



Virgil Bishop  
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Dear Virgil,

Mortenson would like to thank AAA Maintenance for their excellent work on the Denver Art Museum.

From our experience, AAA Maintenance crews under your leadership are very proactive and work well with our subcontractors. For example, we appreciate when you ask our grid ceiling foreman when he is planning to drop tile in a specific area, to know when AAA Maintenance will be required for an above ceiling cleaning. Then it pleases us when you check in with us to see when AAA Maintenance may perform this work to coordinate with our schedule. Because we are so busy out here, it makes our jobs easier to know you are anticipating work in these critical cleaning locations before we must tell you about them.

Mortenson also values that AAA Maintenance is thorough. When we ask AAA Maintenance to clean an area, we know it will be cleaned from top to bottom including all the nooks and crannies. The DAM staff agrees that your team cleans as well if not better than their own, and they have requested AAA Maintenance's services on occasion, when their cleaning crew is unavailable. One time the DAM light installation crews damaged their wood floor with burns from their lift tires. Your team worked on the spots and they disappeared!

AAA Maintenance also responds very quickly to situations as they arise. We have had your crews come within an hour to address cleaning requests from the owner or to meet a schedule requirement that was overlooked. You always supply sufficient manpower to meet the time constraints of the work. Even with the DAM's demanding turnover schedule, you make an effort to understand our requirements and remember critical end dates to anticipate our needs.

Thanks again for your conscientious and diligent efforts to keep our project clean!

Sincerely,

A handwritten signature in black ink that reads "Caryn Bohn". The signature is fluid and cursive, with a long horizontal line extending from the end of the name.

Caryn Bohn  
Quality Manager