

<i>Please Ask For</i>	Steve Fessey
<i>Direct Line</i>	01902 554764
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<i>E-mail</i>	
<i>Minicom</i>	N/A

Mr Steve Smith
Lift and Engineering Services LTD
16 Portersfield Road
Cradley Heath
West Midlands
B64 7BN



Wolverhampton Homes

Lesley Roberts
Chief Executive

Hickman Avenue, Chillington Fields
Wolverhampton WV1 2BY

Main Switchboard (01902) 556556
Website www.wolverhamptonhomes.org.uk

Your Ref:
My Ref: CA/LES/PDP

29th April 2013

Dear Mr Steve Smith,

RE: Personal Development Programme

Please can I thank Lift & Engineering Services (LES) for their help in allowing me to complete the lift maintenance section of my Personal Development Programme (PDP). You kindly invited me to attend LES to view your Service Delivery with Tom Harris, Design Department with Andrew Downing and Warehouse Operations with yourself.

From this visit I was able to gain a greater insight into Wolverhampton Homes lift servicing and engineering contract. Most importantly however, it has been useful to view the service delivered to Wolverhampton Homes' tenants from yourselves which I have to say has been excellent.

Thank you once again for your time and efforts, it is very much appreciated.

Yours sincerely,

Chris Allen

Property Services Management Trainee