

116 Plains Loop,

Elaleni Coastal Forest Estate,

Sheffield Drive, Salt Rock

Re: Indlovu Construction Services (Pty) Ltd

At the time of our signing the Building Agreement for the construction of our new home at the above address, Graham Mockridge of Indlovu promised me a "lekker house". This he and his team have definitely delivered – Exceptional quality, on time, on budget and without fuss!

It has been a rare pleasure to participate with and witness the roll - out of our new build by Building Contractor - Indlovu – in a team led by contract's manager Cary, foreman Benjamin and quantity surveyor Mickey. Cary consistently found practical solutions for the inevitable missing details encountered in a construct and with a very keen appreciation of quality, exercised control of this enduring aspect throughout the build. This resulted in a minimal snag list on completion. After completion of the build he has attended to the rectification of the snag or defects list items promptly, ever - mindful of our present occupation. He has "gone the extra mile" even, to attend to defective or incomplete work left by my direct contractors - Essentially outside of his ordinary scope of work.

Benjamin too took immense pride in his work and always made time to accompany us on our daily site walkabouts - Never not responding to any verbal instruction given or query made, either on his own accord or, with reference to his contract manager. He instilled a proactive team participation ethos amongst his own team, domestic, selected and direct sub-contractors. It is often the case in a build that direct sub-contractors are effectively ignored, having to fend as best possible for themselves with their completed work left unprotected and exposed to damage by other trades. Benjamin took care to ensure that this was not the case and that all was in pristine condition on handover.

A Win – Win negotiated building contract price with Mickey and Graham had both parties on-sides from the outset. Mickey's monthly valuations were accurate and timeously presented. His evaluation of the cost of the variations made in the construct were fair and reasonable. The final account was accordingly able to be presented in the completion month for assessment and agreement. This was a huge benefit in a limited budget situation.

It can be tedious for a building contractor to comply with the regulations attaching to new builds in a residential estate in addition to those set by the local municipality, NHBRC and department of labour. The alacrity and willingness with which Indlovu complied with the building control regulations imposed by Elaleni is testament to the win-win attitude which characterised our build in which they, with us, can be justly proud.

Yours Sincerely,

David Wilson