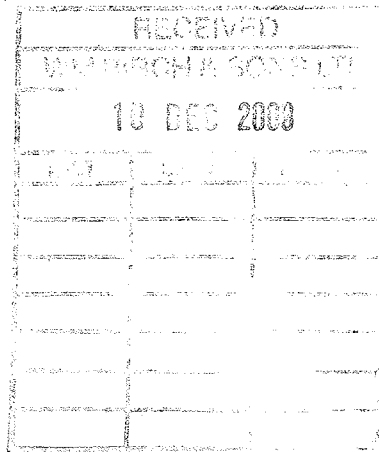




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Education Planning  
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December 9<sup>th</sup> 2008

Dear Sam,

Installation of lift, new kitchen and Reception / Admin / Head's office

Now that we are settled in and the last few snags are being attended to I thought I would write formally to tell you what we have been saying to you, and to the contractors, in conversation over the past few months.

Working since April with Birch's on site has been a much easier experience that we anticipated. They have been very professional, co-operative, understanding, and willing to accommodate the needs of a large primary school. The team of workmen were cheerful and helpful. John Barratt was an excellent ambassador for his company, dealing with everything which cropped up in a calm and good natured manner – giving notice of upcoming phases and allowing us to plan around his needs. In John's absence, Shane Garwood was an able and effective deputy.

At a time of crisis – when we had a severe flooding incident from our heating system into a hall full of children eating lunch – every man on Birch's team pitched in immediately to help with mopping up and supporting the school staff in what was a very stressful few hours. This was very much appreciated.

I am copying this letter to Birch's because I wish them to know how much we value their work and their attitude to our school community. Please pass this letter to anyone in your department who might be interested in our experience of this company.

Yours sincerely,

Gareth Trenchard-Morgan  
Acting Headteacher



Acting Headteacher : Gareth Trenchard-Morgan  
Acting Deputy Headteacher : Siobhan Stepney  
Chair of Governors: Annie Mauger