



# RENOVATION HANDBOOK



## MAJOR RENOVATION PROJECTS

Restoration Consultants, Inc. considers a major renovation project to be one with multiple trades performing at one time. These functions could involve roofing, wood repair, siding, deck replacement, window replacement, door replacement, paving & landscaping, to name a few.

To say that this scale of a project results in disturbing the serenity of an apartment community is an understatement. We understand the importance of resident retention & will work closely with management to create an awareness of what to expect.

Through pre-construction screenings, schedules, storage areas, work hours, approximate number so workers (this will vary with size/scale of project), trucks & equipment & job scope will be discussed with on-site management.

Once the “game plan” is agreed upon, management can communicate to residents as what to expect. Most times an informed customer is the best tool to prevent complaints & problems.

Major construction projects are familiar to us but we understand they can be confusing to most of our customers. We believe communication is the key to a pleasant renovation experience & will approach the project accordingly.

# SUMMARY

## *Summary of Items to Remember by Function*

### PAINTING

1. All items must be removed from decks & patios.
2. Shrubs & tree limbs need to be cut back to provide access & maintain paint warranties.
3. Windows should be closed during the pressure wash & spray painting.
4. Doors may be required to be open to paint edges. An owner's representative or security officer may be required until paint dries on entry door.
5. Be aware of ladders, spray lines, paint materials, etc.
6. Automobiles may need to be moved for a short period of time.

### ROOFING

1. There will be noise.
2. Trucks will need to be pulled close to buildings.
3. If grass or landscaping is damaged it will be repaired or replaced.
4. Debris will be a problem but it will be cleared at the end of each work day.

### WOOD REPLACEMENT & SIDING

1. There will be noise.
2. Demolition & hammering could dislodge wall hangings.
3. Materials will be stacked at buildings.
4. Power tools & equipment must be avoided.

# MAJOR RE-HAB

1. This project is a major undertaking everyone must be aware of the large scale of activity that will take place. Restoration Consultants, Inc. will assist you in formatting a newsletter bulletin if requested.
2. Restoration Consultants, Inc. will perform the work in stages or phases so that all buildings are not being worked on at one time, but punch list items may be occurring on buildings throughout the project.
3. On large jobs we provide multi-layered supervision to decrease potential problems.
4. Management should anticipate phone calls, complaints, & questions from residents as this is all a part of a large scale project.
5. Remember, Restoration Consultants, Inc. is experienced in the problems that will arise. Please call us for support as a need occurs. This assistance is a large part of our service.

# WOOD REPLACEMENT/SIDING

ANTICIPATED PROBLEMS	SUGGESTED SOLUTIONS
Noise	As with re-roofing this process is noisy. Demolition, power saws, & nailing can be irritating to residents.
Nailing on exterior walls can dislodge wall hangings & other personal belongings	While it doesn't happen often, hammering & demolition can possibly vibrate walls & cause pictures to fall if not secured. Suggest to residents that pictures & other personal items be removed during this portion of the job.
Materials stacked around building	Building materials will need to be located near the building during the job. While we keep it as neat as possible, the residents should be aware there will be disruption.
Ladders, tools, fork lifts, man lifts, scaffolding, miscellaneous equipment	Residents, especially those with children, should be put on notice to avoid all areas where work is in progress due to inherent dangers. Restoration Consultants, Inc. understands construction work can be interesting to watch but we also understand the dangers of the job. We will barricade areas as required but nothing will replace common sense of the resident.
Scrap materials around building	Daily & ongoing clean up will take place but there will be scrap materials for short periods of time. We keep a clean worksite, but please remember it is a worksite.
Storage & staging areas around property	Bulk materials are stored on site. This requires large areas & may reduce parking space. Storage areas will be coordinated with management prior to selection. If this requires the use of residents' parking, they will be notified in advance.
Debris & demolished construction material	Dumpsters, containers, &/or dump trucks will be located on site & may reduce parking space.

# NOTES



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