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Indigo Training
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To Whom It May Concern

Porter Davis Homes are a major homebuilder in Metropolitan Melbourne, constructing around 1000 homes p.a. At Porter Davis we believe one of the main advantages we have over our competitors is the ability to offer a level of customer service one would only usually expect to find with a small boutique building company. Porter Davis are proud to have won numerous customer service awards over the years, as well as for the years 2004 and 2005 consecutively we won the HIA Victorian Major Professional Builder of the Year Award, and in 2005 went on to win the HIA Australian Major Professional Builder of the Year Awards.

We engaged Indigo Training to help us further improve our ability to offer our customers a superior level of service. The initial focus of our training was to concentrate on our construction team. At Porter Davis, once a job goes to site, we expect a clear and open line of communication between the client and the site supervisors. All clients are given the supervisors phone numbers, and fax numbers, and each supervisor is expected to contact the clients at a minimum every 2 weeks, as well as expected to meet the client on site at the completion of every stage. Hence our focus on ensuring the supervisors are armed with the right level of training to handle any situation, that may arise in dealing with our clients, professionally.

All our supervisors, and construction management teams have been through some very detailed and intense training sessions with Rum Charles from Indigo training. The end result has been to teach the supervisors effective communication techniques with not only clients, but suppliers, subcontractors and work colleagues also. There is no doubt that it has been an effective 'tool' to give to the construction team, and has given them greater confidence in dealing with a wide and varied range of scenarios that arise with our clients on a regular basis. The training has also established a benchmark of what is expected with client communication in the company, and ensured a consistent message is being delivered to the entire construction team.

The feedback from the construction team has been very encouraging also. Our statistics are already indicating that the level of communication has improved on site, as apparent by improved client surveys, along with more senior management acknowledging having to get less involved in dispute resolution, since communication between the client and construction team has significantly improved on site.

Indigo Training to date have offered great products and techniques in helping develop and improve Communication Skills at Porter Davis Homes. It appears that in particular Indigo Training have a very good understanding and insight into the communication levels required in the domestic housing industry. There is no doubt that the Indigo