



# What you can Expect when we Begin Your Project...

Many of our clients are uncertain about what to expect with this type of construction. This document will attempt to bring clarity to this otherwise confusing process.

## Preparing for our Arrival



It is important that you communicate with both your HOA and neighbors about the work we are about to undertake:

### Informing your HOA:

- \*Your HOA may have specific methodologies for handling the additional traffic, materials, and small equipment that will be involved. (i.e., they may want cones in the street, etc).
- \*Advise your HOA that we may temporarily bring in small pieces of equipment, (such as forklifts), to distribute heavy materials near the worksite.
- \*If your project occurs street side, please inform your HOA that the stones and mortar will present a curbside eyesore for a couple of days.

## Neighborliness...



Please keep your neighbors up-to-date about both our progress and requirements during construction.

### What your Neighbors need to know:

- \*Your neighbors need to know that we will be accessing their side of your property line while we build framing and /or do stone work.
- \*Neighbors on all sides need to know that animals must be kept away from yards while our crews are there - for both their safety and ours.
- \*Wheelbarrows often leave divots on lawns. Please make arrangements to resolve any minor damage on both your lawn & your neighbor's.

## Progression: Materials & Workers Arrive



No matter how large or small your project, we will need to utilize a certain amount of space to house the tools of our trade. These may include:

- **Stones or Brick** (delivered on pallets)
- **Bags of Mortar**
- **Lumber** (for forms or for arbors)
- **Rebar**
- **Other Products as needed**

We may also bring in small pieces of equipment such as forklifts to help distribute heavy materials near the worksite. Normally, we dismiss the forklifts once the materials have been disbursed.

## Unpacking Materials



Plano Brick & Stone Repair will, to the best of our ability, attempt to store materials so they don't interfere with your daily activities.

Nonetheless, there will be a certain amount of inconvenience with regard to your outdoor living area. It is our policy to clean upon our departure each day, so that you can enjoy your yard during times our crews are not there.

However, there will be instances when we need to segregate a freshly mortared component so that mortars or concrete can *cure*. When that occurs, we will clearly mark them with warning markers and/or tape, where appropriate.



## The Work Process & Scheduling



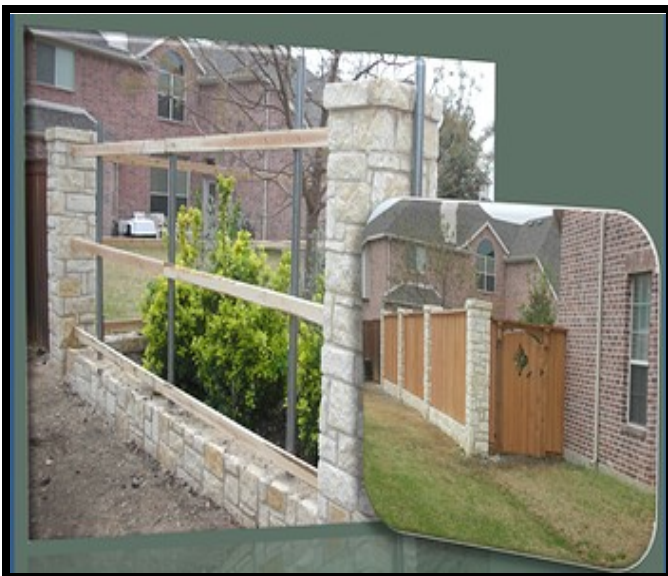
Masonry work proceeds in stages. With the exception of column mailboxes, most projects require that we return after mortars and cements have cured for 24 hours.

An example is this flagstone patio covering. This particular project also included retaining walls and an outdoor fireplace. We could not proceed with the fireplace until the patio covering could be safely walked on.

### What time can you expect the crew each day?

Crew schedules will vary. We will always provide you an estimated start time, but these daily "goals" are often riddled with unforeseen issues that can delay our crew's timely arrival. Please be advised that, unless you hear otherwise, our team members can be expected at your project within 2-3 hours of the their scheduled appointment.

## Unexpected Delays



Even the most efficient planners can't foresee every situation. There are times when our crews are ready for the next stage, but products are delayed in transit.

This image represents a situation where the retaining wall support system was complete, but the gate and fencing had not yet arrived. When the fencing was finally delivered, we contacted the homeowner and completed the project. Isn't it gorgeous?

## CONTACTING US DURING A PROJECT...



### Email is Preferred:

Although this seems counter-intuitive, it is simply a way for us to keep track of *current projects* versus clients calling for estimates or estimate results.

Email also enables you to include as many details as necessary to help us understand your concerns; and **it is truly the best method for informing us about emergencies or to report an untidy work area.** (We request that you email us *immediately* if a work area was not cleaned).

**[info@omegamasonry.com](mailto:info@omegamasonry.com)**

### **Don't forget...**

If you are called away on business or will be otherwise unreachable, please provide an alternate method for contacting you or a party who can make decisions for you.

### Contacting us by phone:

Please be advised that phone lines are manned *only* during normal business hours, (8:00 AM to 5:00 PM). You are welcome to call us on our business line, but we respectfully request that you leave as much detail as possible in the event you are sent to voicemail.

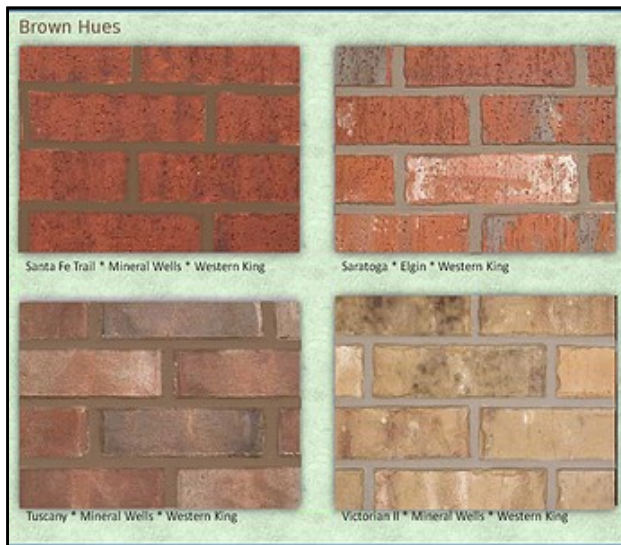
**214-868-4135**



### **When to contact the ESTIMATOR...**

Our crews are assigned specific tasks each day, but unexpected events in either your arena or ours can precipitate a request to focus on a different task. If you find yourself in this situation, please contact your **Estimator**. He/she will be able to communicate with the crew's foreman to advise them whether this change can be implemented; (depending upon whether the materials, tools, and permits are in place to accommodate the request).

# Realistic Expectations...



## We promise to DO OUR VERY BEST...

but even the most conscientious crew cannot predict the unforeseen nor work the impossible. This short list of expectations includes examples to help you understand what we mean:

### Matching Pigmented Mortars

*Dyes are added to mortar when it is wet to ensure thorough mixing. Although our crew is comprised of extremely talented masons, there are times when combined pigments simply cannot emulate what nature has done to fade and erode at a mortar's color. Nonetheless, we are proud to say that we match mortars within a 90% range on a consistent basis.*

### Maintaining the order of segmented projects

*We attempt to set up a project's perimeters in a logical fashion; and during our discussions with you we have probably intimated that we would likely begin with a certain segment, followed by b, c, or d. In reality, we often have to change the order while drainage issues, compacted soil, or other unforeseen variables are addressed. In cases like these, remaining flexible has value for all concerned parties.*

### Garnering matching stones

*Here's the thing - we can go to the same supplier you used, within the same month or year, and oftentimes the stones they have recently procured will have totally different hues than the ones you are seeking to repair. At this juncture we begin pounding the pavement, searching for a similar set of stones, (or brick), that will sufficiently match both the hue and texture of those on your home or landscaping. If you are patient during this process, we are highly successful at finding the right combination of stones (and sometimes pigmentation), to repair your project seamlessly.*

### How you can Help US Help You...

We would never try to mislead you. Rather, we have become so accustomed to the ins and outs of our industry, that we often omit certain facts that might have helped you better understand the process and intended results.

#### **Ask, Ask, Ask!**

If you have developed expectations because of something you've seen on television or the internet, please ask us whether that ideal is realistic. We produce lovely results, and we are proud of what we do; but if for example, the moonlight on an image made you believe that you were going to get a reflective surface on a patio covering...well, it's always best to ask!

#### **Communicate during the Project**

Even if you are at work while our crews are building at your property, we are just an email away. When you put your thoughts into "print," we have time to address each concern with a conversational flow that enables you to get additional clarification by simply "replying" to our response!

**Proudly Serving NE Texas...**

**Omega Masonry, Inc**

*and its subsidiaries,*

***Plano Brick & Stone Repair & Plano Column Mailboxes***

*are proud to serve both private  
and commercial clients  
in these NE Texas communities:*

Plano, TX  
Frisco, TX  
Carrollton, TX

Allen, TX  
McKinney, TX  
Richardson, TX

Park Cities, TX  
Mesquite, TX  
Highland Park, TX



**Plano Brick & Stone Repair**



**Omega Masonry, Inc**



**Plano Column Mailboxes**

**214-868-4135**