



BERTELSMANN

arvato government services (Sefton) Ltd | St Peters House | Balliol Road | Bootle | L20 3AB

Mr T Murphy
Knowsley Lift Services Ltd
1st Floor, Fairfield House
Binns Road
Liverpool
L7 9NG

Date: 18th October 2010
Our Ref: RM/AC
Your Ref:
Please contact: Rob Morgan
Contact number: 0151 934 3694

Dear Tommy

Re Lift Refurbishment at St Peter's House, Bootle

On behalf of arvato government services (Sefton) Ltd, I would like to take this opportunity to confirm our thanks for the way the project went, with little disruption to staff whilst work was in progress.

We recognise how difficult refurbishing lifts in an operating business can be and appreciate the way your company handled the contract. We now have improved functional lifts for the building.

Could you please pass our thanks to your two engineers who carried out the work, they were efficient, co-operative, maintained health and safety standards, tidy and clearly took pride in their work. They were excellent representatives for your company.

We would also like to thank Chris Newman, who managed the project, for providing us with regular information on progress during the contract.

We would certainly recommend your company to other organisations.

Yours sincerely

A handwritten signature in black ink, appearing to read "Rob Morgan".

Rob Morgan
Health, Safety and Facilities Manager

cc Kevin Jones, Capita Symonds
Michael Jones, Partnership Director, arvato government services (Sefton) Ltd
Chris Newman