



Attn Chris Horsfield  
**CRH Dispute Resolution Services Ltd**  
22 Wasdale Close  
Owlsmoor  
Sandhurst  
Berkshire  
GU47 0YQ

12<sup>th</sup> September 2018

Dear Chris

**Re: Sutton Scotney – Delay and variation dispute**

Following the satisfactory resolution of our dispute with the Client we would like to thank you for your expert way in which you were able to provide us with the advice, ideas and ammunition to achieve this.

From the outset you were able to quickly ascertain and understand both our position and aims. It was clear that whilst we were possibly in a stronger contractual position the long-term success of both the project and the relationship would need to be carefully managed with a conciliatory approach to achieve a successful outcome.

We were impressed with how CRH were able to agree a sensible fee level and whilst working within this still provide professional, commercial and contractual advice in a very swift way. This in turn enabled us to confidently negotiate with the client to a satisfactory outcome that avoided what could easily have become a long running and costly legal battle.

We will certainly look to use CRH again in the future and ideally get your input early enough to hopefully avoid getting in a similar situation, thanks again.

**Yours sincerely**

**Grahame Pettit**  
Managing Director