

To Whom It May Concern

02 April 2004

**RE: Prime Construction – work on British Council, Ho Chi Minh City 2003/04**

I confirm that Prime were contracted for the refurbishment of the British Council offices November 2003 - March 2004. The project involved a complete re-configuration of the ground floor footprint, construction of a 2 storey stair tower, development of upper floor into classroom space. Working to a design from Orbit Architects in Bangkok, Thailand, Prime completed the project on-time, well within budget and to the complete satisfaction of myself and the British Council facilities group in London. I would not hesitate to recommend them for consideration in any tender bid.

Key features to recommend Prime are:

- overall quality of the works
- speed of project completion - on time
- close management of costs, project completed under-budget due partly to cost savings instigated by Prime
- attention to detail, finishes, repairs
- ability to mobilise quickly and efficiently and to manage out of hours work
- ability to provide manpower at short notice and out of hours as needed
- compliance with health and safety procedures
- ability to work with Vietnamese building and import regulations, government restrictions
- ability to adapt working methods to suit the tight constraints of diplomatic (UK FCO) premises and understanding of these requirements
- ability to produce accurate, up to date paperwork (quotes, reports, RFIs, invoices, drawings etc) as required
- quick response to problems, need for RFIs, variations etc
- ability to manage and handle short-notice client requests for variations
- budget management, accurate quotations, honest reporting
- creative response to variation requests, offering a variety of costed solutions
- strong knowledge of materials suitability, availability in market etc
- strong and pro-active post-completion attention to snags, additional requests etc
- high quality, good value custom-built furniture

Additionally I would like to point out that Prime were able to develop very strong relationships with myself and my team here at the British Council. The strength and quality of these professional relationships; a flexible, practical yet relaxed attitude, high-level English language skills of Senior staff and speed of response to e-mail, calls etc were real assets to the company and contributed greatly to the overall success of the project.

Yours faithfully

  
Duncan Wilson  
Director