



**Kirkwood**  
The Hospice for Kirklees

HJT/jtm

18<sup>th</sup> April 2011

Dear Sirs

**Re David Milnes of Auditel**

We secured the services of Mr David Milnes of Auditel in autumn 2009 to analyse our expenditure and identify savings that we could make on our office supplies, printing and stationery. In autumn 2010 David went on to analyse our landline telecommunication costs both here, on the main hospice site and also at our fifteen charity shops.

We always aimed to review and address our cost base and admittedly delayed in engaging David, believing that we could do it ourselves. We have been very pleased that we made the decision to use his services. In his first year he has successfully identified and made annual cost savings on office supplies of over £2000 for our business. Although it is early days, he has already made an impact on our telecommunication costs which will increase over the next year or so as contracts with our current providers expire and are replaced by the cheaper contract David has negotiated for us.

We have found David to be approachable, polite, efficient and professional throughout. He was quick to identify and understand the priorities and needs of our business and to work cooperatively with us in a successful working partnership. He continues to review, monitor, manage and report regularly to us upon these ongoing projects on our behalf, leaving us free to get on with the day to day running of our business.

We have been delighted with the service we have received from David Milnes on behalf of Auditel, and would recommend that other companies do not hesitate in engaging his services.

Yours faithfully,

Hilary J Turner (Mrs)  
Director of Finance & Administration

21 Albany Road, Dalton, Huddersfield, HD5 9UY

RECEPTION Tel: 01484 557900 Fax: 01484 557916 WEB [www.kirkwoodhospice.co.uk](http://www.kirkwoodhospice.co.uk)  
FUNDRAISING Tel: 01484 557911 Fax: 01484 557917 EMAIL [info@kirkwoodhospice.co.uk](mailto:info@kirkwoodhospice.co.uk)



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