

January 12, 2020

Update #1 for our 2020 House painting project

The purpose of this email is to provide clarification to homeowners having their homes repainted this Spring. Understanding these issues will assist in making this project run smoothly.

Q1. Who is the contractor?

- A. Our contract for this work is with Southern Painting (SP). Their primary contact is Clayton Kelly, cell number is 281.203.7005, their office number is 281.355.7246.

Q2. What will be involved in painting my house?

- A. This is a two-step process. The first step is to have your home inspected in order to identify any repairs that may be required prior to painting. Repairs may take only a couple of hours, or, in some cases, all day. After that, your home is ready to paint; that process includes power washing, recaulking as needed and then painting. It will take up to five or six days, depending upon weather.

Q3. How does the inspection process work?

- A. A week or two before the actual painting begins, a representative from SP will do a 'walk-around' the outside of your home inspecting for needed repairs. If repairs are needed, he'll see you and explain what is involved, along with the cost. If you are not home, he will leave a summary of the required work at your door. After a few days, he will check back with you. If the summary is still at the door, he will call you to discuss the needed work. You can contract with Southern Painting for the additional work, or you can plan to have your handyman do the work. If he cannot make contact, he will notify the Staff and we'll do what we can to contact you.

Q4. Why the inspection?

- A. In order for SP to warranty their work, all painted surfaces need to be in good condition, that is, not weathered or in other ways damaged.

Q5. Should we anticipate some repairs needed prior to painting?

- A. Since our homes are now 22 plus years old, we can expect to have some exterior maintenance needs, such as, replacing wood or HardiPlank. These repairs are necessary to maintain our homes in good condition. In just the first few days of this 2020 effort, we are seeing three areas where some repairs are required: wood trim or HardiPlank around garage doors, at the base of support posts on patios and around chimneys. Some of these repairs will take just a few hours, others may take all day.

Q6. What if I am gone for weeks, can't be reached and the repairs are not made?

- A. When all else fails, SP will go ahead and paint the house, except those areas in need of repair. When you return home, you **MAY** be able to have the job completed by SP. If you can't, you can have a handyman complete the work. Homeowners will be given a quart of paint for these touch-up purposes.

Q7. What is SP's position on recaulking windows that are adjacent to brick – not a part of our HOA painting program?

- A. Most likely that caulk, since it is 20 years old, is very hard and cannot be removed from around those windows without doing damage to the windows. Therefore, SP will review their 'treatment' procedure with residents, which is basically to treat those areas to kill any mold, remove any loose caulking so that what remains is solid material, and then recaulk with Shermax caulk (Sherwin-Williams Shermax Urethaned elastomeric sealant) that will give you much better protection that you have with the current materials. With all caulking, the new life will depend heavily upon its exposure to the elements.

Q8. Do I have to use SP for the repair work?

- A. No. However, a concern by not using SP is knowing if the work will be done correctly and timely. Repairs done by SP will be returned to a 'like new condition.' If you elect to have your handyman do the work, be certain that the work is ready to be painted, i.e., nail holes filled and wood seams caulked.

Q9. How do we pay for these repairs?

- A. Repair costs are the homeowner's responsibility to pay. SP will accept check or credit card. Credit card payments can be made to their office, via telephone. If you use a handyman, that payment is between you and him.

Q10. What can be done if I need to have the inspection done well ahead of my scheduled paint date?

- A. Call the SP office and they will do what they can to reschedule. PLEASE, MAKE THIS REQUEST ONLY IF A MUST. Any rescheduling will likely cause other resident's work to be delayed.

Q11. Can I have the date changed when my home is to be painted, either moved to an earlier or later date?

- A. No, the only exception to our set schedule will be those caused by weather delays. In those cases, the entire schedule will be moved back, as has just happened this first full week of January.

Q12. Do doors have to be left open for the painting of those door jams?

- A. Yes. If not at home, you could ask a neighbor to open and then close the doors after the jams have been painted and dried - allow a couple hours for drying. If not possible, you will have a quart of paint for touch-up purposes.