

THE
SANCTUARY

January 2, 2020

To Whom It May Concern:

As I write about our experience with T&W, I am filled with thanksgiving, appreciation, and respect. We interviewed and carefully studied over a dozen companies to serve as the general contractor for our \$7,000,000 project. The factors we considered during our research were quality of workmanship, cost effectiveness, the satisfaction of the leadership of completed projects, the positive relationship that had been cultivated with city governments on other projects, the frequency with which deadlines were met, as well as the corporate culture of the prospective builders. After completing our due diligence, T&W stood head and shoulders above all of their competition.

Furthermore, if we could have foreseen that the construction of our building would be finished on time and on budget, we would have been very excited. However, T&W *exceeded* our expectation by finishing our building under budget and over a month early. The reality of their execution exceeded their promises—a very rare occurrence indeed.

I cannot say enough about the T&W Culture. The humility and grace that each member of the T&W team displayed created an atmosphere of peace and confidence during our construction process. Our exceptional site superintendent even calmly required that all subs work within the boundaries of this same marvelous corporate culture.

As we proceeded through our construction, I was very impressed with the attitude T&W displayed concerning conflict resolution. While every project has change orders and even a few disappointments, this company's practice of transparency and responsibility kept confusion to a minimum. There never was a feeling that they were pointing fingers concerning who was at fault—rather they always demonstrated the positive attitude of "How can we help?" This practice definitely kept stress to a minimum.

Many companies offered us bargains, but when we studied their completed projects, it was apparent that these "bargains" did not rise to the excellent quality provided by T&W; those bargain prices often came with an inferior product. T&W produces a top quality building without exorbitant fees. They build the highest quality building for the money invested. In fact, even our City building inspectors spoke glowingly about the construction of the Sanctuary. These professional inspectors repeatedly told us that our building was the highest quality construction that they had witnessed being built in Columbus, Indiana. And remember we are in Columbus, Indiana—a Mecca of architecture for decades. This is high praise from folks who are paid to find fault.

More than anything else I can offer, I can honestly state that if I was building again this year I would definitely contract T&W as the general contractor. Their marvelous culture has caused all of us at the Sanctuary to consider them to be family. Considering our years of research of the dozen construction companies of excellent reputation, in the end T&W accomplished even more than they promised.

Thank you T&W for being a trustworthy company whose word is your bond.

Blessings,



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