

21st May, 2019

Dear Glen and team

We just wanted to write and pass on our thanks and appreciation for all that you have done.

In our initial meetings with yourself, we appreciated all the information you provided in relation to Springfield (and its facilities) and the land and house options you had available for us. Given it was an investment property, we appreciated that you suggested the best land and house combination to maximize our investment, for the funds we had available.

The figures presented looked good on the spread sheets and mathematically it all added up and made sense. However, it was the welcoming, personal approach and truly authentic conversations shared with Glen around the table in our own home, often over a masala tea that convinced us that an investment property was an attainable and realistic possibility. Glen's expertise, confidence and clear vision helped us realise that an investment property was within reach at Springfield Lakes. His knowledge of the area and obvious passion for what he does came across answering all our questions, addressing the myriad of concerns arising from our naivety of the investment property market and process. Right from the beginning he insisted on us communicating with him if there were any concerns and true to his word he was always there with advice and reassurance of how our investment was progressing

With regards to the area, we were not very familiar, but Glen made us instantly feel at ease about investing in Yarrabilba. He was, again, very upfront and honest. He was clearly able to explain to us the projected growth for the area and was more than happy to show us the more established Springfield Lakes so we could get the big picture. Nothing was too much trouble for Glen and his staff with the lines of communication always being open and efficient. From our initial meeting to the selection of land, bricks, colours and floor design Glen always presented us with a variety of options which allowed us to make informed decisions.

The whole process was seamless. Glen delivered each stage as promised with no follow up hassle or any inconvenience on our side. Tenants had already been sourced and screened prior to completion, ready to move in upon completion, effortless.

When we met up with Chantal recently to sign the final documents, we were surprised to get all the special gifts from you all. I especially appreciated the photo book, containing the progress photos of our house in a hard cover personalized book. The tea-pot from Sri Lanka was also a lovely touch. Now that our property has been rented for a few months, we are very happy with the team in your Springfield office who are managing the property, and we look forward to the continuing relationship with them positively.

Venkatesh Kulkarni and Sneha Rao