



NHS Purchasing and Supply Agency

Premier House
60 Caversham Road
Reading
RG1 7EB

Direct dial 0118 980 8600
Fax 0118 950 8650
www.pasa.nhs.uk
www.pasa.doh.gov.uk

To whom it may concern

Knowles Associates TFM Ltd have provided a lease vehicle management service to the NHS Purchasing and Supply Agency since 2004.

They took over the contracts at very short notice and inherited poor and incomplete records from the previous management agent. Knowles Associates, and Colin Knowles in particular, took control of a difficult situation and rapidly introduced professional standards and management reporting. They have been instrumental in designing and implementing a successful new Lease Car Scheme and have introduced innovative arrangements as well as managing a complex sales and lease back for many vehicles on the transferring fleet.

Knowles Associates are pro-active in suggestions for continuous improvement and in ensuring that the Agency is cost effective in running its lease car scheme.

Yours sincerely

Chris Uden

Chris Uden
Director, Corporate Services
27 April 2006

