

CHANTELLE & LANCE TOMLINSON  
PO BOX 130859  
BRYANSTON  
2021

WALTER DE LIMA  
TOUCHSTONE HOMES

22 September 2010

Dear Walter

***LETTER OF REFERENCE***

Lance and I would like to take this opportunity to thank you and your team, together with James Ellis Architecture, for creating our beautiful home. Thank you for your professionalism shown throughout the building process and for working so well with James, our project manager.

I'll never forget my horror the day I realised that our main bedroom was too small (our mistake) and your assurance that you would fix it. Thank you for taking it in your stride, bashing down all the internal walls and "fixing it" as promised at no extra cost. This proves your commitment to keeping the client happy. Building our home was by no means drama free, but you always made every effort to make us feel that it would be taken care of and ok once again. We so appreciate this.

Thank you for going the extra mile – even a year later - by your offers of help / advice for a boundary wall that had nothing to do with you. We really feel that we have built a relationship with you through the building process that goes beyond the norm.

We are very proud of our home and feel confident and happy referring others to you. Please feel free to give my number to any potential client for a glowing reference!

Kind regards

Chantelle Tomlinson