



NSW RURAL FIRE SERVICE

Mr Joel Bryant

North Construction & Building Pty Ltd

2/369 Mann Street

Gosford NSW 2250

Your reference

Our reference

21 August 2014

Dear Mr Bryant,

Re: Kariong Rural Fire Service -Fire Control Centre - Stage 2

On behalf of the Rural Fire Service I wish to express my appreciation for the work North Construction & Building has done in delivering the recently completed works at the Kariong Fire Control Centre.

North has displayed a level of professionalism and workmanship that I believe differentiates them from construction companies that I have worked with in the past; in my experience they have been well organized, thorough in their work and highly professional in their dealings, from tender negotiations right through to handing over the finished buildings. North has shown a consistently high level of management over the construction process including all of the necessary paperwork, compliance with relevant safety standards, co-ordination of the various activities of trades on site and ensuring a high standard of workmanship was achieved. Of particular importance to the RFS was the ongoing communication with operational staff onsite to ensure the smooth running of the existing facility – we feel that North carried out this responsibility very well.

From a customer service perspective, North is an example to the industry of how to manage client expectations and questions. From site foremen to company directors, North staff is accessible and courteous. They take the time to explain to the client what is happening with the project, and whether there is a more appropriate and / or cost effective way to proceed. North's showed commitment to the whole project process; once completed they ensure any minor follow up works are done with a minimum of fuss and in a timely manner.

Postal address

NSW Rural Fire Service
Gosford District
PO Box 7092
KARIONG NSW 2250

Street address

NSW Rural Fire Service
155 Woy Woy Road
KARIONG NSW

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I am happy to make myself available to answer any questions in relation to the work that North have completed for the RFS, and would recommend them without hesitation.

Regards,



Superintendent Steve Marsh

District Manager

Gosford