

**CASE STUDY:**



**Ritz Carlton  
Residences Project**

## The Ritz Carlton Residences is a 65 Unit luxury condominium project in Chevy Chase, MD.

This project was unique in that there were multiple fixture options depending upon unit type & also buyer selection.

Each unit could have had 1 of 4 tub types, 1 of 3 different faucet collections for the bathroom & a total of 8 different kitchen faucet options.

In addition, for those units that did not have a pre-selected fixture package, there was a Builder Placeholder package that was installed until the unit was sold and a final fixture selection was made. One unit requested an exclusive unique fixture package, including a custom configuration with multiple water outlet sources for the master shower.



### PRODUCTS USED

- Kohler fixtures
- Kallista fixtures
- Rinnai tankless heaters

### LOCATION

Chevy Chase, MD

### THE CHALLENGE

Manage the selection, purchasing and delivery of fixtures for a 65-unit luxury condominium project.

### THE SOLUTION

The customer, Charles A Klein & Sons, utilized a dedicated Ferguson Project Manager. The Project Manager created fixture tickets on a per unit basis, ensuring correct materials were ordered. We packaged and delivered fixtures so the customer could easily identify the correct items for each unit.

### METHOD

The Ferguson Project Manager had to build fixture tickets on a per unit basis to ensure that the correct materials were ordered for each unit.

After the original release of material, the units that received the Builder Placeholder package had final fixture selections made. The

Ferguson Project Manager was responsible for pricing these new selections (some of which included custom modifications to the units) and ordering the new material.

We built the tickets in a manner that allowed us to be able to package and deliver the fixtures for each given unit so it was easy for the customer to know what fixtures belonged in what units.

For the custom unit, the Project Manager worked with Kallista to create a unique package that met all criteria. Despite supply chain constraints and lead time issues, the package was readily available for shipment and the project stayed on schedule.

### THE SOLUTION: FERGUSON

Ferguson was awarded this fixture package because the customer was confident in our ability to effectively manage the project from beginning to end. Ferguson not only has the purchasing power and resources to manage such a large-scale project, but our Project Managers have the knowledge and expertise to be able to handle complex projects from beginning to end.