

Forest House (Bournemouth) Management Company Limited
Registered Office
c/o Napier Management Services
13 Fordingbridge Business park
Ashford Road
Fordingbridge SP6 1BZ

26th May 2011

To whom it may concern

Reference: Napier Management Services Ltd

As Chairman of the Board of Directors for Forest House (Bournemouth) Management Company Ltd, I can without reservation recommend Napier Management Services Ltd as a first class Management Company who competently provide the necessary support for our block comprising 74 Flats including the supervision of 8 Porters, also handling the payroll.

I have been Chairman since 2006, I got used to getting notes put through my door and receiving telephone calls at odd hours from irate flat owners, eventually I recognised that this was because of the incompetence of the Managing Agents we were using, they lacked a sense of urgency when problems arose, also the financial information being provided was very poor and resulted in two Directors and myself running a parallel bookkeeping system. I set about changing Management Agent and interviewed many before getting a shortlist with the Board unanimously choosing Napier. Kim Head and her team are outstanding and they are supported by an excellent back office team at Fordingbridge.

The biggest complement I can pay Napier, is to say that within two months of them taking over Forest House, I had my life back and it was a pleasure to walk in and out of the building again without getting hassle from neighbours.

Yours sincerely