

08 October 2004

**TO WHOM IT MAY CONCERN**

I am on the Executive Committee for, 4/371-373 Sydney Road, Balgowlah. Due to the prolonged unsatisfactory service from our previous Strata Managers, we employed Freshwater Strata Management and in particular to Brain Dunphy.

He has been exemplary in taking the time to assist us especially at our first strata meeting which became quite heated and difficult to manage, as some of the residents did not get along well.

Mr Dunphy was calm and patient, assisting us to resolve our differences so much so that our subsequent meeting was marked by co-operation from all those present.

Mr Dunphy has at all times been extremely helpful, actioning matters quickly.

It is a pleasure to speak and deal with him.

I have no hesitation in highly recommending Mr Dunphy.

A handwritten signature in black ink, appearing to read 'M. Boven', written in a cursive style.

Maria Boven  
9949 9587