

# Resurfacing Agreement & Understanding

## Southeast Pros, Inc.

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Property Management Companies and Apartment Leaseholder(s) must have a signed/dated Resurfacing Agreement on file 24 hours before dispatching work orders. Once signed by all parties, please fax: (601) 519-4821

### Hours of Operation:

Monday - Friday 8am to 4pm

If delayed by weather, product/equipment shipping, illness, equipment failure, job overruns, or circumstance, we will notify you as soon as possible for rescheduling. We are not responsible for any losses caused by delays. Hot water, electricity and thermostatically controlled HVAC are mandatory. Conditional delays; no access, water leaks, dripping faucets, utilities or thermostatically controllable HVAC may result in a \$45 rescheduling charge. 24-hour notice of cancellation is required.

### Preparation:

Please wipe down and broom sweep area where resurfacing will take place, as this will reduce the chance of anything landing in the fresh wet coating. Prior to our arrival, remove all furnishings in the room(s) where resurfacing is scheduled: including curtains, shower curtains, rods, pictures, wall hangings, shower curtains/doors, mirrors, kitchen appliances, tables, bottles, tubes, cans, jars, accessories and/or rugs. Failure to remove items from rooms where resurfacing is required will result in a charge of \$45 for our personnel to clear the room and relocate residents furnishings.

### Critical:

We cannot resurface bathtub/sink where a faucet drips water. It is the property's responsibility to provide keys and ensure timely/safe access. The resident/property is responsible closing off rooms, closets, cabinets, drawers and/or protecting dust sensitive furnishings throughout the unit. Open floor plans kitchens and bathrooms are separate rooms from bedrooms, dining and living rooms. Following the resurfacing, we clean-up rooms where bathroom fixture or countertop resurfacing is performed. Moist dust and vapors are intrinsic to the resurfacing process and may carry throughout the unit. If not promptly cleaned-up, dust may harden in place. As refinishing fumes are created during the process and for this reason, residents, guest, pets and property personnel must leave the apartment (for a minimum of 4 hours) **before we can begin any work**. The resurfacing odors will dissipate by 50% each hour.

**Unit Scheduling Times:** (please text message or email Southeast Pros for time specific availability prior to completing below information)

- Early morning: resident, guest, vendor, agent and/or pets must vacate from 9am until 1pm
- Mid-morning: resident, guest, vendor, agent and/or pets must vacate from 10am until 2pm
- Late-morning: resident, guest, vendor, agent and/or pets must vacate from 11am until 3pm
- Afternoon: resident, guest, vendor, agent and/or pets must vacate from 12pm until 4pm

If upon our arrival the resident, guest, pet, vendor or property agent delays our access or have not left the apartment, we will wait only 7 to 10 minutes (giving them time to leave) prior to our own departure. If resident, guest, pet, vendor or agent reenters unit (or is discovered to still be inside the apartment) the project will immediately shutdown. Where resident, guest, pet, vendor or agent cause a delay, cancellation, slowed or rescheduled start time or forced shutdown a \$45 fee per unit will be invoiced to the property. If both a delayed start and forced shutdown are necessary, the property will be invoiced an additional \$90.

I understand my responsibilities as listed in the above resurfacing process. Should a legal dispute arise, all parties agree to arbitration in the county in which the work was performed. I understand that failure to prepare area, delayed start and/or service interruption(s) resulting from failure to follow the above understanding, will result in additional charges (listed above) to the property and that the property at their discretion may pass these cost to the resident, according this document or any other agreement, terms and conditions.

\_\_\_\_\_  
Leaseholder Name (Print)

\_\_\_\_\_  
Leaseholder Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Apartment Number

\_\_\_\_\_  
Property Owner Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Property Mgr Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Southeast Pros Signature

\_\_\_\_\_  
Date