

From: Marisha Taylor [REDACTED]
Sent: Tuesday, April 17, 2018 5:16 PM
To: Joe Maura <jmaura@tkbonline.com>; Jorge Alfonso <jorge@tkbonline.com>; Franklin Wimer Jr [REDACTED]
Subject: Installation of new windows in A 401

Dear Joe,

I am writing to give credit where credit is due. The window installation process for our apartment, A 401, has just been completed. I am happy to tell you that in our experience the entire process has been very well executed, and that my husband and I are delighted with the outcome.

We appreciated the clearly written information disseminated by the Management Office and the Windows Project Committee prior to the installation. The document describing what to expect was accurate and very helpful. Follow-up information regarding the anticipated timing of the installation for our unit was also timely. Pre-installation visits made by you Joe, and Jorge were much appreciated. Weather delayed the initial installation, but we knew to expect this and realize it is beyond anyone's control.

The actual installation process was a well-executed display of management and organizational skill. Andre, the foreman and Hector an assistant, were forthcoming and clearly communicated every step of the process. They took time to answer our questions and invited us to observe their work. Their vigilance of each step of the process was ongoing; their oversight of and ongoing communication to other workers was professional and effective. All workers were occupied and productive throughout the very long day. All workers were timely, communicative, hard-working, professional, friendly and worked in support of each other. It was a very impressive team that was, without exception, respectful of our home and of my husband and I at all times.

The day after installation brought carpenters to complete finish work. We were also visited by Brian from the engineering company and Andre and Hector again. Each closely inspected the work and pointed out details yet to be finalized. We also appreciate that you and Jorge visited the completed project as well, and that TKB staff was present for every moment of the process. We had no concern about the safety of our property.

I will not deny that the impact of the installation day is a bit overwhelming. I highly suggest residents leave for the day. Also, as with any construction job, and despite a significant amount of plastic sheeting used as protection, a good house-cleaning was in order after the last worker left to eliminate the patina of fine dust that settled everywhere.

To conclude, despite apprehensions, my husband and I remain impressed by the actual installation process, and want to extend our appreciation to all those involved.

Sincerely,

Stan and Marisha Taylo