

As a building owner, I have just a few comments regarding the façade program.

First of all, thank you for all the hard work that has gone into this project thus far. It is most definitely appreciated. It has greatly improved the appearances of many buildings in the area. The coordinated and cohesive look and the quality of workmanship is also to be commended. Without a doubt there is substantial improvement.

However, for me, the positives are far outweighed by the frustration and aggravation that I have experienced over the course of the past few months, and specifically, the past five weeks. I am not here to level blame or point fingers, but rather to express my frustration, with the hope that future projects do not suffer the same fate.

But if I were to assign blame, I would first blame myself. As I am reminded of the old adage, "If a deal seems too good to be true, it probably is." I was ignorant about the process and foolishly believed people who said, "We'll take care of that later." I know better and should have demanded everything to be in writing, with specific processes and procedures in place.

Others will want to solely place blame on the architects, or the construction company, or the building owner, or the city, without ever considering about their role and their responsibility to the process. We are all to blame, and any party in this process who thinks they are not responsible is probably the guiltiest. Since they are not aware of and are completely ignorant of their role and their responsibilities in this project.

Regardless, somewhere along the line frustration and then apathy set in. People started looking for the next project or issue to discuss or resolve, ignoring that there was still unfinished business on Main Street. As a result, effective communication started to break down. No one seemed to have answers and everyone seemed to be saying that the delay was someone else's fault.

Our building is a casualty of this. Five weeks after the windows were removed from my building, I find out that the glass still has not been ordered. It being winter, I had ASSUMED that glass would be on its way shortly after the old glass was removed. But I found out that decisions regarding the glass that could have been made and should have been made promptly were tabled or delayed "until the next meeting". At the very least I could have been "in the loop" to help speed up the decision making process.

The past 6 weeks are a great example of my overall impression of this project: the positives are far outweighed by the frustration and aggravation that I have experienced. Prior to the beginning of this project when there were no daily façade project interruptions (meetings, emails, phone calls or texts to respond to), my wife had plenty of uninterrupted time and billed out over \$200,000, 89% of her total annual billings. Since then, she has been interrupted with

construction crews, emails and pointless meetings resulting in her spending more time dealing with building issues rather than working on her business. She would have been better off to have shut her business down at the end of May and assumed the role of general contractor for her building. Now she gets to listen to the wind blow through where the windows used to be and watch the interior plastic wave with the wind, and wonder when, if ever, the windows will be installed.

Unlike many residents, we **chose** to move to GC. Not for a job, not specifically for family, but rather for what we thought that a small town had to offer and what we thought that we could give back. I commute daily to West Des Moines for work and 97% of Dina's business comes from outside of Guthrie Center. Today I am questioning that decision. Right now, for the aggravations we have experienced through the façade program and other reasons not mentioned here, I am very disappointed in my hometown...



Troy
Christensen

Laura Imerman

From: State Street Insurance <statestreetins@netins.net>
Sent: Monday, January 12, 2015 5:44 PM
To: Laura Imerman
Subject: our sign

Hi Laura:

I hate to bother you with this but I just had a disturbing call. Kness Signs sent an e-mail that my sign is FINALLY done; I replied asking when it would be installed along with a reminder that the installation charge was included in what Koester was being paid on my behalf and not to charge me for it. Troy from Kness Signs just called and said that he checked with Chris who said Koester will not install the sign because they have left town.

I told Chris way back when that Kness was making my sign and that I had paid for them (Koester) to install it and he said ok, they would do that. Nothing was ever said about it needing to be done before they left town. Today he didn't say anything that I'd have to wait to have it installed when they come back to finish up, he just said they weren't paying for it. I have an unpainted building, chipped siding, no awning and a door that's in worse condition as "refurbished" than it was before. And now a possible extra expense on the sign. The deadline was extended to April, right?

I know you don't have any answers for me and these are concerns that I'll have to address at Thursday's meeting. I can't imagine everything you've had to deal with so I'm sorry to bug you. I guess I'm just venting so thanks for listening, but I also think you should know what's going on.

Becky

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