

Housing and Commercial Operations

Director: Robert Russell

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Our Ref :
Your Ref:
Date: 14 July 1999
When calling please ask for: Mr R Russell

Mr. James Quinn
Meridian Productivity Ltd.
24a Ainslie Place
Edinburgh
EH3 6AJ

Dear Jimmy

East Renfrewshire Council Housing Repairs and Maintenance Project

With reference to the above project undertaken by Meridian, I would like to take this opportunity to thank you and your team for the successful completion of the programme.

The initial study highlighted several areas which compounded the problems faced by both the Housing and Commercial Operations Departments. Meridian's professional approach and skills have delivered a programme which I am confident will improve the efficiency of both departments which will lead to a marked improvement in the services they provide to our tenants.

Both the management and supervisory teams have benefited from the training courses that were run as part of the project. I feel that an improvement in the planning and communication skills of the participants has been achieved which will contribute significantly to behavioural change and the improvement of their overall management skills.

I look forward to working with Meridian during the perpetuation phase of the project, and have no hesitation in recommending Meridian to anyone who is considering using their services.

Yours sincerely

A handwritten signature in black ink, appearing to be "R. Russell", written over a horizontal line.

Robert Russell
Director of Housing and Commercial Operations