

To: SAW, Senior Project Manager / GM (SS Contract Services Pte Ltd)
From: Mr Chang York Boon (Chairman, MCST 3752, Rosewood Suites)

Date: 5th November 2024

Re: Letter Of Commendation And Appreciation from Rosewood Suites

I am writing to formally commend **Mr. Saw**, a Senior Project Manager/GM, **Babu & Andrew Ngai** both supervisors of **SS Contract Services Pte Ltd**, for the outstanding job they have both done exceptionally well in managing their team who oversaw the painting project at Rosewood Suites.

Their professionalism, attention to detail, and commitment to quality have been evident throughout the entire project. From the very beginning, Mr. Saw demonstrated an exemplary work ethic and a keen understanding of the requirements set forth for the painting works at Rosewood Suites. His team was punctual, organized, and consistently maintained a high standard of workmanship. The quality of the painting, as well as the precision with which he ensured all surfaces were treated, truly stood out. In particular was their assistance rendered in successfully resolving the long-standing water-proofing issues in the triangular void that affects a number of residential units bordering the same void. They have also taken very good initiative to clean our aluminium roofs out of goodwill even when this was not specified in the contract.

The team was highly responsible and reliable to follow through with contract requirements in ensuring proper surface preparations and ensuring surfaces are sufficiently dried before applying painting coats. I am very impressed with the daily WhatsApp updates with detailed photos showing work progress. This helped my management committee to decide not to engage an RTO that would have cost \$4K/month and resulted in savings to my MCST.

Throughout the course of the project, Mr. Saw Babu & Andrew maintained excellent communication with our team, addressing any concerns promptly and ensuring that all deadlines were met without compromising on quality. Their ability to manage the various stages of the project while coordinating his team effectively was crucial in keeping the project on track and importantly on schedule too.

The finished work has greatly enhanced the appearance of Rosewood Suites, and we are extremely satisfied with the results. We look forward to future collaborations and will certainly consider SS Contract Services Pte Ltd for upcoming projects.

Once again, I would like to extend my sincere gratitude to Mr. [Saw's Full Name] for his hard work, dedication, and professionalism throughout the project. He is truly an asset to SS Contract Services Pte Ltd.

From survey collated from residents of Rosewood Suites shows they are generally very happy with outcome of their work done and the assistance rendered whenever issues occurred with some residents in some units.

I have no qualms nor hesitations on recommending both Mr Saw, Babu & SS Contract Services Pte Ltd for any R&R projects.
