



# St Joseph's Primary School

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Thursday 27 November 2008

Mr Mick Bunting  
Production Manager  
Lidoran Roofing  
PO Box 6925  
SILVERWATER NSW 2128

Dear Mick,

I take this opportunity to thank you for your recent work replacing the roof over the internal courtyard of the main school building. I found your team to be highly professional beginning with the estimator who was able to pin point our problem almost immediately. This was obviously being due to his vast experience in the business. He fully explained the cause for the deterioration of the existing roof sheeting and outlined the best product for the job.

Your visit to our site Mick continued the high level of customer service as you outlined the materials, machinery and scope of the work required to complete the job also noting safety issues for your team as well as any safety issues that might need to be considered for our 430 students and staff. Your offer to complete the job over a weekend using the Friday for setup and delivery of materials assisted greatly in reducing the impact to our teaching and learning programs in the classroom and the lose of playground space to accommodate the stores.

Your installation team continued to build the confidence that I had in your company. Some materials were delivered by a supplier early on the morning and unloaded to the wrong location. On arrival at the school your team manager graciously responded to our request to relocate the supplies. The new roof was installed over the weekend so efficiently that additional days were not required to complete the gutters and other finishes on Monday and Tuesday as named as a possibility.

As principal I was so impressed with the level of service, information received and your eagerness to work co operatively with the school that I made a public acknowledgement of your fine work in the school newsletter.

## NEW COURTYARD ROOF

The courtyard roof was replaced on Saturday 8 November. The roofing company was able to have the materials delivered to the site on the Friday which was our Staff Development Day and the crane and installation team were on site on the Saturday to complete the job. Our thanks to Lidoran Roofing for the way they worked with the principal to minimise the disruption to the school routine.

Once again thank you for the highly professional manner in which you conduct your business. I have no hesitation in recommending Lidoran to my colleagues if they were considering similar work. I have also passed on my very positive evaluation of your work to the Facilities Team at the Catholic Education Office.

Yours sincerely,

Michael McGovern  
PRINCIPAL

*Live in the Spirit!*