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**Main office: 01392 259 992 - Monday to Friday 9 – 4**

9<sup>th</sup> November 2017

Bayley Drew  
18 Unicorn Street  
EXETER  
EX2 7RE

Dear Bayley

Thank you for your recent involvement with Mortimer House, producing a short film about our supported housing project as part of your film studies course.

You asked me to write a review of the film making process, which was as follows:

1. We initially discussed: the role of Mortimer House and the scope of the film, issues around consent given the vulnerable nature of some of our residents and constraints that might be set by our Communications Department.
2. We then agreed to meet when we had both thought about these issues and had something more definite to suggest.
3. I emailed you a list of considerations suggested by our Communications Manager.
4. You submitted by email your formal Proposal, Storyboard and Shot List.
5. We met and discussed what you might need over one or two days to shoot the film and staff here canvassed residents we thought might be happy to participate.

We went round the building to think about what you might want to shoot for the film and talked about why residents come to Mortimer House.

You emphasised it would be a relatively short film, but hoped to include at least three residents and staff interviews.

We spent some time discussing the audience for the film and finally agreed it would be simply for your course, given some of the vulnerabilities of the residents staying at Mortimer and that they might not wish to have a wider audience. We agreed on a bespoke Consent Form for residents to sign to agree to this distribution of the film.

6. You arranged a day to come in and asked us to set up half hour slots to interview residents.
7. On the day you arrived, took all your own shots inside and outside the building and then interviewed three residents and staff (all those interviewed have told me that you

put them at ease and they had fun being interviewed!). One resident did not turn up on the day but another was found at short notice.

8. You agreed you would bring us an edit of the film within a week.
9. You returned the following week with an edit of the film, for our comments and suggestions.

Amongst our suggestions were that you would obscure some staff personal information such as car registration numbers and personal items on a noticeboard behind one member of staff.

I also suggested that you might add a brief written introduction to the film (with a title for Mortimer House and explain that we were a supported housing project) and a brief written mention of our contact details at the end of the film.

We were all very happy to be involved in this project and it has given us an insight into a different way that we may choose to promote ourselves. The process also gave staff and those residents involved a time to reflect on what they do whilst they are here, which it is easy to lose sight of when caught up in day to day life.

I found you were polite, respectful and receptive to suggestions and ideas.

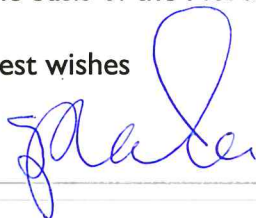
I appreciated your timely emails when we were exchanging information and you clearly have a sound knowledge of the film making process.

We were all delighted at the film you brought in for us. I found the way you had edited the content kept me interested in what was being presented. You had clearly set residents at their ease and both they and staff enjoyed having you on site and being involved in the film.

I hope I have included everything above. If I have left anything out that needs confirming please let me know and I would be happy to do so.

Good luck with your continuing film studies and onwards career if you choose to continue with this line of work. I would always be very happy to provide a reference for your work on the basis of the Mortimer House project.

Best wishes

A handwritten signature in blue ink, appearing to read 'Jane', written over a horizontal line.