



**Koch Brokers Pty Ltd T/A KIB Insurance Brokers**

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## INSURANCE BROKERS

13<sup>th</sup> July, 2010

The Managing Director  
Pynes Indoor Garden Hire and Garden Management  
PO Box 112  
**EARLVILLE QLD 4870**

Dear Collin

We started using Pynes Garden Management to look after and manage the gardens of our then new office at 608 Mulgrave Rd, opposite Cannon Park Race course some years ago.

We also commissioned you to do some landscaping and garden maintenance of investment houses as well as our private residence.

We were pleased with the quality of the work and the high level of service you provided.

At some stage another contactor approached us and said he could do the same work for us but much cheaper. On this proviso, we employed him to undertake our garden management and maintenance. On many occasions he failed to turn up at the designated time to do the gardening and instead of relieving us of responsibility, increased our concerns about whether we were receiving value for money. In a short time we realised we were not getting the value we desired and it was taking up more of our precious time.

Approximately six months later we terminated this contractor and again retained your Garden Management Division. Now we can be sure the gardens are properly maintained when promised and to a high standard. The service level provided by Pynes managers is nothing short of exceptional, something which seems to be so rare in your industry.

When we built the KIB Building at 606 Bruce Highway, Woree we commissioned Pynes to design and install the landscaping.

You and the entire world can see that the results are excellent. We continue to receive compliments from clients and colleagues.

Collin, I'd like to take this opportunity to thank you and your staff for your service, professional knowledge and for providing undoubtedly the best value for money in Cairns when it comes to garden management and landscaping.

Regards

A handwritten signature in black ink, appearing to read 'Graham Koch', written over a light blue background.

Graham Koch

## GENERAL INSURANCE BROKERS

Business Insurance • Office Insurance • Strata Insurance • Property Insurance  
Computer Insurance • Household Insurance • Public Liability Insurance • Farm Insurance  
Accident & Sickness • Professional Indemnity • Directors Liability • Employment Practices Liability