

# Na hale Keauhou

Aloha,

Lowney Contracting Company Incorporated performed a remediation project at Nahale 0 Keauhou from July 2019 — August 2020. It is glaringly apparent that owner Kevin, Project Manager Mark, Superintendent Paul and the entire Lowney Team are focused on superior client satisfaction. Initial meetings, proposal process, negotiations, mobilization and the project itself were effectively handled with a high standard of communication and understanding.

During preliminary communications, Kevin saw an opportunity to help us in our struggle to secure a contractor that met our needs. Once preliminary discussions confirmed we wanted to proceed, Kevin then gave Mark the latitude to evaluate and begin to manage the project.

Mark worked closely with our architect to clearly define the scope of work necessary to satisfy not only the architect but Nahale and associated governing bodies. This was a tenuous process that Mark, Kevin and the Lowney team spent a great deal of time on to ensure all aspects were in the best interest of Nahale 0 Keauhou.

Once the project commenced there was an obvious focus on communication, efficiency and complete client satisfaction. Project Manager Mark, Superintendent Paul and the Lowney crew are all professional, courteous and diligent on making sure the project went smoothly and was completed in the highest quality. In addition, as with most projects there were some hiccups along the way. Team Lowney jumped right in and worked with all involved to resolve with the same superior customer satisfaction demonstrated since initial contact. I would like to also point out that Team Lowney took great strides and was successful in working with all the owners here at Nahale 0 Keauhou to attain an overall "Extremely Satisfied" rating.

With the remediation project nearly complete we have asked team Lowney to help us with the Nahale o Keauhou recreation center and swimming pool renovation. Mark and the crew have launched into that project with the same focus on efficiency and client satisfaction that has been consistently demonstrated.

My only regret with Lowney Contracting Company Incorporated is that soon all of our projects we will be complete at Nahale 0 Keauhou and we will no longer require them here. With that in mind, should the need arise, I will not hesitate to contact Kevin Lowney and his outstanding team to help us in the future. I highly recommend Lowney Contracting Company Incorporated for all aspects of their construction and general contracting services.

Please do not hesitate to contact me directly should you have project specific questions.



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