



Easy To Do Business With
Indian Palms Country Club Homeowners Association #14
REVISED MEMO – 10.20.22

Homeowners:

EmpireWorks has been contracted to perform community wide exterior painting and fascia repairs. Please see the list of commonly asked questions (FAQ's) and answers below to help you prepare.

When will the project begin?

We are anticipating a start date of November 1, 2022, however issues such as weather may be a deterrent but that is the target date.

When will you start working on my home?

You will receive subsequent notices with more information regarding the start date of your building/home. A schedule of the phases and direction of work will be posted on our Qualtrak website one (1) week before our start date. We will also be posting a tentative schedule on the bulletin boards at the pools in your community.

What is QualTrak and how do I use it?

QualTrak is an internet-based tracking website that allows the homeowners to view multiple items pertaining to the project such as:

Scheduling * Copies of Posted Notices * Frequently Asked Questions * Contact Information

Step 1. Copy and paste www.empireworks.com into your web browser.

Step 2. At the top right of the page under "Client Login", you will type in your username and password. The password is case sensitive.

Username – ipcc14

Password – indiopaint

What are your working hours for the project?

Our crew will begin to arrive no earlier than 7:30 AM. Working hours will be from 8:00 AM to 5:00 PM, Monday through Friday. A 10-minute break is required during the morning and afternoon with a 30-minute lunch around 12:00 PM - 12:30 PM.

When is your estimated final completion date for the project? The painting project is estimated to take approximately 8-12 weeks. Please check the Qualtrak website for up-to-date scheduling on a weekly basis. Santiago Servin will be updating the site every Monday throughout the length of the project.



Who do I contact if I have a question about the project?

Please contact Santiago Servin (Santi) at EmpireWorks regarding project specific questions. You can reach Santi by email at sservin@empireworks.com or at the office at (888) 278-8200.

If you have any questions regarding the project, please contact Santi first. Your Community Managers, Shelly Ruegsegger, Nick Evans, and the Board of Directors will receive the same updates as you are so oftentimes, they may not have the immediate answers to your questions.

What kind of notification will I receive prior to the commencement of work in my backyard?

You will receive four notices for the project, this is the first. You will receive a second courtesy notice and tentative schedule approximately one (1) week prior to the start date. You will then receive an additional notice 48-72 hours prior to power washing and painting your building. If we are unable to paint the door edges, then we will post an additional notice scheduling the work for a Saturday or on a future date. Lastly, you will receive a fourth and final notice when we complete the painting on your unit.

How will you access my yard to complete the work?

Please leave any gates to your home unlocked between the hours of 8:00 AM and 5:00 PM while we work on your home. We will access the yards through these gates and by placing ladders over the walls as needed. **WORKERS WILL NEVER NEED ACCESS TO THE INSIDE OF YOUR HOME. All work will take place outside, accessed from the outside only.** No EmpireWorks employee will ask you to open a garage or door to your home under any circumstances.

How long do you expect the work to take place on my unit?

Expect the painting crews to be working on your building for 5 business days. This includes power washing, preparation, and painting. However, this is just an approximation, which does not factor in the weather.

What do I need to do prior to the workers starting on my unit?

Cooperation from you is one of the most important parts of this project. Prior to us beginning we would like all residents to remove their personal belongings, such as patio furniture, away from the building to allow our crews space to perform the necessary wood and stucco repairs. If you are unable to move an item for any reason, our workers can either help you or we can work around the area.

I have a dog. What should I do with my pets while the work takes place?

Please keep all pets inside during working hours, while we're working on your building. If a pet is left out during the day and we are scheduled to work in your patio, we will not. We will also greatly appreciate it if all pet waste can be removed prior to working in the area.

Do I need to be home while the work takes place?

No. We do not require residents to be home while work takes place. If you would like to be home, please be aware that we will make noise. Please be patient.



What type of paint is being applied?

The paint manufacturer for this project is Sherwin Williams. All paint used will be based on the approved paint specifications provided by the Association. All colors will be posted on the QualTrak website for your review.

Will you paint front doors?

Maybe....the board is requiring you to call PPM, Nick or Shelly (760-325-9500) to get placed on the list to have your front door painted otherwise we will not touch it. Front doors will be painted in a closed position if no one is home. We will schedule a Saturday or future date to come back and roll the door edges.

Will there be a designated staging area?

Yes, it will be in the guest parking area on Garland.

Will the workers clean up after each business day?

The jobsite will be kept clean at the end of each working day. Our crew will never leave ladders, tools, or materials out overnight.

What water will be used for the power washing?

EmpireWorks Reconstruction and Painting will most likely not need to access your personal water for this project. If we are unable to get access to water when needed, we may have to tap into homeowner water faucets on the exterior of your patio. If this is ever the case, we will be happy to reimburse the owner for the water used by our crew members.

Thank you for your cooperation and we look forward to working with you and your Board of Directors.