

Shawn Bishop
President
C2C Construction
102 Pickering Way, Suite 200
Exton, PA 19341

Dear Shawn:

I'm pleased to provide you with commentary about Karen's and my experience with C2C as the renovation of our condo approaches completion and we prep for "Move-Day" and as you seek new projects in a complex economy. To set the stage, I am an architect, asking C2C to do my personal residence, probably the most challenging task a contractor could willingly take on. Although I now specialize in the narrow, demanding field of healthcare architecture and planning, I have a background in residential architecture, having paid my way through my City Planning degree with a residential moonlight practice. In addition, my wife has, as a result of specific health challenges, some "special needs" that required specific design and construction attention. To top it off, this is our "dream residence" where we expect to live until my stepson carts us off to "the home".....

I hired C2C on the basis of several discussions that you and I had that concluded with a "virtual handshake" over the telephone as I recognized the need to move forward on a tight schedule that started with closing purchase on May 6 and will end when we move in two weeks from now. I chose C2C despite the reality that I had a hand-picked list of "approved contractors" from the management team at the Wanamaker House, contractors that were well-versed with the challenges of high-rise renovation, and deeply experienced with the building itself. I could have expanded that list via contacts within my professional community, I note.....The validity of my decision has played out during the early and mid-construction stages of a rather comprehensive gut of the existing 1,200 square feet condo that we purchased in a quiet, established high-rise just off Rittenhouse Square in Center City.

What validates that choice as my wife and I look forward to moving into our "dream home" in about two weeks? It has far less to do with the "end-product" images on your website, but rather with C2C's professional "team-based" approach towards the management of the construction process. That differentiator has created a circumstance where the project has moved forward as an expression of professional activity rather than a "low-bid" business decision. It has moved forward rapidly, efficiently and with substantive quality of construction.

How does the 'team approach" affect the end product? Let me provide some examples:

- C2C had a team of five folks attend a preliminary walkthrough of the unit the day after we closed on the purchase. Your team included everyone who needed to 'touch' the project in any way, and that core team has remains intact to deal with the variety of issues that emerge (renovation projects are essentially an empirical experiment and an exercise in unpleasant discovery, even in

relatively new construction.....). My wife and I knew who the core team was, what their roles were and where their passion for building was – from Day One! That was essential in creating a basic foundation of trust as we moved forward. Even though we don't have daily contact with the various team members on a daily basis, we "know they're there" and are contributing to the project. Problem-solving started that day – and hasn't stopped.

- Barbara Brubaker's capacity as a preconstruction manager was an interesting concept to me for a project this size – but her love of detail and her rapid awareness of the clean, modern aesthetic that my wife and I were seeking to achieve has been instrumental in achieving our vision, frankly. A specific example was my selection of a rather edgy glass tile for the guest bathroom with a metallic backing, provided by a distributor that I described as a "flake". Barbara's approach was to locate the US distributor, arrange for a direct purchase and bypass the flake.
- Ron Bishop's passion for building was evident on that first walkthrough. I like having a passionate builder orchestrating my construction! While he may not be there daily or hourly, his mindset is reflected in the selection of subcontractors and the care with which each specialty is executed. I appreciate the fact that we resonate on the issues of 'building green" which limited some lengthy explanations about some of my decisions.
- C2C's Master Carpenter attended the walkthrough, and participated in a lengthy sidebar about a problem with the bathroom design that I had not been able to work through. (Of course, as the architect, I'm supposed to have all of the answers.....but Gary's was the right one, frankly.). Gary's solution is now in place, a collaborative addition to a rapidly moving renovation project.

My residence doesn't look like any of the images on C2C's website; it is, to borrow a phrase from a colleague of mine who assisted us on color selection, "Zen with a postmodern edge to it" – and that character is now coming alive, through a process of careful collaboration, transparent business decisions and candid discussions about field issues that are inevitable in renovation. That "team approach", not entirely common in the residential construction field, means that I deal with issues only when they require my resolution.

I've used specifics about the reality of executing a total gut renovation in a building that has a six-hour window of delivery, no staging ground, an active condo management association and a touchy community of neighbors willing to complain at the drop of a hammer. That said, I truly believe C2C's team approach, with the unique mix of talent, experience and personality that C2C has brought to the project has resulted in the implementation of an architect's "dream residence" with a great deal of accomplishment and very little side drama. I think that team approach is a "transportable management template" that can be applied, successfully, to any project where the goal is to achieve quality. I would be delighted to speak with your potential client and/or their architect about my experiences with C2C and have included my contact information in the address block. I only wish that C2C could have been involved in the bulk of my healthcare projects.....

Sincerely,



Eric R. Lautzenheiser, AIA, ACHA