Manager  
Novatech Direct Ltd.