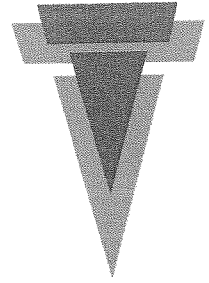




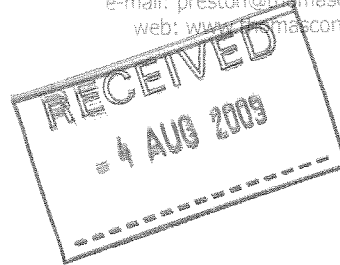
THOMAS CONSULTING
 CIVIL, STRUCTURAL, GEOTECHNICAL
 AND CONTAMINATION ENGINEERS



32 EATON AVENUE, MATRIX PARK,
 BUCKSHAW VILLAGE, CHORLEY. PR7 7NA

Tel: (01772) 299040 Fax: (01772) 457860
 e-mail: preston@thomasconsulting.co.uk
 web: www.thomasconsulting.co.uk

Please reply to : P W HOWDEN
 Your ref. :
 Our ref. : TC/L1879/PWH/SMW
 Date : 31 July 2009



Mr J Sanderson
 Lancaster Property Network
 1-3 Cable Street
 Lancaster
 LA1 1BP

Dear Sir

Re: Proposed Laundry – Northgate, White Lund, Morecambe

We believe that we have completed our services for the above project and will accordingly be closing our project file within the next 7 days.

If we are incorrect with regard to the above statement please contact us to discuss any outstanding matters.

We would greatly appreciate any feedback you have on the overall handling of our services. This allows us to check our performance against our standard QA procedures and further enhance the quality of service offered to our Clients.

To facilitate this, please find attached a short questionnaire on which we would appreciate your views regarding the general progression of the works.

Please note that there is no obligation on your part to complete this questionnaire but, should you wish to do so, you may rest assured that all comments will be held in the strictest confidence. The information supplied will be used solely to assess the way in which further contracts are undertaken.

We trust you will assist us in this endeavour and look forward to hearing your views.

Should you require any further services in relation to this or future projects please do not hesitate to contact us.

Yours faithfully

THOMAS CONSULTING

ESTABLISHED 1979

OFFICES AT TELFORD, CHORLEY & LANCASTER



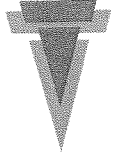
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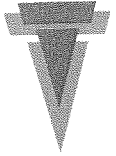
Project Title : Proposed Laundry - Northgate
Works Address

Job No. : L1879
Engineer

Client :
Address :

On a scale of 1 to 5 where 1 is "Very Poor / Very Dissatisfied" and 5 is "Very Good / Very Satisfied", please answer the following questions by ticking the box of your choice.

		1	2	3	4	5
Q1	How satisfied are you with the overall level of service provided by Thomas Consulting ?					✓
Q2	How satisfied are you with the overall level of information provided by Thomas Consulting ?					✓
Q3	How satisfied are you with the overall level of presentation of information by Thomas Consulting ?					✓
Q4	How satisfied are you with the overall progression of the works ?					✓
Q5	How do you rate Thomas Consulting's overall performance in responding to your queries ?					✓
Q6	How closely do you feel the design information provided met with your initial brief ?					✓
Q7	Helpfulness of Project Engineer :					✓
Q8	Helpfulness of Partner :					✓
Q9	Helpfulness of other Staff					✓
Q10	Promptness of dealing with queries					✓
Q11	Attention to detail					✓
Q12	Clarity in explaining technical matters					✓
Q13	Please use the space below to make any comments you may have regarding any aspects of the works undertaken on your property. (Continue on a separate sheet if necessary.)					



Project Title : Proposed Laundry - Northgate
Works Address

Job No. : L1879
Engineer

100% satisfied
— an excellent service
to be recommended

Please sign and date below and return the original form to :
**Thomas Consulting, 32 Eaton Avenue, Matrix Park, Buckshaw Village,
Chorley, PR7 7NA**

(You may wish to retain a photocopy for your own records)

Signed :

Date:

8/8/09