## Organization Development Consultation and Training

Date:

January 29, 2010

Subject:

Letter of Thanks and Recommendation

To:

Jon Walkley, Owner, Cobra Construction Company

From:

Deborah Seaman, Owner's Representative, The Henry Apartments,

Owner, Seaman Associates,

The purpose of my letter is twofold: to thank you for the excellent work you did to return the Henry Apartments to an even better status than before through your vision and implementation of an extensive repair process; and to recommend your company to others who may be considering hiring Cobra Construction.

Specifically, what we found valuable are these things:

- o Good overall estimated price; pricing rot repair was handled very fairly.
- Change order process for repairing unknown rot was well documented, which kept us informed and up to date.
- o Field personnel were professional and worked well around our tenant-occupied units and neighboring businesses and residences.
- $\circ\quad$  Worked effectively with our property manager and onsite facility manager.
- o Project was completed efficiently and within expected timeframe.
- o Throughout, there was an attitude of reasonableness, fairness and flexibility.

It was a pleasure working with you and your staff.

Sincerely,

Deborah Seaman

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