

CROW CANYON COUNTRY CLUB ESTATES COMMUNITY ASSOCIATION

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To whom it may concern ~

I have been working as a professional CID Manager in the Greater Bay Area since the late 1970's. As you might imagine I have participated in innumerable CID painting projects. I have dealt with countless painting contractors; I have personally written volumes of painting specifications; and I have inspected painting projects-in-process for more hours than I can count.

Over time, the painting contractors that most CID managers tend to place on our bid lists get narrowed down to those precious few who meet our client's standards, actually try to follow the specs, get their paper work right, keep their time and performance commitments, bid the work at competitive prices, and, most important of all: **keep their word**. Usually we expect to have to do some hand-holding, to listen to mid-project negotiations that really are just pleas to be let off the hook for some issue related to the project. We more or less accept that; it goes with the territory of dealing with contractors. Clearly, however, some contractors are easier to work with than others. Some generate fewer headaches. Some are more 'customer service friendly' with the Lot owners and residents. These are the contractors that remain on the CID painting bid lists consistently over the years.

Once we, as CID managers, have sorted out those five to seven names of reliable 'go to' painting contractors, it is rare that any of us will tempt fate by adding a new name to that bid list. At least for me, it takes a great deal of good word from other CID managers in the field whose judgment I feel I can trust for me to risk the headache and extra 'hand-holding' it usually takes to 'break in' a new painting contractor.

This year, for the first time in nearly ten years, I have added a new contractor's name to my painting bid list. As a result, I have had the pleasure of working with Varsity Painting. I (my client's, actually) received what I feel to be the best painting contractor performance ever.

Actually, it's not what I got from Varsity Painting that has so impressed me. My specs and my inspections are such that even if the painter has to come back a zillion times, my client **WILL** receive the paint job for which it has paid. [And the contractors know that in order to receive their 10% retention, they will ultimately have to live up to their contracts.] As for courtesy and professionalism on the part of the contractors and their crews: we expect it; we demand it; we get it. The big surprise for any CID manager who works with a list of qualified painting contractors would be to have crews on site that were anything but professional, friendly, polite, etc. That the Varsity Painting crews who worked on our site were all of those goes without saying.

It's what I did not get from Varsity Painting that has so impressed me:

1. No excuses
2. No untruths
3. No complaints from the property owners whose buildings were painted this year (40 homes)
4. No time wasted (mine or anyone else's)
5. No unnecessary back-checks over and over: **The crews actually did it right the first time!**

How do I know about #5? I go out daily to site-check the entire 903 home community as a matter of my normal managerial routine. When I am on the street where the painting is being done, I check each newly painted building very carefully. I even use binoculars to see the chimney and second level areas. I use a mirrored board to look behind or beneath areas difficult see otherwise, but which were supposed to have been painted.

This year, as always, during my 'paint inspections' I looked for any missed sections. I looked for thin paint, for 'holidays' or skips, for bad lines (fatties/drips, etc). I found only two bad lines, and they were corrected the next day. I found little else that needed correction. It is clear to me that Varsity Painting must have its own very strict quality control process that meets or exceeds my own.

In the General Notes and Key Items of my Paint Specifications, I asked to have the foundations painted (some for the first time since they were built over thirty years ago). Not one was skipped in the paint process. I asked for wrapped edges on anything ½ inch wide or greater. It was properly done without exception, and without issue.

I asked for PG&E meters and exposed pipes to be 'faded,' to be painted the same as the background, whatever that color might be: body color or trim color. Done. And done well.

Unlike other contractors who might read the paint specs and then bid them (perhaps) assuming that we really don't mean them, that we really won't check....[and when we do check, whine about how difficult doing that step might be], **we got NO ARGUMENT, no anything negative** from Varsity Painting. The work simply was done right the first time. **Incredibly refreshing.** Maybe it's only a CID manager that can get this excited about something such as a truly reliable painting contractor. It is rare for me; but here I am to tell you about it.

I asked for performance. I got it. And I am very pleased.

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