

TO WHOM IT MAY CONCERN.

Freshwater Management Pty Ltd commenced the strata management of a block of units in Oliver Street Harbord in February 2004. I am an owner of a unit in the block and a member of the Executive Committee. I have regular contact with many of the owners and they are very impressed with the service provided by Freshwater Management, Brian Dunphy and staff.

We have easy access to the staff and they make themselves available regularly to assist with any issues and to provide advice. Many improvements have been implemented to make life easier for the owners. With the use of the latest computer software we are able to have access to cash management reports to help in the financial management of the Body Corporate as well as being able to take advantage of electronic banking and direct deposit with a nominated bank.

These initiatives and the progressive and proactive approach adopted by Freshwater Management has made the management of the units more effective and our lives a lot easier.

I am extremely impressed with the commitment to good strata management shown by Brian Dunphy and his staff and their willingness to help and treat owners in a personal and professional manner.



Ian Allpass
Owner
20.10.04