

NIRA CALEDONIA

EDINBURGH

2 November 2019

Dear Mr Moncrieff,

Re. re-instatement works, Nira Caledonia, 6 Gloucester Place, Edinburgh

Apologies, my correspondence is long overdue. I wish to extend my personal thanks and gratitude to all of those at Bell Building Projects Ltd. who were involved with the re-instatement of our hotel at No. 6 Gloucester Place.

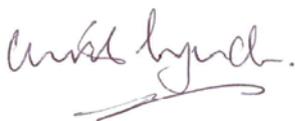
Following a fire incident of August 2017 and the numerous processes, pre-works, tenders and meetings with our insurer it was soon evident that BBP were the strong and capable main contractor contender. Once the final appointment for main contractor was awarded to BBP at the end of November 2017 it became clear to me as the hotel operator that the works were in excellent and experienced hands. From initial meetings, planning and approvals, your stance was always highly professional and exceptionally thorough.

The approach towards re-instating a fire and water damaged Category A Listed building within the New Town conservation area and a UNESCO World Heritage Site was mindful of modern construction methods and regulations whilst remaining sympathetic towards preserving the unique historical fabric of our hotel and their surroundings. The commitment to the scope and the delivery timeline of the project was impressive.

I would particularly wish to recognise Allan Campbell, site and project manager as a highly dedicated, pragmatic and diligent operator. I always found Allan to be on hand and available to answer my questions whilst providing practical guidance and support. His professional expertise, good nature, patient and level approach even when many challenges were presented were highly notable. It was a pleasure to work with Allan.

My experience working with BBP must rank as exceptional from start to finish. Your levels of customer service and satisfaction are exemplary, long after the completion of the re-instatement works and the reopening of our hotel BBP have always been on hand to follow up with prompt snagging works and other supplemental works, this to me fully demonstrates the consummate professionalism of your colleagues. I would have no hesitation to recommend Bell Building Projects Ltd. to other prospective customers.

Yours sincerely,



Chris Lynch
General Manager