



'Woodford'  
399 Papanui Road  
Papanui  
Christchurch 5  
New Zealand.

October 24<sup>th</sup> 2012.

### To whom it may Concern

This letter records the very active association of The Lord Family Trust with Joseph Builders Ltd over a period of some 18 months following extensive earthquake damage to our home, 'Woodford', 399 Papanui Road (pictured above) which is a registered historic house dating from 1887.

Because of the extensive damage to the roof and fabric of the house, Work commenced within some 5 days of the major Christchurch earthquake of September 4<sup>th</sup> 2010 and continued unabated until May 2012.

Joseph Builders took up the role of head contractor and site overseers from the first weeks after the initial event and maintained that role throughout the project.

In all respects, this project was a major and challenging one. The property is of some 800 sq m and occupies a footprint similar to that of a modern 4 storey 400 sq m building. Damage was so widespread across the exterior and interior that special innovations, work methodologies, and safety procedures had to be designed and implemented with some 4-20 men on site per day over the whole period and the Lord Family continuing to live in the dwelling throughout. Heritage fabric, including much of the decorative plasterworks and woodwork, had to be sensitively salvaged or patterns taken to replicate areas that could not be salvaged or re-used effectively.

Joseph Builders engaged closely with the owners and their demanding heritage stewardship and values. This was not a simple task as the style of period building and architecture dictated its own terms. To their immense credit, Joseph Builders not only capably mastered the project management and craftsmanship of this work but succeeded to complete a major rebuild and restoration of heritage fabric internally and externally that is indistinguishable from the original.

It would be fair to say that the job was at times complex and potentially stressful but it must be recorded here that throughout the staff of Joseph Builders remained totally professional and courteous. They liaised closely, patiently, and totally professionally with both the owners and sub contractors and addressed issues arising carefully to a good resolution.

Significantly, a lot of the exterior work required lost detailing was required to be replicated and that was guided by scaling original photographs and working with scale templates until correct. Given the need to work in parallel with these tight constraints to ensure that the house was greatly strengthened in the process to give it a much greater resilience than the previous heritage fabric, it was a major challenge to ensure the original appearance the finishes, details, and scale of fittings were not compromised by this process.

*No greater testimony can be paid to the Joseph Builders team than the simple fact that the final outcome has been acclaimed by all as indistinguishable to the original. In spite of a large amount of the effort necessarily resulting in a 'new interior', this is simply not evident to even the most critical eye.*

*Recognising this fact, and in full credit to the work done by Joseph Builders, "Woodford" received a Highly Commended award in the 2012 Canterbury Heritage Buildings Heritage Awards in September.*

We would recommend Joseph Builders to anyone with a similar building challenge.

Yours sincerely,

Trevor and Jill Lord.  
(for LORD Family Trust).