

25 July 2018

Mossgreen consignors applaud Grey House Partners

In only 6 weeks Grey House Partners (Greyhouse) resolved all issues for consignors and the landlord.

Greyhouse appreciates the overwhelming feedback and testimonials supporting our innovative approach to resolving issues experienced by consignors and the Clayton landlord. You have been generous in your sentiment and we would like to share with you a sample of comments received summarising the groundswell of relief and gratitude experienced by all:

1. I am extremely grateful for the lucidity provided by Andrew and Ben at Greyhouse at a time where the Mossgreen Administrators left me with a warehouse full of abandoned goods, no knowledge of the consignors/owners, no books and records and no rent. Greyhouse provided innovative solutions to all my issues and took control of the situation swiftly. I remain amazed and appreciative that Greyhouse rectified complex issues to everyone's satisfaction in only 6 weeks, whereas the Administrators seemed only able to create issues and hostility over the previous 6 months.

The Greyhouse approach was inclusive and communicative, which created a supportive environment and encouragement from everyone involved. I have never seen such a calamity resolved so efficiently. Thankyou Andrew, Ben and Greyhouse.
Stephen Zarbos - Sobraz Nominees Pty Ltd (Clayton Landlord)

2. Many thanks for the prompt reply, identification and return of my Mother's outstanding items. The experience we had with Mossgreen in liquidation was most unpleasant and it was a relief to deal with Andrew Beck who was efficient and professional.
Name withheld
3. I was caught up in the messy Mossgreen liquidation. As a result of this, one of my paintings was lost and subsequently found. This was notified to me by Andrew Beck who then offered to sell it through an auction they were holding of unclaimed works held by Mossgreen on the same terms and conditions that we'd had with Mossgreen. The work did not sell and as a result Andrew offered to deliver the painting to another auction house at no expense to me in order to 'close the books'.

This was quickly done and, being overseas, it saved me a lot of time and energy in finding a courier service to take the work across. The service provided by Andrew's business was exemplary and deserves a 10 out of 10. It stands in stark contrast to the 'service' provided by the Liquidators which would rate a 1 out of 10 and even then, I'd be accused of being overly generous.
Henry Newick, United Kingdom

4. I just wanted to thank the staff at Greyhouse for helping simplify what has been a very confusing and often stressful process. In the dust of the Mossgreen collapse it was very difficult to find out what was where, and Andrew Beck and his team went out of their way to locate and advise me what they were holding of our property and make it easy to collect.
Thank you
Dominique Ries
5. I would like to pass on my sincere thanks to Andrew and his team for the courteous and professional manner in which they arranged for the return of my unsold items from Mossgreen auctions . This was clearly a very difficult period for all concerned with the Mossgreen fiasco and in particular the landlords of the properties leased to Mossgreen. To become actively

involved in the return of items to Mossgreen clients indicates to me and I am sure others just what an honourable organisation Greyhouse and its' personnel are.

Douglas Taylor

6. The situation that I was involved in as a consignee with Mossgreen was very complex. Your [Andrew and Greyhouse] experience and expertise was greatly appreciated in managing an awkward situation to everybody's satisfaction. Thank you very much.

Dr Rodney Pemberton

7. Our dealings with Greyhouse have been very smooth - Andrew has been very helpful and efficient.

They [Greyhouse] have been nothing short of accommodating and very pro-active. Thank you for your assistance in this difficult time.

Name withheld

8. I was so relieved to speak to the Andrew Beck and Ben Verney from Greyhouse. After the anxiety and growing 'paranoia' I felt after the collapse of Mossgreen and the behaviour of BDO, the people from Greyhouse were so rational, reasonable, polite and thoughtful. I was very pleased that I could at least collect my unsold items that I had left with Mossgreen.

I would highly recommend Greyhouse Partners for handling difficult situations after problems have occurred in business. They have all the qualities needed to reassure any anxious customers after a business has had serious problems.

Christine Simons

9. The Greyhouse team assisted me with the issues that I had been experiencing with assets that I own but stored with Mossgreen.

They efficiently located them and then arranged for them to be sold at auction. Overall a very good experience with polite dedicated professionals.

John Smith

10. I would like to say how much I appreciated the excellent service provided by Greyhouse in locating and returning my missing items with Mossgreen. I found their communication and follow up to be outstanding courteous and prompt. I would like to thank them for their help with this matter.

Ann Hyams

11. Greyhouse and its staff have been very helpful and efficient in sorting out the unsold lots from Mossgreen. My special thanks to Greyhouse for recognising the difficulties for someone from the other side of the world and for going above and beyond to help me get my items back.

Andrew Robinson

12. We were in a difficult position when Mossgreen failed and were surprised and delighted when Greyhouse stepped in and offered to help. They [Greyhouse] resolved the matter efficiently and without fuss, and we are most grateful for their help.

Robin Gillis