

## THE PAINTING PROCESS

### THE QUOTATION STAGE

When we are asked to quote for your painting project we respond as follows:

- ✓ Make an appointment to meet with you to view your project and discuss your requirements.
- ✓ Prior to the appointment, you should List every surface you want painted and your chosen colours with sample chips if possible. This will make it easier for us to give an accurate quotation and avoid any possible misunderstandings.
- ✓ At the appointment we will look closely at the surfaces to be painted to determine if there are any pre-existing issues that are evident that require special treatment e.g. mould, rotten timber, kalsomine finishes, unsound paint finish.
- ✓ We discuss your requirements so we know the standard of finish you require. It is critical that you advise us at the quotation stage if you require an "as new" finish.
- ✓ Where you require a finish to a high standard we know to allow additional time at the preparation stage to include such things as removing excess layers of paint (where you don't like the "thick" look) and filling additional blemishes and imperfections on walls etc.
- ✓ We also discuss your colour requirements as this can affect the number of coats required or whether we need to undercoat prior to painting. Where there are to be significant colour changes e.g. from dark to light or light to dark this can drastically affect the time and paint required, particularly for woodwork.
- ✓ After meeting with you we prepare a written quote detailing exactly the work we will be undertaking and email or post this to you. As we have prepared the quote based on our understanding, which may be incorrect, it is important that you read it thoroughly to ensure all areas are included, that you are satisfied with the preparation standards and the colours and the sheen levels specified are correct.
- ✓ A few days later we will send you a follow-up email to ensure you have received the quote.



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The painting process incorporates the following steps:

### Job set up

We arrive on the agreed day/time with our materials, paint and tools. We confirm job requirements with you and set-up our work area e.g. set-up our main storage area for tools and materials and lay out drop sheets. We take great care to ensure all surfaces are covered with drop sheets.

If you are living in the house whilst we are painting, we will organise a painting schedule with you so that we paint 1 or 2 rooms at a time to minimize disruption.

### Preparation

We undertake the required preparation as previously agreed with you and as detailed in our quote. Depending on the situation this may include washing down the surface, removing peeling paint, sanding back previous layers of paint, filling cracks/gaps, stain sealing and applying undercoat.

Correct preparation of surfaces prior to painting is vital for the longevity of your new paintwork but also for aesthetic reasons.

### Painting

We paint the surfaces in the colours and paint as specified in our quote. Should any issues arise we consult with you immediately. Low V.O.C (low odour) paints can be selected if you are concerned about odor in your home or if you suffer from allergies or asthma.

### Job completion

We will personally undertake a final check of the painting job to ensure it has been carried out as specified in our quote. We will ask you if there are any touch-ups that you require. The work area is tidied and vacuumed and we clean up any mess we have created and dispose of any waste materials in an environmentally friendly way.