



Bendigo Tennis Association Inc

Executive Officer:
Leon Retallick

P.O Box 521
Bendigo, Vic, 3550

www.bendigotennis.com.au

27th May, 2009

Robert Keogh,
William Loud Pty Ltd
15 – 17 Second Avenue
Sunshine, Victoria, 3020

Dear Robert,

I am writing to you on behalf of the Bendigo Tennis Association (BTA) to express our gratitude to WM Loud for the work your company did in relation to resurfacing our courts from February to April 2009.

The process of resurfacing our 30 court complex, commenced way back in 2007, when funding was acquired by the BTA from the local council to help with the badly needed upgrade. Our court surface was over 15 years old, with many cold wet winters and hot baking summers showing their signs on the playing area.

Following Tennis Australia's change in the national surface to Plexicushion, the BTA Board began investigating how we too could have the national surface on our home courts. After initial discussions, in February 2008 the Loud's team came to Bendigo to do an inspection and quote on the project and provided some advice with how we could try to fund the total job. John pointed us in the way of Tennis Australia's court rebate scheme, which enabled clubs to get a substantial rebate on Plexicushion and Plexipave products.

The BTA applied and were successful in acquiring funding from Tennis Australia, and when combined with financial contributions from the City of Greater Bendigo (CoGB) and the BTA itself, we realised our dream of having new courts might become a reality.

WM Louds successfully tendered on the project through the CoGB in December 08 and commenced work on the 30 courts in the first week of February 2009. The specifications provided for 13 Plexicushion Prestige and 17 Plexipave courts in the true-blue Melbourne Park colour combination.

When the Loud's team arrived in Bendigo to start the job we were impressed by the professionalism and work ethic of the staff. There was no time wasted as they got to work cleaning and patching the courts, to ensure the project was delivered by the promised April date.

The staff continued to work diligently on the preparation and application of the new surface, working on blocks of 8 to 12 courts at a time. Louds were also extremely

mindful and cooperative in ensuring the BTA still had courts available to continue to run our weekly competitions.

The communication with Loud's was vital, as not having sufficient courts could have been detrimental to the associations bottom line. Mark, Loud's project manager, was extremely helpful in providing me with daily updates on what the schedule entailed and often changed his plans to ensure it tied in with what we were running at the Complex.

Systematically courts were taken by Loud's staff, cleaned, resurfaced and then returned to the club for use. The first of the new Plexicushion Prestige courts were returned in the last week of February and the local tennis playing public haven't looked back since.

The response to the new courts has been overwhelming. From the oldest to the youngest of players, the love for the new courts is unanimous. Testament to their approval is in our latest winter series of competitions, which boast a 500% increase on last years numbers. The key factor to this is the new true-blue Plexicushion surface. Undoubtedly, the laying of new courts has revolutionised Tennis in our region.

Again, on behalf of the BTA and CoGB I would like to thank all staff of WM Louds who assisted with the development and delivery of our new courts. The BTA now rejoin the leaders in the tennis industry as one of the most modern tennis facilities in the country.

The BTA would have no hesitation in recommending the services of WM Louds to any prospective tennis or sporting clubs, and we look forward to continuing a working relationship with them in the future.

Kind Regards,

A handwritten signature in black ink, appearing to read 'Leon Retallick', with a long horizontal flourish extending to the right.

Leon Retallick
Executive Officer
Bendigo Tennis Association