

9 THINGS THAT WILL PUT CUSTOMERS AT ODDS WITH YOUR PAINTER/CONTRACTOR - PART 1

By Andrew Taulbee



If you own a home, occasionally, a time comes when you must make some sort of repair or change to the home. Don't fret! This is normal, but a decision must be made. You either 1) Do nothing and put off the issue, 2) Decide to do it yourself (DIY), or 3) Hire someone to do it for you.

This article is written for those that opt for option 3 or started option 2 and decided to move to 3.

In the immortal words of Mike Tyson, "Everyone has a plan until they get punched in the mouth!" When starting a project like painting, it is eerily similar. Everyone thinks painting is easy until they start the project and figure out that it is too much to handle. When it is time to hire the contractor; here are some things to avoid in order to be in good graces with your painter and keep your project in a stress-free zone.

NUMBER 1: MISTAKING AFFORDABILITY FOR QUALITY


This sounds like it would make sense, but when you go into money mode looking for a contractor of any sort, the money saving urge goes into full throttle. Some people think they can save money by doing it themselves only to realize the job at hand is much harder than they anticipated, while others simply can't or don't want to do the job themselves and so now it is time to look for a professional. Most people think that all painters are the same and they are shocked when their project does not look the way they imagined it. Just like you, painters are people and they come in all sorts of varieties! If you chose a contractor on price alone, you run a very high risk of not being satisfied for numerous reasons. One is incurring higher than expected costs of services once the job begins (change orders). This happens because the painter may lack the experience of knowing how much

and what product to use for the job at hand. A second reason would be improperly finished surfaces. This is because painters work on a "time is money" mentality and problems occur when they take on too many projects, causing them to miss days and ultimately do subpar work.

At LIME Painting, all our crews have been vetted and have been painting for over 10 years. We are very particular about which crews we put on a project to make sure they have ample experience in the work required for your particular project. We also have a project manager on site so you can discuss items or changes before they become problems.

NUMBER 2: INTERFERING WITH THE PAINTERS WHILE THEY ARE WORKING

Putting the care of your home and your hard-earned money in the hands of a stranger is stressful for just about everyone, so it is understandable that you might have a hard time with the idea of not managing the painting of your home. When you work with LIME Painting, our project managers are in place to deal with the crew so that you don't have to. This is done to ease your stress, but also to keep the flow of work moving and consistent from day to day. Constant interruptions and questions, and even grabbing the brush yourself (believe it.... It happens!) are all ways to ensure that the crew will become unfocused and make them want to rush to get out of the situation. Imagine being at the dentist for a root canal and just grabbing an instrument and trying to jab at your gums while the dentist is working; this is what it feels like to a painter who is equipped with the knowledge and expertise to do the job but is constantly being instructed, questioned or redirected! Trust is key in any relationship, and it is no different when working with a contractor. Our VRC's (or Visual Reality Consultants) are the first

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people you will meet when they come out to give you a free estimate for your project. From this first meeting, you will be given information on what trouble areas you have on or in your home, what solutions LIME offers, and what products we recommend and why. We believe that the more information you have, the more you can trust that you are in the hands of professionals and thus you can sit back, relax and let us take on the management and execution of the project. Everyone from the VRC to the Project Manager to the Painters are put in place to ensure a seamless experience that yields a gorgeous result.

NUMBER 3: ADDING ITEMS ONTO THE SCOPE THAT ARE NOT ON THE CONTRACT (EXPECTING ADDED ITEMS NOT ON THE ORIGINAL SCOPE OF WORK TO BE DONE FOR FREE)

A common mistake that happens is once a job is underway; a client will decide to add something to the project that is not part of the original scope. For example, we may be painting the interior of the home and a client may want us to paint the doors that were not originally on the contract, because now that everything else is done, those doors aren't looking quite as nice as they thought. Of course, this is not an issue in and of itself. We can quite obviously paint the doors, but we can't just "throw that in, because you are already here". Expecting the painter to do extra work outside of the agreed upon scope is a sure-fire way to be at odds with them instantly. This may seem like it is not a big deal, however it happens a lot and who wants to work for free? Pricing of a particular job is based on product, scope size and difficulty of the project at hand therefore, a change to any of these requires a change in pricing. Another big one is changing color midway through a project and expecting it to be done for the same cost. This happens from time to time when a client sees a large area of the color they chose and decides that in fact they do not like it at all. Again, we are happy to change it BUT, there must be a change in price for this as the painter is required to perform the labor all over again and more products must be purchased to complete the job. Don't get us wrong, we are not here to nickel and dime you, and if there is a reasonable request, we can and often do provide the service at no extra cost however as the client it is important to be mindful of the contractor's time and efforts.

NUMBER 4: EXPECTING PAINT TO TRANSFORM AN OLD SURFACE INTO A NEW SURFACE (REFINISHING VS RESTORING VS NEW)

One of the common pitfalls in the world of painting and surface treatment is the misconception that a fresh coat of paint can magically transform an aged or damaged surface into something brand new. Unfortunately, it is not that easy. The outcome depends on a variety of factors, including the condition of the existing surface, the type of paint used, and the level of preparation put into the project. It's crucial for clients to grasp the distinctions between refinishing, restoring, and starting from scratch.

Refinishing entails improving the appearance of a surface by applying a new coat of paint or finish. It's an excellent choice when the underlying structure is sound, and only a cosmetic makeover is needed. Restoring, on the other hand, involves more extensive work, including repairing and reviving the surface before applying paint. Finally, starting fresh means entirely replacing the old surface with a new one. Clients should set realistic expectations by understanding these nuances and consulting with our professionals at LIME to determine the most appropriate

approach for their specific project. By doing so, you can ensure that your investments in painting and surface treatment yield the desired results and long-lasting quality.

NUMBER 5: EXPECTING THE PAINTERS TO MOVE YOUR FURNITURE

This common misconception often leads to misunderstandings between clients and painting professionals. Many clients expect that painters will handle the task of moving furniture to prepare the space for painting. However, it's important to clarify that most painters typically focus on the application of paint and surface preparation rather than furniture relocation.

Painters in general do not like to move furniture for several reasons. One, the painter is always blamed for any damage to the furniture or the surrounding area. This is why painters are always taking pictures before they paint and pointing out pre-conditions (broken glass, scratched floors, broken furniture, old wood). Two, painters want to paint and transform things and moving furniture adds time and labor. Remember, their mentality is "time is money." If they wanted to move furniture, they would be movers.

So, to ensure a smooth and efficient painting process, you should be prepared to move your furniture, or agree to have it covered when possible. Our contract does offer the option of having the painting crew move your furniture for an additional fee, so if that is something that you might be interested in, we can discuss the logistics with you ahead of time. However, by taking responsibility for your furniture arrangement and protecting your belongings, you can help the painters concentrate on delivering a high-quality paint job without unnecessary disruptions.



WHO WE ARE

LIME Painting of Atlanta is the authority in luxury painting and coatings for custom homes throughout the greater Atlanta area. From updating your kitchen cabinets, repainting the interior or exterior of your home, restoring entry and garage doors, to epoxy floor coatings and direct to metal coatings, LIME Painting covers all the bases. We manage the entire project and deliver an easy, enjoyable, and refreshing experience.



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