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Rod Miles
Arena Stone & Ceramics
Intuition House
210 Borough High Street
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Dear Rod

Further to our meeting on Wednesday 11th July at Norton Rose, I am pleased to confirm the advice I passed on.

Namely that the floor looks fantastic. It is the best looking floor I have seen in 20 years of this business. It will now need time to develop a rich patination, which will also result in it equalising its appearance.

If an instant rich look is required the floor could be "spun down", with a polishing machine taking a millimetre or so off the face of the tiles and resulting in a uniform surface across the whole floor. Depending on the degree of honing, this will give a shinier surface - satin or even gloss (but the gloss would need regular upkeep because the shine walks away). We have known Marbleshine Ltd. 01293 863363 Neil Golder for many years.

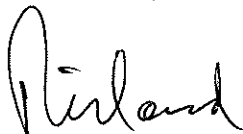
The satin look will come with doing nothing. This good quality hard limestone wants to become rich and satin-like and busy use - walking and washing - will bring that.

Waxing the floor will also result in a richer appearance but then it will need very regular maintenance.

It is better in the long run to leave the floor to its own devices but with a correct cleaning programme with the right soaps (advice attached). Talking of soap the slightly cloudy appearance on some of the tiles can sometimes come from there being too much soap on the face of the stone, but, again this will find its level in time.

A specialist limestone maintenance company would be able to give correct advice and help look after the floor. We have worked with Extensive Ltd. 01962 732325 James Lucas or Nigel Young for nearly twenty years.

Yours sincerely



Richard O'Grady

cc. Andrew McLean. MCM Architecture