

April 2, 2025

To Whom It May Concern,

I am writing this letter to recommend NCTS as a valued partner in commercial tile and stone installation projects. As a general contractor, I had the privilege of working with National Ceramic Tile & Stone (NCTS) on a recent Kaiser project called the Kaiser Fresno MOB, the experience exceeded all expectations.

The field staff and leadership at NCTS are truly top-notch. Their professionalism and expertise were evident from the very beginning, fostering a seamless synergy between our teams. This collaboration was instrumental in achieving remarkable results, ensuring that every aspect of the project was executed with precision and care.

NCTS demonstrated an exceptional knowledge of industry standards and constructability. Their proactive approach to substrate inspections was particularly impressive, identifying potential challenges early and addressing them efficiently. This foresight not only ensured smooth progress but also contributed significantly to installation efficiencies throughout the project.

Moreover, NCTS consistently sought opportunities to enhance the project's value by assisting with innovative solutions that balanced budget constraints without compromising quality. Their commitment to excellence was reflected in the clean and polished final product, which aligned perfectly with Kaiser Permanente's high standards and expectations.

In summary, working with NCTS was a truly rewarding experience. Their dedication to quality, proactive mindset, and collaborative spirit make them an invaluable partner in any construction endeavor. I wholeheartedly recommend NCTS for future projects and am confident they will continue to deliver outstanding results.

Sincerely,

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