

Helen,

A heartfelt thank you to the Board of Trustees to you and the management and to the staff, for 2015 – for the care you gave Val during what was a very difficult Winter for residents and staff alike and for the kindness and thoughtfulness that we as families enjoyed.

Thank you also for your warm hospitality during the festive season. The Christmas Party was well up to the usual standard of organisation, companionship, music, the service of a delicious supper and you can be assured that it was very much appreciated. It was good to see so many of the staff members who are night owls and be able to thank them for their care.

The residents' Christmas lunch with a familiar looking genial Santa Claus and a great meal was also very thoughtful and thank you for Val's gift. And thank you for the lunch on Christmas day and for making a fuss of Val on her birthday. It may not have been noticed but, as she did last year, she shed a few tears which is probably the only way she has of acknowledging your kindness.

Finally my lasting memory of the evening party was the good behaviour of the small kids and the happy atmosphere they created. In particular I remember the master stroke by the musician involving them in the toe tapping ' If You're Happy etc' and the way Hannah led the chorus line. Not to forget the dancing of Lijo's little girl [Kristal ?] in a performance beyond her years in front of the footlights for first time. It was a tonic many of us needed.

Well done everybody. Thank you.

Val and Don



26 November 2016

Freeling Holt House
9 Mawson Avenue
Torbay
Auckland 0630

Dear Helen, Staff and Residents

We wish to thank you for your support during Rona's stay with you. Your care of Mum and the respect you all showed was overwhelming and we could not let this go unacknowledged. Your support for our family also was very much appreciated.

I can remember early on your aim was to make Freeling Holt House Rona's home and for her to be happy. Every effort was made to achieve this for which we would like to extend our sincere thanks.

Warmest regards



Dear Helen,

Thank you so much for the opportunity to visit Freeling Holt House with our Mobile Dental Service.

We were very encouraged by the oral health of the residents we saw and would like to congratulate you and your staff and caregivers on maintaining such a high standard. We now know that good oral hygiene plays a significant part in supporting a persons general well being and it was encouraging for us to observe that your staff place importance on this aspect of your residents health care also.

Thank you again, it was a pleasure to meet your residents.
Please do not hesitate to call us if we can be of further assistance.

Kind Regards

Clive and Lyn

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A compliment

When a Residence such as Freeling Holt House sets and consistently keeps such high standards it is easy to think of these as the norm forgetting the effort required to maintain them. We are often guilty of taking things for granted.

The Management deserves credit for the staff actions witnessed during the recent fire evacuation procedure. Although due to a false alarm it was as near as you can get to the real thing. The supervisors and staff went about the successful evacuation calmly and efficiently with concern for residents comfort and safety.

I get to see lunch served at FFH about 3 times a week and Marcus has been there during several evening meals. Home cooking at its best. We are both impressed with the quality and variety of the fare and the piping hot, appetising way it is served. The frills are also appreciated; Tartare sauce and a slice of lemon for the fish, Yorkshire pudding occasionally for the roast beef and stuffing with the roast chicken. The afternoon teas also look tempting. The weekday team of Trish and Charlene and on the weekend, Eve and Daisy, deserve a pat on the back.

As do the rest of the staff. The quality of the level of care, which must take much of staff time, is not in question. But somehow they find time to keep the women residents looking well groomed and pretty with lipstick and a dash of perfume. We all value our privacy and dignity and you are preserving that. Thank you.