



NEO NORTH LAKES
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To Whom it May Concern

Re: Barefoot Floors

We commenced as Onsite Residential Managers of Neo North Lakes apartments in May 2019. Almost immediately, we became aware that there was a serious issue with the tiling work performed throughout the complex. Lack of expansion joints and improper process of adhesion when laying the tiles resulted in the "tenting" of copious tiles in all 88 units.

Whilst we initially explored the option of having all the units retiled, this proved to be neither cost effective nor practical. We then discovered, quite by chance, Barefoot Floors. Almost instantaneously, we went from feeling that we were holding the poisoned chalice, to having full faith that our tiling issues would be rectified in both a cost effective and timely manner.

The rectification works to all units were completed some 2 months ahead of schedule, which delighted not only ourselves but tenants and owners alike. Likewise, the common area tiled hallways were completed with the same professionalism garnering much praise from the Committee.

In closing, we have absolutely no hesitation whatsoever in recommending Barefoot Floors to anyone who requires their services. We are confident that you will be as impressed as we have been and would welcome any direct contact should you require any further information on the projects undertaken here at Neo North Lakes.

Kind Regards

Katrina and Douglas Honeywill
Neo North Lakes Onsite Residential Managers