

August 11, 2017

build
smart

ABC Massachusetts
100 Unicorn Park Dr. #100
Woburn, MA 01801

SUFFOLK

To whom it may concern:

I want to take this opportunity to give my support to R & R Window Contractors, Inc. and their application for an ABC Excellence in Construction Award for their contribution to the UMASS Integrated Design Building project. R & R was a key player in the project as they were responsible for the building's exterior façade of aluminum panels and curtain wall.

The exterior façade was a critical component in the building's overall aesthetic and it was important to work with a contractor that had the experience and the dedication to quality that could bring the design to reality. R & R was the right team for the job. They were instrumental in establishing baselines for tying the façade back to the structure, which required great attention to detail on their part. They maintained a high level of professionalism through increasing time constraints. They worked hard to solve problems when they arose. One great example is when the panels were received with splotches. They were key in getting Dri-Design to come out and determine if there was a problem. That wasn't easy because Dri-Design's first assumption was that we were just unhappy with the way the randomizing of adjacent panel colors had worked out. And when the panels had to go back for refinishing R & R did everything they could to expedite the process. They had to rework their manpower and coordinate with other trades to reinstall the panels out of sequence and after landscaping was finished. They also shined in a last-minute time crunch where multiple trades were scrambling to finish the main entrance. Not only was R & R able to share a restricted work area with other trades, they were able to expedite the ordering and fabrication of the curtain wall to get it installed despite the time constraint.

Overall, they were great team players. They always kept the big picture in mind and worked hard to make sure they accommodated the other trades as much as possible. It's obvious that they care about what they do and they value doing a great job. They always put the project goals first and treated everyone else respectfully. They are outstanding professionals and I would gladly work with them again.

Sincerely,

Patrick Raboin
Project Manager



