

13 April 2005

TO WHOM IT MAY CONCERN

My partner and I purchased our first investment property in Forest Lake 3 years ago with much trepidation. We flew up to Brisbane and spent an entertaining few hours with Glen driving around Forest Lake and other developments inspecting various blocks of land. When we came back to Sydney we did some of our own research to put our minds at ease and then we took the plunge. The house was completed ahead of schedule and tenants moved in on the day the keys were handed over. It has been occupied ever since.

Glen's involvement did not stop once the house was completed. Anytime we have had any concerns, no matter how trivial; he has always made himself available to assist and rectify the problem without any fuss or any follow up calls from us. He just phones and lets us know that it has been sorted out.

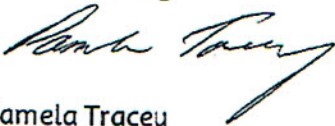
When Glen approached us last year regarding the development at Norfolk Lakes, we didn't hesitate in buying a second investment property. This time we purchased it site unseen as we had every confidence that Glen would provide the same wonderful service. Once the house was completed, we took a flight up to Brisbane to inspect the completed house and were pleasantly surprised that it looked even better than it did in the photos that Glen had sent us as the building was progressing.

The builders, Robert and Pam Dent should also be commended for their excellent service. On completion of the house they noticed a variance in the colour of the roof tiles (something we hadn't picked up on our visit). They arranged for Boral to inspect the roof, and based on the results of the inspection, the entire roof was recoated and the warranty extended. This was carried out with no disruption or inconvenience to the tenants.

Every detail Glen has predicted, such as expected rental and increase in value for both properties, has been accurate and in the case of Forest Lake, has already exceeded expectations.

I would have no hesitation in recommending Glen Wambeek to anyone and everyone. His customer service and honesty far exceed that of anyone else I have known. If I had to sum up the customer service Glen Wambeek provides in one word it would have to be "FABULOUS".

Yours sincerely



Pamela Tracey