

December 28, 2020

Dear Derek,

Happy New Year! The replacement of all of the interior fencing at Pemberton Creek Condominiums is now complete, which was a highlight for us in the otherwise bleak 2020. The improvement to the appearance of our community is amazing. We want you to know how much our homeowners appreciate the work done by your team.

While all of your crew members probably deserve mention, we had direct contact with only a handful. We started with Kelly Taylor, who spent many hours meeting with the Board members responsible for getting bids and recommending the final selection of a contractor. He also made a presentation to the full board, answering the many questions you'd expect with a project of this scope and cost. After the award, Kelly spent more hours measuring and costing out the various options available to our homeowners such as trellis, chain link fencing, the Lexington design, and extra gates, for example. He was routinely available to us for questions and consulting.

Once work started, Andy Aydelot was our "go-to" guy. He graciously agreed to meet with Board representatives each week to resolve any issues, discuss the week's work and the plan for the next week, as well as the best way to manage the workflow for the remainder of the project. Andy was unfailingly courteous and always listened to our concerns before giving his best advice.

The crews that worked on our project included many different people over the life of the project. Our homeowners often commented on the "nice, polite young men" and their appreciation of the crew's timeliness in the morning, and the effort to clean up after their work. We have 82 units here at Pemberton and, to date, there have been no negative reports on the crew. That's a real accomplishment over 6 months of work.

Special mention goes to Ryan Gardner, the Foreman for most of the project. During the weekly meetings with Andy and our Board representatives, Ryan could be counted on to be responsive to requests and to give his input with absolute respect and application of his fence-building knowledge. There were times when Ryan was the only person from EFC onsite—others being ill or assigned to other jobs. Even while finishing up the final "punch list," Ryan went the extra measure to be sure your product was shown at its best, and our Association was well-served.

Working with Ryan most of the time was Gary Hale. When the Pemberton project was reduced to one crew, or even a partial crew, it was Ryan and Gary. When Ryan was not onsite for any reason, Gary was still here. When Ryan was participating in the weekly meetings, or consulting with Board representatives and homeowners, Gary kept the work moving along. He also provided ideas for solutions to issues brought up by

homeowners such as ensuring the fencing was tight enough against a rockery to keep animals from getting in or their pets getting out. Like Ryan, Gary always respected the importance of the homeowner's issue while not agreeing to anything without the Board's approval.

Needless to say, Pemberton Creek homeowners are pleased with our new fencing. The next time you are in Tacoma, you'd be welcome to come by and take a look the finished project.

We wish a happy and prosperous 2021 for you and Economy Fence Center!

Sincerely,

Pat or Mary Alice
Pat Cable
Mary Alice Kline