

15<sup>th</sup> February 2019

Chris Horsfield  
CRH Dispute Resolution Services Ltd  
22 Wasdale Close  
Owlsmoor  
Sandhurst  
Berks GU47 0YQ

Dear Chris

### **Outstanding Accounts**

Just wanted to say thank you for your help and advice in getting two protracted final accounts settled and paid.

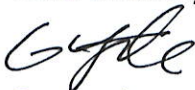
The Westfield Shopping Centre project had reached a point where we felt we were no longer being listened to and our efforts to get a meaningful discussion on our final account was proving fruitless. Your initial advice gave us the confidence to move forward and enabled us to have a clear plan of what we needed to do to ensure that our account was in its strongest possible position.

Getting you involved in the subsequent correspondence and discussions undoubtedly helped us achieve our goal of a settlement. You saw the matter right through to a final conclusion and payment, which again may not have happened so promptly without your persistence.

Our dealings with a National Housebuilder were also proving to be painful, now the development had been completed. Following the route, you set out and some further advice along the way, we managed not only to get our final account paid but also release of retention which as you know is a miracle in itself.

From our experience we can safely say that your involvement has benefitted us not only in terms of getting monies due to us paid, but also for our future contractual arrangements. The costs involved offer good value when looking at the results achieved, and we would not hesitate to recommend your services to other companies that find themselves in the position we did.

Yours sincerely



Gary Hyde  
Managing Director

