



Mahaley Odell Thompson  
ARCHITECT

December 21, 2012

Michael Parker  
Senior Vice President, Facilities Management  
First Citizens Bank  
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Dear Mike,

I want to let you know how much I enjoyed working with you and with Denver Construction on the Sylva Branch project. Throughout the entire process I felt a unique sense of teamwork that I have rarely encountered in other projects. You, the client, were always clear with your ideals, goals, expectations, and opinions. I am sure that your experience as an architect helped to create this positive, fertile environment. Gary Williams introduced me to this project, and I couldn't help but be inspired by his pure enthusiasm and appreciation for good design and art.

I feel so lucky to have been asked to be on your team for this project. Not only was it a fun and successful project, but it has proven to be a very positive experience for our small town. The care that First Citizens Bank showed to select a local architect and to save the second most memorable façade in Sylva (second only to the 1913 courthouse on the hill) has been pointed out numerous times in my interactions with our towns people. We must have done something right, because I have heard several compliments from locals who told me that they were so glad that we saved and restored the old bank. I don't have to tell them the real story, but I often do. Their impressions are a clear sign that we were successful in preserving the special character of our small mountain town's Main Street.

I also wanted to brag on Denver Construction. I have worked on projects in several large cities including Boston, MA, Austin, TX, Dallas, TX, Richmond, VA, to name a few, and I have never worked with a general Contractor that was more qualified and professional in any of those cities. From the preconstruction meeting where all of the subs showed up and committed to this project, to the final punch list walk through with Mike Hawley, I had nothing but respect and appreciation for what Denver Construction brought to this project. Tracy Reitzell was always on top of any issues that related to the progress of the project and to any changes in the project's scope of work. He has a knack for knowing what things might cost and how long they will take. His personality is perfect for explaining situations in a professional, no nonsense manner that others might try to hide from the client. Everything is on the table, and everything is genuinely in the best interest of the project.

I can't say enough good things about Mike Hawley. He was the perfect fit for a superintendent for this project. He earned the trust of the Town of Sylva people with whom he had to coordinate throughout the project. He also earned great praise from our local building inspector who is known for being very detail oriented. Everyone in Town who knew Mike felt very comfortable that everything would be fine with this project- even though hurdles kept being placed in the path to completion (poor soil, lots of untimely rain, an eager restaurateur next door whom has yet to open his doors!, a fickle elevator inspector, etc.) Mike always stayed cool and understated. I was informed that if he ever took off his hat, it would be a sign that things were not good. Due to the hurdles I mentioned above, I expected to see his hat on the ground several times, but, to his credit, Mike always had his hat on when I came around. Mike seemed to know the drawings better than I did at times. He would ask questions when things were unclear, and he would always have helpful suggestions for how we might want to proceed.

Throughout, this project was a fun and valuable experience for me. Now that the bank is open, I have a great sense of pride as I walk by or drive by and see people using it. I recently took out a retirement plan with First Citizens Bank, and I am planning to move my business accounts to First Citizens in the New Year. It will be a joy to use this bank with all of the memories of the design and construction process. For the Bank's vision, commitment, and follow through, I thank you!

Sincerely,

A handwritten signature in cursive script that reads "Mahaley Odell Thompson". The signature is written in black ink and has a horizontal line extending to the right from the end of the name.

Mahaley Odell Thompson, AIA

c.c. Tracy Reitzell, Denver Construction  
Mike Hawley, Denver Construction