

Please contact: Paul Redfern
Tel: 01609 785700

8th July 2010

Mr C Birch,
William Birch & Sons Limited,
Link Road Court,
Osbalwick,
York,
Y10 3JQ

Re: Forest Lane Children's Centre, Starbeck

Dear Mr Birch

I write with regard to the refurbishment project recently completed by William Birch & Sons at Forest Lane Children's Centre on behalf on North Yorkshire County Council.

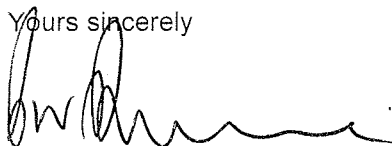
We always undertake customer satisfaction surveys at the completion of projects administered by us and are delighted to report that your team has received a particularly good response from our client:

"The quality of workmanship from Birch was outstanding. The builders were excellent in their approach in working around some very complex issues in an environment which can be highly challenging. Nothing was too much trouble for them. I would welcome them back on any Job that I was involved with, it is excellent to see builders who genuinely take a pride in the quality of their work when working on a public building."

Our Project Manger has confirmed that Contracts Manger, Lee Scaife, the Site Manager, Mick Braithwaite, and all his team worked hard to make sure a high standard of work was undertaken safely and in a manner which allowed the Centre to continue to provide a fully operational service to the residents.

We at Jacobs would also like to pass on our thanks and appreciation to your team and look forward to working with William Birch & Sons on future projects.

Yours sincerely



Paul Redfern
Director of Operations

Copies to:
Judith Johnson
Martin Simpson
Suzanne Firth