

Sue Clements  
ICVS Deputy CEO  
Funding and Operations  
Ipswich and District Council for Voluntary Services  
1 Cornhill  
Ipswich  
IP1 1DD

7 February 2012

Dear Sue

**WINNING PUBLIC SERVICE CONTRACTS MASTERCLASSES – IPSWICH CVS 19<sup>TH</sup>/20<sup>TH</sup> JANUARY 2012**

I am writing to thank you and your staff for the absolutely excellent service provided to Pulse Regeneration in relation to the above training which we recently delivered from the Ipswich CVS Boardroom.

From our very first contact with you to completion of the training and follow up, your service and accommodation has been nothing short of exceptional. The booking at the outset was straightforward and tailored to our requirements. This extended beyond simply 'hiring a room' and also involved helping us to market the Masterclasses, which were funded by the Local Government Association, and getting in touch with guest speakers to help with our delivery. The day before we were due to provide the training, I received a personal telephone call from your team to make sure we knew how to find your venue and to check our arrangements for arrival and unloading. This included giving me a personal mobile number in case of any problems and a handwritten map of how to get from my hotel on the morning of the training to the door of your offices. On the day itself, even though it was pouring with rain, I was given a hand unloading and then escorted to a nearby car park and back to the building so that I did not get lost! During the training itself, everything worked like clockwork, with catering being of a good standard and refreshments all provided on time, and ready replenishments available on request. No matter who was about at the time in terms of your staff, if I had a problem, such as working the whiteboard or even needing a stapler, it was no trouble at all for any of them to help.

I can honestly say that the service we have received was better than even some of the higher quality hotels we sometimes use for our training, and given that this was also provided at a good price, your facilities have offered us excellent value for money. Can I thank you again for all your help and support, and my very special thanks indeed to Tom Liedl who assisted with my arrival and didn't even mind getting wet – a credit to your organisation!

Yours sincerely

A handwritten signature in black ink, appearing to read "Chris Hart".

**Chris Hart**  
**Managing Director**