



10th June 2011

Professor
Dr Paul Thompson
Rector and Vice-Provost

Schools:
Applied Art
Architecture and Design
Communications
Fashion and Textiles
Fine Art
Humanities

To whom it may concern

Re: F. Smith and Son (Croydon) Limited

F. Smith and Son (Croydon) Limited have been working as a relocation and removals contractor for the Royal College for a period of over ten years. In that time they have provided a wide range of services designed to meet our specific and particular needs, including standard relocation, packing and removal to off-site secure storage for varying lengths of time and the moving of specialised items between our two main campus sites. On each occasion they have been able to work efficiently within the time limits required of them, including early starts to ensure that certain tasks are completed while the buildings are unoccupied.

The operatives working on site have always been well-managed and have arrived on site with a full understanding of what is required of them by the Royal College of Art as the client. The site supervisors have always been courteous and communicative, and instructions given have been followed in full without question or the need to repeat anything. They have also been prepared to seek clarification of any matters that arise during the course of the job rather than make assumptions as to what was required.

On the majority of occasions that works have been carried out by F. Smith and Son (Croydon) Limited on behalf of the Royal College of Art, the operatives have worked in buildings fully occupied by both staff and students. They have clearly understood their obligations and responsibilities as a contractor, and have put the necessary physical measures, processes and procedures in place to ensure that the health and safety of all those on-site is not compromised in any way

Several projects undertaken by F. Smith and Son (Croydon) Limited have been market tested by the Royal College of Art. When they have been in competition with other contractors, they have been successful in winning contracts both on the basis of the level of charges payable and the high standard of service offered.

F. Smith and Son (Croydon) Limited are a well run and managed company whose continued association with the Royal College of Art is an indication of the high level of service experienced by this institution as a client.

Yours faithfully,

Peter Hovell
Assistant Estates Manager