



Maple-Leaf News

Fall 2014

Laugh a little, learn a little & take a break from the daily grind

New Suite Across The Street

We've all heard the old joke, "Why did the chicken cross the road?" and the punch line, "To get to the other side." And that could be the same answer that Citizens Bank uses when asked why they moved from offices at 875 Elm Street to new suites across the road on the 15th and 16th floors in the City Hall Plaza Tower at 900 Elm Street.

Located in the heart of Manchester, City Hall Plaza Tower has also been known as the tallest building in the city of Manchester, the state of New Hampshire and northern New England since its completion in 1992. With large windows covering all four sides, the 275-foot office tower offers panoramic views of the Queen City and houses both private businesses and the City of Manchester itself.

Discussions on the scope of work, budgets and drawings were underway in February 2013, with revisions, decisions, numerous budgets and new schedules coming fast and furious. Once lease negotiations concluded in early 2014, the final architectural drawings were developed, and the original 12-week schedule was accelerated to 7-1/2 weeks. Maple-Leaf had a lot of work to accomplish, working two shifts—during the day and then at night when demolition and other less-than-quiet events took place.

While Manchester architect Dennis Mires worked on base design drawings that



A few of the 124 open workstation areas in front of tempered glass wall components that sectioned off areas for private offices.

complied to local codes, ordinance and ADA regulations, an existing telephone hub needed various phone lines tested.

At one time, two of the oldest telephone companies in the country were located on the 17th floor. New York Telephone Company and New England Telephone & Telegraph formed NYNEX (later known as Bell Atlantic and then Verizon). Serving five New England states, NYNEX had its phone hub for the entire building on the 15th floor.

Since the hub was no longer needed, phones lines had to be separated and inspected one wire at a time so that unused lines could be eliminated or new ones could be installed.

Other electrical work included the fire alarm system, emergency lighting, sensor light switches, recessed spotlights at the reception area, recessed can lights in the conference

rooms and floor coring for wire installation for incoming modular furniture.

HVAC installers were on site to make

upgrades, install condensers and to look at existing return ductwork in the ceilings. Eventually sound attenuation blankets were placed above ceilings for all private offices and break/conference rooms to prevent sound transmission between rooms, while demising walls

between offices were built using standard drywall partitions.

After new walls, ceilings, paint and carpet was installed, DIRT (Do It Right This Time) modular glass walls were delivered factory-ready according to the needs of the bank and installed on site. Using floor and ceiling brackets, these wall components sectioned off areas for private offices, storage and training rooms, conference



One of the more than two dozen offices included in Maple-Leaf's overall fitup for Citizens Bank.



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continued on page 4

New Suite... *continued from page 1*

rooms, open corridors, elevator lobbies and the reception area.

On the 15th and 16th floors, a total of 465 linear feet of 3/8-inch tempered glass was installed. Treated with a dusted crystal privacy film, light can pass through while diffusing it to make the glass translucent. Glass barn doors plus frameless swinging 1/2-inch thick glass doors with locksets were also assembled.

Stepping out the elevator into a bright lobby, a visitor sees approximately 12,500-square feet of newly-finished space, making a total of 25,978 square feet for the two floors. Maple-Leaf's overall fit-up for Citizens Bank included over a dozen offices, the president's office, reception area, 124 open workstation areas, several conference rooms and "huddle" rooms where short, private consultations can take place when larger conference rooms are unavailable.



Employee training rooms offer a view of the Manchester skyline.

Employee training rooms were set up with drop-down audio visual screens, along with projectors and blackout shades, while an IT lab is available where laptops can be brought in for repairs. Break rooms include recycle stations, sink, refrigerator, microwave and three vending machines; a copy room accommodates a copier with sorter; and a mail room includes

shelving above the distribution counter. Four coat closets are also provided on each floor.

A number of interior features known as Citizens Brand had to be adhered to in order to assure continuity throughout the two floors and across the nation. For example, new lights and ceiling tiles must match any existing ones, accent wall colors are to be consistent, and the office furniture and interior signage follow a uniform building standard, along with framed artwork for hallways and offices.

Since windows and all rooms line the

perimeter of each floor, and offices with the glass wall systems also look out toward those windows, each office and meeting room overlooks the Manchester skyline. Running parallel to the Merrimack River, there's the "Millyard" view on one side, and downtown's shopping/business district, plus the "steeple" view, where dozens of church steeples can be seen, on the other side.

While the consumer and branch operations of Citizens Bank remain at 875 Elm Street, 160 administrative and support staff were moved across the street on a Saturday and were fully operational by the following Monday.

According to Pat Cheung of RBS Property Services, "In June, after weeks of renovating, Citizens Bank's corporate office for New Hampshire, operations relocated on the 15th and 16th floors."

"It took an incredibly patient, understanding team to guide us, plus the service done with a smile made my job a lot easier," says Cheung.

Whether moving across town or across the street, contact Maple-Leaf president Loren Dubois at 603-882-7498 for a moving experience.



We're doing our part. This newsletter is printed on environmentally-friendly paper.

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Happy 50th To Us!



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