

SOLUTIONS



A NEWSLETTER FROM LESCO RESTORATIONS, INC.

MARCH 2005



Biltmore Farms Goes Way Beyond the Biltmore House

When people hear the name "Biltmore," they certainly think of the famed "Biltmore House" in Asheville, North Carolina. But there is much more to new Lesco client Biltmore Farms.

Founded in 1897, Biltmore Farms, Inc. has become a guiding force in land management and community development in Western North Carolina.

In its work with Biltmore Farms, Lesco is providing a help desk for all Biltmore tenants and will track and dispatch work orders. The property manager for Biltmore will have on-line access to tenants' requests and to potential expenses.

"Our system should save Biltmore about 10 to 12 percent," said Scott Smith, Lesco president of maintenance, "and will increase tenant

Biltmore Park is a mountainside mixed-use community comprising residential, a state-of-the-art YMCA, shopping, trails, and dining. The centerpiece is the Town Square that combines the charm of a small town with the latest technologies. Companies with national or regional headquarters here include Volvo Construction Equipment North American, Royal Bank of Canada/Centura, and Sinclair Broadcast Group.

satisfaction."

Biltmore Farms Commercial Real Estate provides commercial services including leasing, sales, asset management, development, and project management. Biltmore Farms has used commercial development as a means of spurring economic development as well as to meet the daily needs of area residents.

'Gotta Get to Memphis' for 83rd BOMA Conference

You've got the birthplace of the blues and the world famous Peabody Hotel when you get to Memphis for the 83rd Annual Conference of the Southern Region of the Building Owners and Managers Association April 13 through 17. Lesco has been an active member of BOMA since we were founded in 1975.

"We're looking forward to seeing friends in Memphis," said Lesco CEO Toby Chapman. "These are the real estate professionals in the Southeast, and this conference provides important networking opportunities for companies such as Lesco. The seminars and workshops help us stay on top of the latest developments in what has become a technologically sophisticated industry. In addition to the business networking, you've got the chance to build personal relationships, as we enjoy Beale

Street, Graceland, and all that makes Memphis a great city."

Another highlight is the competition for the TOBY Award as "The Office

Building of the Year." Winners in Memphis will move on to the national competition in various categories.

See you in Memphis!

Wake up this morning, got a story to tell,
Got a building so leaky, floorboards startin' to swell,
Got my tenants complainin', got CBS at the door,
Got my boss on the phone, I can't take it anymore.
Got water comin' through the windows,
Got mildew on the walls,
My troubles are just beginning,
Cause I don't know who to call.
I got the blues, I got them bad building blues,
And I don't know who to call, I got the blues.

BOMA Members Since Our Inception in 1975

LESCO
RESTORATIONS, INC.
1-800-669-9950 www.lesco.net

"Send those blues pockin'. Call us. We cure those bad building blues."

"Didn't win TOBY? Call this one. With a tip of the hat to Memphis, Toby Chapman"

As Seen in The Program for the 83rd Annual Southern Region Conference of BOMA in Memphis April 13-17.

Lesco Grows Into Florida, Texas, Alabama, Mississippi, Tennessee

What Do Major Companies Know About Lesco That You Don't Know?

If you think property management is in serious need of automation, we've got good news. It is here!

Lesco is considered the innovator and industry leader for call centers. Before Lesco pioneered the concept, most used the traditional onsite team – property manager, leasing agent, engineer, security, and maintenance. Lesco rethought the entire model and replaced these onsite teams with the call center. Lesco went on to pioneer virtual property management, mobile maintenance teams, and web-based

tenant services. The result – lower expenses and higher customer satisfaction.

“Having Lesco on board means many things,” explained Scott Smith, president of Lesco maintenance. Top three:

1 CAPITAL INVESTMENTS: We ensure that your capital investments and building improvements are handled professionally. Costs are contained. Supervision is professional. You can inspect properties, control costs, and manage operations from your desk.

2 RISK MANAGEMENT: We manage risk by capturing and managing data. We help you develop

a risk management plan based on identifying risks and preventing lawsuits.

3 DISASTER READINESS: We ensure that you have a disaster readiness and recovery plan in place. We provide the plan, people, and materials to protect your assets and your operations. We communicate with your insurer and provide the documentation that makes recovery as quick and painless as possible.

If you build it (or buy it), Lesco will come. Such is the case as Lesco grows in order to follow major customers into Florida, Texas, Alabama, Mississippi, and Tennessee.



Downtown Savannah is Site of Historic Restoration

Working on a building in historic downtown Savannah requires attention to detail well beyond the norm. Such was the case when Wachovia asked Lesco to take on an extensive scope of work on its Bull Street Savannah location.

“What we found was a building of true timber frame construction,” said Kevin Mayfield of Lesco. “This dates the building back to the late 1800s or early 1900s. The building has always



Wachovia's Bull Street location in downtown Savannah received extensive interior and exterior restoration work.

been home to a bank. The original vaults are still in the basement, along with bank ledgers with entries dating to the early 1900s.”

All of the work was reviewed and approved through the permitting procedures of the historical board of Savannah. The work began with a new roof installation. All exterior painted surfaces were repaired, prepped, primed, and painted to match the original color.

Moving to the interior, the work included a new ceiling grid, tile, light fixtures, teller line, check stand, glass financial specialist office, carpet, wallcovering, paint, and refinishing of existing marble floors in the lobby.

As is often the case with older structures, the scope addressed ADA issues with extensive modifications.

“We have a great deal of experience with bringing historically-significant structures up to the current requirements for accessibility, without sacrificing their historical integrity,” concluded Mayfield.

Lesco Earns WBE

The Women's Business Enterprise National Council in partnership with its Council for the Southeast has certified Lesco as a Women's Business Enterprise.

“I've been involved for over 15 years in various capacities of the management of Lesco,” said Carolyn Chapman, Lesco president. “Our recent change in ownership acknowledged that role.

“We realized that certification as a WBE would potentially open doors to Lesco. Our main focus is reaching corporations who have a commitment to do business with minority and women-owned businesses.”

The WBENC certification for women-owned businesses is one of the most widely recognized and respected certifications in the nation. WBE is accepted by over 700 major corporations across the country and a number of federal and government agencies.



Standing Behind Our Work Meant 'Making It Right' on Virginia Project

We messed up. Right here in print, we're saying it. We hasten to follow that statement with this one: "We accepted responsibility and we made it right."

The project in this case was an 11-story office building constructed in 1986. It consists of a reinforced concrete structural frame clad in granite and aluminum-framed continuous ribbon windows.

Water intrusion into the structure has been an ongoing concern since construction. In 1998, Lesco was hired to replace the sealant in the granite joints.

In 2001, Lesco was asked to address deficiencies observed under the warranty agreement. Long story short, the project was suffering from adhesion failure between the sealant and the granite substrate.

Lesco agreed that the problem was ours, and mobilized to perform the remediation work under the original warranty agreement. Lesco replaced all granite-to-granite joints and granite-to-aluminum sealant joints since the quality of workmanship did not conform to our standards.

Rather than repair the sealant, Lesco decided that replacement would be the way to go. The mistakes were Lesco's, and Lesco bore the cost of the warranty work.

Said the client representative: "We would like to thank you and your staff for the professional attitude and work ethic that they have displayed throughout the duration of this project. We hope that we can continue our relationship with Lesco into the future."

"... thank you and your staff for the professional attitude and work ethic that they have displayed ..."

Toby Chapman, Lesco CEO, was appreciative of the customer's understanding. "In the 20 years I have been with Lesco, we have had two mistakes of this size. In 1987, a waterproof coating we applied to a three-story building was not what the customer expected and we did not get the finish we wanted. We did the same thing on that job. We did the work over at no expense to the customer."

A good contractor plus a good customer equals a great partnership and great results.

The moral of this story is this: All companies make mistakes. Good companies take responsibility.

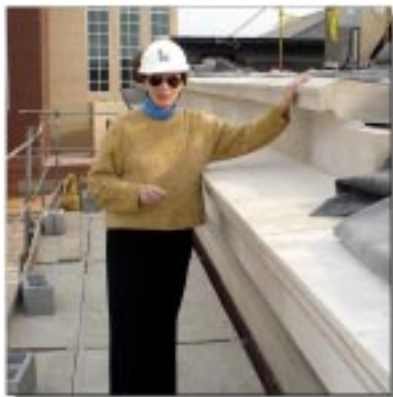
Old Becomes New on 1913 North Carolina Post Office

Monroe, North Carolina is the home of the Union County Post Office, which dates to 1913. In the fall of 2004, Lesco began a major restoration there to ready the building for its next 100 years of service.

The structure utilizes load-bearing brick walls with natural limestone trim which include belt cornices, window surrounds, and roof cornices.

The project entailed removing the existing cast stone cornice and interior wall support to below the roof level, rebuilding the wall, and installing new cast stone cornice. In addition, Lesco replaced selected limestone pieces.

The project is scheduled for completion by early April.



Lesco president Carolyn Chapman inspects new cast stone cornices.

Sarbanes-Oxley Takes Documentation To New Level

Sarbanes/Oxley? I thought it was for public companies and accountants. What does Enron have to do with me?

Not only is Sarbanes/Oxley serious, it's expensive. Put on the books two years ago, this law is only now starting to take effect. Here's some of what we know.

Sarbanes/Oxley can affect contractors and real estate professionals that operate as public companies or do business with public companies.

S/O requires company officers to take full responsibility for financial statements. Most companies are setting up strict internal controls. No latitude is given in how employees document work, and everything must be documented.

Contracts, purchase orders, bids, and progress payments are just a few of the documents involved. Verbal agreements are history. It's time to treat all documents and emails like you would your tax return.

Documents must be accurate, transparent, and filed where you can find them.

Our advice: Check with your legal advisor or your boss now.

Ford Elected To ICRI Board

Lesco senior project manager Don Ford has been elected to a three-year term on the national board of directors for The International Concrete Repair Institute. He is also vice president of the Carolinas Chapter. In addition, Lesco is a member of ICRI's Central Virginia Chapter.



TECH TIP:

Mortar Joints: Point, Repoint, or Tuckpoint?

Q The mortar joints in my building look bad. Do I point, repoint, or tuckpoint? What's the difference?

A Masonry products and materials are among the most durable available. As with any material exposed to the elements, mortar joints

are subject to weathering. Acid rain, seismic movement, settlement, freezing, and thawing take their toll.

When inspection reveals cracks or deterioration, restoration is required. One effective way is tuckpointing.

Tuckpointing describes the process of cutting out deteriorated mortar in masonry joints to a uniform depth and filling those joints with fresh mortar.

Tuckpointing is the most common of three terms used. The other two are pointing and repointing, but these two terms can describe placing mortar in

joints without removing damaged mortar.

Tuckpointing is not just for older buildings. New buildings are subject to settling, and unfortunately, incorrect installation.

With older buildings, it is important to determine the age of the structure. In the early 1900s, Portland cement was first mixed with sand and lime to make mortar. Buildings older than that require analysis to create the proper

materials. Older mortars are weaker and have less compressive strength than modern mixes. Stronger mortar deforms less, and this can damage the brick.






Old mortars may contain oyster shells, horsehair, and carbon black. Oyster shells can be mixed into new mortars in small quantities.

In correct tuckpointing, old mortar

should be removed to a uniform depth of 3/8 to 1/2 inch, or until sound mortar is reached, but not in excess of 1/3 the depth of the masonry unit. Dust and debris must be removed. The correct mortar mixture is applied, followed by "tooling." This properly seals and contours the finished product.

Done properly, buildings old or new will be ready to take on the elements.

Remember:
1. Verify the mortar recipe.
2. Sand color and texture matters.
3. Mix sand and mortar first, then add water and additives.
4. Don't use power tools or Portland cement on historic buildings.
5. Call Lesco for more job-specific information.

Joint Preparation:	
	<i>deteriorated mortar</i>
	<i>mortar removed</i>
	<i>joint properly raked</i>
	<i>new mortar</i>
	<i>tooled joint</i>

SOLUTIONS

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