

October 10, 2006

TO WHOM IT MAY CONCERN

This reference concerns refurbishment work carried out by Lee Essex, building contractors, on behalf of Ian Williams, building and property services, of Birmingham, who were, in turn, appointed by the insurance company, SAGA.

Painting of our living and dining rooms was undertaken by Lee Essex's company, in October 2006, after a pigeon flew down the chimney and caused considerable soot and other damage to the ceilings and walls.

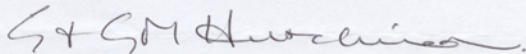
At all times, throughout the commission, Lee Essex and his staff were most courteous towards us and made every effort to meet our scheduling and other requirements.

The work was carried out quickly but to high professional standards and with the minimum possible disruption to our domestic life.

Our wall covering was a non-standard colour, but Mr Essex went out of his way to obtain the best match available.

We have no hesitation in recommending Lee Essex to you.

Yours faithfully,

A handwritten signature in black ink, appearing to read "S + GM H. Williams". The signature is written in a cursive style with a long horizontal flourish at the end.