



BC Housing

Vancouver Island Region
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September 29, 2011

Bruce Muir and Norma Berg
Elmworth Construction
F-951 Canada Ave
Duncan, BC
V9L 1V2

Re: 6124 Ryall Road, Duncan – single family dwelling / group home

Dear Bruce and Norma,

My experience with Elmworth Construction on the Design-Build Contract for 6124 Ryall Road, Duncan has compelled me to write this letter to you and your company. While we are all very busy, I feel it is important to take some time to show appreciation, especially when it is warranted by exemplary performance.

I have worked with many designers and contractors over the last 14 years with BC Housing Management Commission and few projects have been as rewarding and positive as the Ryall Road project. As Contract Consultant and Project Technologist for BC Housing, it has been a genuine pleasure to work with Elmworth Construction for the entirety of this project, including the initial RFP stage and fully throughout the formal process from conceptual design to construction completion. Please also extend my, and BC Housing's, gratitude to your designer, Bruce Johnson (Pacific West House Design), and Site Supervisor, Brian Stone for their excellent work.

This positive experience comes not only from Elmworth Construction satisfying the usual contract goals to achieve a Contract Scope of Work on time and on budget, but also from the many other important peripherals that often go un-noted, but truly carry great weight in a project.

It was clear from the initial concept drawings that Elmworth had thoroughly reviewed the Scope of Work and gained a full understanding of the *intent* of the design requirements. This is proven from the fact that there were minimal requests for design alteration after detailed reviews by BC Housing, the Ministry of Children and Family Development and the Operator. As a group we appreciated your many suggestions towards design improvements above and beyond the outline Scope provided in the RFP for Design Build Services.

During construction, Changes to the Work initiated by the Owner were priced reasonably and fairly. I sincerely appreciated your many recommendations towards potential construction improvements (as opposed to the status quo of focussing solely on the formal contracted Scope of Work). I am glad that our budget allowed us to implement some of these excellent suggestions, obviously based on your years of construction experience, and I am sure these changes will provide long-lasting value to the project.

I found Elmworth Construction to be highly organized, efficient and professional. Staff were very personable, polite and easy to work with. All issues regarding administration were well anticipated and any questions or requests for clarification were asked with enough time for proper consideration and formal response. Submissions, Claims and other documents were on time, thorough and accurate (including Close-Out items and Maintenance Manuals, which is rare in the industry).

On behalf of BC Housing, I look forward to collaborating on future projects with you and your company.

Sincerely,
Scott Kingham
Senior Project Technologist
BC Housing Management Commission

