

28 Loch Avenue
Parktown
Johannesburg 2193

26 August 2010

Mr Ray Martini
General Manager : Gauteng
Rock Construction
PO Box 378
Cape Town 8000

Dear Ray

I thought that I would take this opportunity to express my appreciation to you and your team for the excellent painting/restoration work recently completed at my home.

In selecting any contractor, but particularly when there has not been a previous relationship, there is always a concern on signing acceptance of the quotation that a wrong choice may have been made. With hindsight I should have had no concerns whatsoever in this regard. My level of interaction with Rock Construction sales (Greg) and technical (Lyle) staff in the initial stages gave me confidence of your company's knowledge, experience and capabilities and this carried through to the actual work itself.

The painting team was on my premises for a period of two weeks. There was always a core group of four men present (occasionally supplemented by others depending on the specific tasks to be performed) and team members knew exactly what had to be done, working extremely hard from their drop-off early in the morning until transport arrived in the late afternoon. There was regular supervision on site (Jason and your good self) and any minor issues which I may have had were addressed immediately to my complete satisfaction. The painters themselves were always quiet, helpful, polite and efficient and I am most grateful for all their efforts.

In concluding, I will have no hesitation in recommending Rock Construction as a reliable, cost-effective contractor for the type of work undertaken at my home and I can only say thank you once again for a job well done.

Kind regards

A handwritten signature in black ink, appearing to read 'John', with a large, sweeping flourish underneath.

DR J R JOHNSTON