

I would like to take this opportunity to advise the reader of the exceptional service provided to my wife and I by staff and members associated with Langebaan Country Estate Joint Venture (the Developer).

By way of background I would like to state that during or about May 2007, my wife and I, during a visit to Langebaan, decided to stop for lunch at the Langebaan Country Estate. We were immediately impressed with the Estate as well as the beautiful surroundings.

Upon leaving the Estate, we noticed an advertising board, advising of current and future developments on the Estate. We noted the contact details and upon our return to Cape Town made enquiries as to what was being offered.

Subsequent to the enquiries referred to above we met with a representative of the Developer, in Cape Town. The representative painstakingly provided us with all details (including costing and specifications), relating to the various developments as well as advised us on options which in her opinion would be most suited to our lifestyle and budget.

Upon careful consideration and numerous inputs from the Developer representative and Keyway Construction (Pty) Ltd staff (the Developer's contractor), we opted for LCE's plot and plan option situated in Aurora Village. We were attracted to this option due to the flexibility it offered in that we could still customise our holiday home to suite our specific requirements without having to be bothered with normal "hassles" associated with building/construction. For us this was a huge benefit, since we had not undertaken such an endeavour before.

From this moment on, LCE JV and Keyway Construction attended to all of the necessary including advising us as to when the house will be ready as well as giving us weekly progress reports and updates including in some instances photographs of the building.

I was pleasantly surprised when I was informed by LCE JV / Keyway that the project was completed before deadline, since I was advised by friends and family that building projects were never completed within the stipulated timeframes.

I was further pleasantly surprised when I inspected the completed home to find that the quality of the structure and finishes of a superior standard. As in all newly built homes there were minor issues which needed rectification. Once these were brought to the attention of the Keyway Construction staff, these issues were dealt with within 3 weeks.

Over the last 2 years my wife and I have spent every opportune moment at the home constructed by Keyway and to date we do not have any regrets having purchased same. We in fact look at this investment as being one of the most prudent we have made to date.

In conclusion I would also like to state that we (my wife and I), are still in regular contact with the Developer's office, and consider these individuals to be friends and not just people who we bought a home from.

I would like to mention the following incident that took place approximately 1 month ago to emphasise the exceptional after sales service which was provided by the LCE JV staff.

My wife and I decided to spend the weekend at the home in Langebaan. Upon arriving, we discovered that we had forgotten the house keys in Cape Town. Given our hopeless situation, we decided that rather than drive back to Cape Town, we will contact the Developer's representative to establish if she could refer us to a reputable locksmith in the area.

LCE JV took it upon themselves and managed to establish the key numbers for the locks that had been installed at our home, where after they provided us with these numbers, so that we could acquire same rather than engaging a locksmith. I consider this intervention to be an exceptional advert for the Developer's commitment to their clients.

It is indeed heartening in this day and age to come across a Service Provider such as LCE JV and Keyway Construction who still strives for Client Satisfaction.

To LCE JV and Keyway Construction and their friendly and competent staff thank you for creating a place where my wife and I CAN CREATE MEMORIES FOR LIFE.

Thank You

Priyen & Tiloshani Moodley

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