

Director of Development
Warwick Hospital
Lakin Road
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Tel: 01926 495321 ext. 4

8 March 2010

Mr R F Burton
Construction Director
A C Lloyd
1 Chapel Street
Royal Leamington Spa
Warwickshire
CV31 1EJ

Dear Roger,

Re: Building Schemes at Warwick Hospital

I would like to provide you with some feedback following completion of the building projects carried out by AC Lloyd at Warwick Hospital.

The two schemes are the new Observation Unit within our Accident and Emergency Department and the new Breast unit. At the end of each project we routinely carry out an evaluation that includes feedback from everyone on our project team (this includes people from across the whole organisation). The feedback from both of these schemes was exceptionally positive regarding the approach and the work carried out by AC Lloyd.

The teams on site have approached the projects in a thorough, professional, and conscientious manner, keeping us, and the architect, fully informed of changes and issues as they have happened. The site managers have been excellent and have shown a keen attention to details and remarkable consideration of the surrounding patient environment. This attention to detail had meant that the buildings have been handed over clean and finished to a very high specification and both teams have had a tangible pride in the standard of their work. Any problems that have occurred since completion have been resolved immediately and without contention.

During both schemes we had set significant challenges around timescales and access to the site. In both cases you approached this positively and worked with us to provide solutions and managed the projects around these constraints, delivering the projects on time and within the budget.

I wanted to take the time to write to you and pass on this feedback as we very rarely get such positive feedback about our building contractors. It is a testament to all the teams involved that we have such wonderful new facilities that have received such high praise from patients staff and visiting experts.

Yours sincerely



Jayne Blacklay
Director of Development