

January 25, 2008

Re: Design Build Associates Recommendation

It's not often you come across a company you can recommend, but it is my pleasure to do so right now with Design Build Associates.

Having served on the Hidden Canyon Board of Directors for over five years and been president for over three years, I have seen many vendors come and go, and can say that Design Build is one of the best I have encountered.

Design Build came on board over four years ago when our association was in the throes of addressing widespread water intrusion and mold. We had already hired two construction managers, and were unhappy with both.

Finally we came across Design Build and decided to give them a try. I am certainly glad we did. We went from total chaos – with money leaking out of our accounts as badly as water leaking into our units – to a smooth-running, well-oiled repair and remediation machine.

Design Build got us organized, established repair policies, communicated with homeowners and implemented scopes of work defined by architectural plans – something we never would have thought of.

As important as their construction knowledge was their general availability and willingness to walk the board through complicated repair and construction projects. They arrived at meetings with helpful matrixes of where we stood. They combed through contractors' bids and made thoughtful and reasoned recommendations to the board. They reviewed information for the benefit of new board members to help get them up to speed, which benefited seasoned members as well.

They were also proactive, bringing items of concern to the attention of the board. For instance, our stairways were rotting because of improper construction. We would not have been aware of the issue or have made the repair without Design Build's keen eye and able assistance. (By the way: The repairs were done on time and within budget).

Finally, Design Build has done a lot of behind the scenes work, responding to calls from our management company and meeting with homeowners on weekends and holidays to accommodate schedules and address small concerns before they became big problems.

Design Build has helped get our community watertight and in good repair while maintaining their patience and professionalism at all times.

I have spoken of Design Build's work with Hidden Canyon in the past tense. In actuality, they are still a key partner with our Association. For as long as we have construction or water leak issues, I hope they remain on our team.

I would recommend they be on yours.
Sincerely,



Allyson Ranallo