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**Shaftesbury**  
Carnaby

19<sup>th</sup> May 2010

TO WHOM IT MAY CONCERN:

**Re: Rickardo Hart**

I am Shaftesbury's Estate Manager for the Carnaby Estate (consisting of 14 streets and one shopping centre) and have been so for the past 14 years.

Throughout this time one of my constant and recurrent problems is refuse, litter and general waste issues. Tenants leave their rubbish out at all times which, as well as being unsightly, is a health and safety concern. I am constantly chasing people to remove their rubbish which is time consuming and frustrating.

However, my job is made immensely easier with the help of Rickardo Heart. For many years we have formed a close working partnership where Rickardo has been my main point of contact at Westminster City Council. I have found him to be thoroughly professional, conscientious and a solver of both long and short term problems.

When Shaftesbury has held annual events, such as City Showcase, Grazia Shopping Extravaganza, Christmas Switch-on and other public events, Rickardo has always obliged with extra services, re-directions of pick up points and generally well advised us.

Rickardo is well known to Shaftesbury staff, tenants and our security guards and is always approachable. I know that I can rely on him to help me sort out difficult and recurrent offenders and I hope that our relationship continues for many years – he is a credit to Westminster City Council.

Please do not hesitate to contact me should you wish to discuss the matter further.

Yours faithfully

**KIERAN DALY**

**Estate Manager**

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