

SOLUTIONS



A NEWSLETTER FROM LESKO RESTORATIONS, INC. JUNE 2003

CLIENT PROFILE

Lesco Help Desk Getting the Job Done and Then Some for NAI Southern Real Estate in Charlotte

When Lesco says it operates a help desk, Steve Banner calls that a major understatement.

"I'll put their Help Desk up against anybody's," said Banner, who is vice president and director of property management for NAI Southern Real Estate in Charlotte. Banner has responsibility for more than eight million square feet of property and more than 100 locations in the Charlotte market for clients including Harris Teeter, Food Lion, Wachovia, Blockbuster, Coca Cola, and Great Clips.

"The folks at the Lesco Help Desk are absolutely great," stated Steve. "As a corporate policy, we go to 'best of class' suppliers and vendors. When it comes to help desks, that's Lesco.

"I've known Toby Chapman (Lesco president) for 20 years but we began using the Lesco Help Desk just two years ago. When I recommended we make the move, I had a hard time getting buy-in from our management group. Now our people see this as the best thing we ever did."

"Steve has always been receptive to innovative ideas," said Toby Chapman, "and working with him has really helped us fine tune our operations."

NAI Southern Real Estate, which was founded in 1899, is the third largest property management firm in Charlotte, handling office, medical, industrial, and retail properties.

"The best thing we've ever done from a property management perspective is hire the Lesco Help Desk. I've sold accounts because of it. Everyone says they have a help desk, but too often it's a secretary taking messages on top of her other duties.

"Documentation is the main thing. Operations gets a daily report and I get a monthly report, and these reports help us trend things. The Help Desk has helped us reduce our maintenance staff and costs.

"Is it a tenant problem? Is it a building problem? We can track the calls and the responses. It helps me evaluate fees.

"I know that 7/24 there will always be a voice on the line to

deal with the needs of our clients. The phone is answered with the words 'NAI Southern Real Estate Help Desk,' and we know the call will be handled properly, whether HVAC, plumbing, electrical, roof, or landscaping.

"In fact, if we get a call directly for some reason, we pass it on to Lesco so it can be properly tracked. I need their records. I can get any custom report I need, for example, all roof leaks for last year, or all calls for one client or location. It helps us plan our budgets.

"Our next step is moving our system onto Lesco's intranet.

We'll be on their LAMA system soon, and I'll be able to get all the information I need on our own private web site.

"It's also a PR thing. It's the 'OnStar' program for me. I can tell a client 'we will be there for you' and I know we will. I also find out when a caller is 'irate' or 'extremely upset' so that I can follow up personally to say, 'I'm sorry you had that problem. Did it get corrected?' That makes a

huge difference.

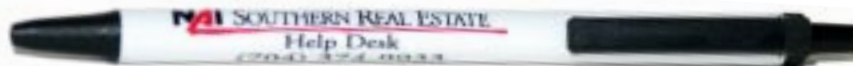
"I sleep a lot better now. Closing the loop is what it's all about. It improves customer service, provides value, makes us more efficient, and it grows with our business. It is a proactive way to separate us from the competition.

"I sell the Help Desk by telling a prospect that we partner with a leading help desk provider. If they ask 'are they any good?' I say they're good enough to provide help desk services to more than 3000 Wachovia branches."

Steve serves as an instructor for BOMA, and has helped other property managers with continuing education. He and his wife Dava have three sons, ages five, three, and nine months. They live in a farmhouse near Lincolnton, about 45 minutes drive from Steve's work in downtown Charlotte.



"It's the 'OnStar' program for me," said Steve Banner in describing the Lesco Help Desk. "I can tell a client 'we will be there for you' and I know we will."



After his own experience with a hostage situation which occurred in one of his buildings, Steve Banner authored an article on that topic which was published in the January/February 2001 issue of the Journal of Property Management.

Lesco Takes ‘Summer Winds’ to Coastal North Carolina For Work on Balcony Walkways

Lesco recently completed phase one of a three-phase project to provide repairs and durability enhancements to the elevated balcony walkways at Summer Winds Condominiums in Salter Path, North Carolina.

This cutting-edge technology project was designed by Sutton Kennerly & Associates, and consisted of replacing only a portion of the elevated balcony walkways instead of the standard total slab replacement.

On this five-story structure, an OSHA-approved railing system was installed and the existing metal handrails were removed. The outer 10 inches of elevated walkway concrete was removed, the existing steel cleaned, and new epoxy-coated

reinforcing steel added for structural support.

New stainless steel handrail brackets were installed and new concrete was placed. The new concrete was a specialized design to provide high strength and low shrinkage. After curing of the concrete, an anti-corrosion agent was applied to the remaining concrete to deter further corrosion of the reinforcing steel. The deck was

finished off with a waterproof coating and a textured deck finish.

Leading the efforts for Lesco was superintendent Dean Robinson. Design engineer for Sutton Kennerly was Walt Strand from the Greensboro office. The combined efforts of Sutton Kennerly & Associates and Lesco provided a lower cost, long-life, low-maintenance concrete repair with an aesthetically pleasing finish.



Justice Served In Georgia

Another successful project is in the books, as a Lesco construction crew recently finished up work at the Gwinnett County Justice Center in Lawrenceville, Georgia.

Throughout the winter, Lesco addressed waterproofing issues by pressure washing, applying clear sealer, and caulking the rear elevation.

Pride in workmanship is shown as the Lesco crew gathers in front of the center to recognize another completed project.

Debbie Adams, property manager for the Justice Center, complimented the job as “professional” and the Lesco crew “a pleasure to work with.”

Lesco’s Wayne Moore served as operations manager for the project.



Lesco executed a design by Sutton Kennerly & Associates at Summer Winds Condominiums in Salter Path, North Carolina. The cutting-edge technology called for replacement of only a portion of the elevated balcony walkways, instead of the standard total slab replacement.

TECH TIP: Preventing Concrete Cracking

You’re cracking up!? Actually, if it’s your concrete that’s cracking up, that’s both normal and controllable.

When concrete sets and dries, it shrinks. This shrinking process creates stress that results in the development of small cracks.

That’s why control joints are placed in concrete. With properly placed control joints, we allow for shrinkage and control cracking by providing spaces instead of allowing the concrete to crack randomly. Cracks

happen in the joint so it’s not noticeable.

These joints are normally placed at least every 20 feet to minimize random cracking. How deep a joint is installed and how long after the concrete is poured also contribute to the success of the joint in preventing random cracking.

Experience has demonstrated that placing joints farther than 20 feet apart greatly increases the incidence of random cracking.

Lesco Continues to Work on Historic Railroad Roundhouse Museum in Savannah

Following the structural investigations first reported in the December 2002 issue of *Solutions*, Lesco has continued to work with the Coastal Heritage Society on the Roundhouse Railroad Museum in Savannah.

The historic railroad roundhouse, a National Historic Landmark Site, was operated by the Central of Georgia Railway from 1838 to 1963. The site contains the oldest and most complete railroad repair shops in the US, and has been called “a brilliant tribute to the 19th century Industrial Revolution” and “the most important complex of antebellum railroad structures in the US, if not the world.”

Lesco project manager Don Ford reports that Lesco crews have:

- completed cleaning the ceiling area of the roundhouse
- mapped all of the areas that need to



Large crowds gathered at the Railroad Roundhouse Museum in Savannah for its recent Blues & BBQ Festival.

- have concrete repaired
- installed a corrosion inhibitor to protect the existing steel
- completed approximately 1,200 linear feet of epoxy injection, and
- are in the process of developing costs and recommendations for a complete roofing system.

“The ceilings of the overnight shed were cleaned,” explained Stewart

Dorhman, curator of buildings for the Coastal Heritage Society, “because the steam engines could not be shut down overnight. Until about 1950, they ran continuously, so soot built up on the ceiling and created sulfuric acid. Fortunately, the acid had not caused major damage, even though the soot was a quarter-inch thick in places. The cleaning uncovered other areas needing attention, and a rust inhibitor was applied.”

The facility is now an operating museum. “One must remember,” said Dohrman, “that railroads were the number one employer in the US at the time, and they made travel within this country a reality.”

To learn more about the Roundhouse Railroad Museum in Savannah, log on to www.chsgeorgia.org/home.cfm.

Email: Don Ford / dford@lesco.net

Carolinas ICRI Chapter Holds ‘Mega Demo’

The Carolinas Chapter of the International Concrete Repair Institute held its annual “Mega Demo” on May 1 and 2 in Greensboro, North Carolina. Led by Lesco’s Mike Morse, current ICRI chapter president, the gathering centered around the theme “Creation and Repair of Architectural Concrete Finishes.”



Lesco’s Mike Morse serves as president of the Carolinas Chapter of the ICRI.

Topics included:

- applying architectural elements to concrete repair
- imprinting texture to concrete
- hardened concrete surface polishing
- slip resistant architectural finishes
- repair of architectural stonework
- repair of architectural terracotta, and
- protective coatings for architectural finishes

Also attending from Lesco were Terry Davis, Keith Williams, and Elias Ochoa.

Mike Morse is available to put his expertise on concrete and masonry issues to work for you.

Email: Mike Morse / mmorse@lesco.net

Email Can Bring GOOD NEWS!

To: Richie Lancaster, Lesco VP, Tenant Construction

Subject: THANKS
Richie, thanks to you and your team for all your hard work on our Carolinas Signage Conversion. The conversion went smoothly and your team’s efforts on restoration and QC were critical. Please let your folks know how much we value their support on this important project. Thanks again!

W.E.(Mac) McGee, Sr. VP Wachovia

Tech Meetings Crucial To Teamwork, Customer Service

Lesco techs from all over the East Coast gathered for regional meetings during the spring, with quality of work and customer service serving as the primary focus.

These facilities maintenance techs handle routine items and are on call, through the Help Desk, to resolve the headaches of property managers.

Techs from the Southern Region - South Carolina, Georgia, and Florida - held their semi-annual meeting on Friday, April 11 in Greenville, SC.

The Central Region operations team - covering North Carolina, Virginia, Maryland, and DC - met in Richmond on March 18 and 19.

The North Region tech meeting - Connecticut, New York, New Jersey, and Pennsylvania - was held April 24 and 25 in Atlantic City.

At each of the gatherings, the group heard from Lesco senior management members including Scott Smith and Bill Kleckley on issues including quality of work, the addition of new

customers, and changes in reporting systems.

Lesco's Donna Moss and Maria Santos updated each group on human resources issues and help desk happenings.

The Central Region meeting included an in-depth roofing seminar

by Lesco's own roofing guru, David Stultz.

Safety was, as always, a topic at each of the meetings.

Lesco's Chris Wood supplied the techs with an "online how-to guide" and discussed the third generation of Lesco's online mechanics report.



Help Desk operations were addressed by Lesco's Maria Santos during the tech meeting for the Southern Region held in Greenville, SC on April 11.

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is published by
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