
PARK HYATT MELBOURNE™

Park Hyatt Melbourne

1 Parliament Square
off Parliament Place
East Melbourne
Victoria 3002
Australia

Phone 61 3 9224 1234
Facsimile 61 3 9224 1200
Email: melbourne.park@hyatt.com

18 April 2012

Dear Roberto,

It would not be difficult to come up with positive words to say how highly we rated the services of your company, Tactile Mosaics, from start to finish where our swimming pool was concerned. I felt that all discussions had were both candid and honest and that you had our best interests at heart. My main fear was that of our allowing ourselves to be hit by spiraling costs as the job unfolded but again, as and when additional findings were made, the additional costs were in line with what you said you envisaged they would be.

Another area of concern was that of the time frame. This is where I feel you and your team excelled themselves. Diligent, dedicated, clean and the likes are words that spring to mind. That and the project was finished when you said it would be, in fact, earlier.....

It goes without saying that I would recommend your services to anyone requiring quality work and craftsmanship when building or restoring a swimming pool, be it for commercial or residential use.

Kind regards,



Sholto Smith
Resident Manager