

137
PILLARS HOUSE
CHIANG MAI

To whom it may concern,

15 July, 2016

Earlier this year, I had the great fortune to have Trudy Rilling-Collins be referred to me by an ex-colleague at Four Season. The circumstances arose following a review of the past 12 months Tripadvisor reviews of 137 Pillar House, where the dominant detractor to otherwise glowing comments concerned an issue with mosquitos.

Trudy had and continues to work with Four Seasons resorts in the Maldives as well as Bali and her approach and successes were impressive.

Fast forward, Trudy spend a very action packed 2 days surveying 137 Pillars House, educating a group of us on the breeding habits of mosquitos and then directing the same team on identifying and eradicating breeding areas around the resort.

The process was entirely educational, practical as well as satisfying. Since February, we have significantly reduced the number of guest complaints and suffice to say, we are looking forward to working with Trudy in September of this year, to continue our campaign against nature.

I heartily recommend her and her services to you, should you have an interest in reducing the presence of mosquitoes and limiting the use of pesticides.

Yours sincerely,



Anne Arrowsmith

GM 137 Pillars House