

SOLUTIONS



A NEWSLETTER FROM LESCO RESTORATIONS, INC.

SEPTEMBER 2003

Emory U. Turns to Lesco for Two Atlanta Projects

Lesco went back to college this spring, thanks to two challenging projects completed for Emory University in Atlanta.

In project one, Emory chose Lesco as contractor to complete repairs to one of the signature facilities on the Emory campus – the Woodruff Library.

The Woodruff Library is a structural concrete building which has suffered deterioration and spalling of the concrete surface. Testing from the design engineer showed carbonation problems with the concrete spandrel beams that are between the column locations.

Lesco removed all areas of questionable concrete material, installed a metal lathe over all of the spandrel beam surfaces, and installed a structural concrete overlay. The engineer for this project had the materials manufacturer create a new product specifically for this repair. After all of the structural repairs were completed, new sealants were installed and the entire facility was coated with three layers of protection

that will also give the building a new color and texture.

This was a fast-track project, and so was project number two at Emory.

Faced with the task of repairing and waterproofing four large dorms at their Clairmont campus, Emory chose Genoa Company of Atlanta as their general contractor. Genoa

in turn chose Lesco to accomplish the window repairs and waterproofing on one of the dorms.

This project required the removal of 205 windows, a 23-step repair and waterproofing procedure of the openings, and reinstallation of the windows, all within a 17-day time frame. Led by Lesco superintendent



Lesco superintendent Dean Robinson overcame the challenges of restricted work sites during his recent assignments - Woodruff Library, shown here, and the dorms at Emory's Clairmont campus.

Dean Robinson, Lesco troops worked 10 to 12 hour days in "Hot-lanta" summer weather. Special thanks go to Genoa superintendent Arnold Yancey and to Sutton Kennerly project manager Tim Norton for their help and guidance on the project.



Death Valley Ready for Tiger's Roar After Repairs

Deadlines are deadlines, but some loom larger than others. Working on recent repairs at Clemson Memorial Stadium, the Lesco crew was well aware that on August 30 at noon, a kickoff would occur before the Georgia Bulldogs, the Clemson Tigers, 80,000-plus screaming fans, and a national television audience.

Lesco's crew, under the guidance of Wayne Moore and Steve Sierra, completed a waterproofing project at Clemson Memorial Stadium on schedule. Work included repairs to the

press box and various concrete repairs.

The project marked the latest in a long line of Lesco projects on the Clemson campus.

Reader Rewards Program Begins

Thank you for spending a few minutes reading *Solutions*. See page four for details of our new Reader Rewards Program.

How Safe Are Building Facades? Inspecting for Unsafe Conditions

Colleague Jeff Erdly co-chaired the ASTM task group which developed the "Standard Practice for Periodic Inspection of Building Facades for Unsafe Conditions." (E 2270-03.) With Jeff's permission, we have condensed an article he and Michael Petermann wrote on this standard.



Jeff Erdly

Subcommittee E06.55 on Performance of Exterior Wall Systems has approved a standard practice that outlines the requirements and procedures for conducting facade inspections.

The standard is intended for adoption by model building codes, local municipalities, or private owners of multiple buildings, such as universities. The availability of this standard will make it possible for many cities that do not have a facade ordinance to adopt one. Cities with existing ordinances may wish also to adopt ASTM's new standard.

Periodic facade inspections are typically conducted in three steps.

- Step 1 involves reviewing the service history of the facade as typically documented in past reports or repair campaigns, and possibly preparing elevation drawings if none already exist;

- Step 2 involves performing the inspection, which includes a visual survey under proper lighting conditions, a close-up inspection of select facade portions where the inspector can touch the facade surface, and probing select building facades to inspect for hidden deterioration; and

- Step 3 involves analyzing the findings of the inspection and preparing a report that is submitted to the building owner and local building authority.

Building owners can greatly assist the facade inspector by maintaining good documentation on the service history of the building facade. Previous periodic inspection reports should be easily accessible and contain good quality photographs of conditions found. The facade inspector will use the previous report for comparison to current conditions.

For more info, call us at Lesco or see masonrypreservation.com.

Cities with facade ordinances:

Boston, Columbus, Milwaukee, Pittsburgh, Chicago, Detroit, New York, St. Louis

Excerpt from Hammurabi's Code of Laws:

If a builder builds a house, and does not construct it properly, and the house falls in and kills its owner, then that builder shall be put to death.

The late Clayford T. Grimm, ASTM member and masonry guru, wrote in the March 2000 issue of The Construction Specifier that "Masonry falls off a building facade somewhere in the United States about every three weeks. Over the past few years in the United States, at least 49 such masonry failures have killed 30 persons and injured 81."

ASTM

Hurricane Preparedness? Lesco Clients Know They'll Be Ready

Hope for the best, but prepare for the worst. When it comes to hurricanes along the East Coast, you'd better be prepared. Preparing for the worst is a task Lesco has undertaken for its clients.

Let's face it: Scrambling around at the lumber yard for the last of the plywood is **NOT** hurricane preparedness.

Lesco responds to client locations before hurricane landfall to board up and secure facilities, and returns to re-secure, execute

Scrambling around at the lumber yard for the last of the plywood is NOT hurricane preparedness.

repairs, and prepare for reopening.

Lesco monitors hurricane activity through our own in-house Satellite Weather Network system and

television throughout hurricane season, from June 1 until October 31.

Lesco maintains 10 emergency warehouses strategically located and

equipped with supplies to respond to client needs.

Isolated locations have plywood pre-fitted and stored on site.

Lesco's own headquarters generator ensures that we remain operational at all times.

Lesco crews begin boarding up all client locations in harm's way no later than 24 hours before landfall.

Once all danger has passed, Lesco crews are first responders.

The primary function of the crews is to prepare each building to open as soon as danger has passed, and to:

- secure the facility
- board up and repair broken windows
- check doors, roof, and walls
- clean parking lots of debris

- repair roof leaks
- clean and vacuum wet carpets
- set up generators, if necessary
 - check electrical breakers and fuse boxes

notify utilities of problems

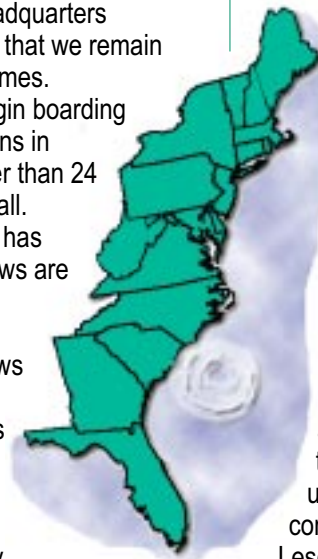
document damage with photos

recommend additional work orders as needed.

Crews regularly report progress to Lesco's office, which directs crews and can report to the client hourly until work is complete.

Lesco and its clients conduct a post-assessment, "lessons learned" meeting after the recovery process.

Are you ready?



Lesco Hurricane Preparedness Warehouses

- Greenwich, CT
- Red Bank, NJ
- Maple Shade, NJ
- Toms River, NJ
- Ocean City, NJ
- Norfolk, VA
- Wilmington, NC
- Myrtle Beach, SC
- Charleston, SC
- Savannah, GA

With Lesco, A Whole Lot LESS Shakin' Is Goin' On

Overcoming obstacles was what Lesco did in completing a contract to seismically upgrade a school in Mecklenburg County, North Carolina. This specialized work brought requirements that were met by only a handful of contractors.

About a dozen contractors responded to the solicitation for qualified contractors. Only five survived prequalification. Lesco was selected to perform the work.

Difficult under normal conditions, this project had to be completed in just six weeks before classes resumed.

The work required installation of new rebar into existing interior walls from floor line to roof level at 200 locations within the school. Each



Lesco's Doug Dizney (right) and Jim Hadley of Sika Corporation inspect work.

location had to be filled completely with cement grout, and the face of the concrete block replaced. This was made more challenging by having to avoid or remove the obstacles on and within the walls – chalk boards, lockers, sinks, electrical conduit, telecommunication lines.

In addition, carbon fiber reinforcing rods were installed in mortar joints above and below windows, above doors, and below the bond beam at the top of all load-bearing walls. Removal and replacement of the ceiling was required to perform this step. The entire interior of the school was repainted.

Lesco delivered results, not excuses, in spite of the numerous challenges of this project.

Lesco's Power to Help Crosses Borders, Rescues Customer

In the summer of rain across the Southeast, the only remarkable thing about the July 22 thunderstorm that clobbered Memphis was its severity.

Clobbered is right. The storm knocked out the electricity to the financial centers in the city. Among those instantly out of operation was SouthTrust Bank.

Lesco provides services to



SouthTrust in several Southeastern states, but not in Tennessee. When South Trust called for help, Lesco responded without worrying about state lines.

Using established contacts and resources in Tennessee, Lesco began quickly to help SouthTrust reestablish service to its customers. The local supply of portable generators had

been exhausted by hospitals, food distributors, and others.

Lesco acquired a 150 kilowatt generator from out of state, and supplied the necessary drivers, support team, generator fuel, and route information to get the generator delivered overnight. Lesco negotiated to have certified local electricians on site to get the system up and running upon arrival.

SouthTrust was back in business the day after the storm, while most of its competition was not.

While power was restored to most of Memphis in the next few days, the area where the generator was needed did not receive power for almost a week. For SouthTrust, it was "business as usual."

Riverbend Rail Repairs Solve Water Problem

Water has an amazing way of ending up where it's not wanted. Lesco has been resolving such water situations since 1975.

Duke Energy was experiencing a "migrating" water problem at their Riverbend Fossil Fuel Station on the Catawba river near Charlotte.

Water was migrating from their train access area into their generator room below. A generator room is an area where water is simply unacceptable.



Broken concrete flooring along rails allowed water to migrate to a generator room.

The rails for the train cars end 70 feet inside of the facility, and that was the source of the problem.

The concrete flooring was broken on the inside of both sets of rails, and the bottom of the rail joint was cracked. These problems allowed water entry.

A Lesco crew removed the damaged areas of concrete and cleaned the joint. New high-strength repair mortar was installed to replace the damaged concrete, and the bottom of the joint was coated with a liquid membrane. The result was a dry facility and a happy customer. Repairs were not only successful, but they were completed without any interruption to their operations.

Lesco Facilities Must Grow

As a result of new contracts for our maintenance call center, Lesco is adding some 4,500 square feet of new office space to our Spartanburg facility.

General contractor for our expansion is Lesco's own Construction Services Division.

Virtual Property Management Works for Trammel Crow

Over the last decade, as the pre-eminent growth strategy for companies became to grow through acquisition, a question developed: How do I oversee a large portfolio of properties over a wide geography?

Lesco's answer is "Virtual Property Management." Utilizing today's

Utilizing today's technology, it is possible to divide the expertise and cost of a professional property manager over many buildings.

technology, it is possible to divide the expertise and cost of a professional property manager over many buildings that may be hundreds of miles apart.

Lesco can routinely visit your

buildings and provide instant reports, repair quotes, and digital photos right to the desk of the property manager.

Using this knowledge a decision can quickly be made to evaluate the severity of a maintenance issue and devise the most succinct resolution.

The advantages?

1. It reduces travel time and expense.
2. It divides expenses over a portfolio of buildings.
3. It maximizes the skill sets of your most qualified personnel.
4. It provides documentation for risk management and insurance claim adjustment.
5. It details a complete work history

that is building specific.

Some of the nation's leading property management firms use Lesco as their "eyes and ears" in the field and as their tactical service provider. Trammel Crow's Charlotte division recently engaged Lesco to do site visits to dozens of locations from New York to Mississippi. Trammel Crow quantifies the information Lesco provides and implements the best strategies for the customer.

Want to know more or see a demonstration of "Virtual Property Management?" Call Scott Smith at 1-800-669-5950 or email him at ssmith@lesco.net.

Check Your Label! Reader Rewards Program Begins

Thanks for reading this newsletter. We believe that we have a worthwhile story, and that this newsletter will help us create additional opportunities to serve you.

Above your name on the address label below is your personal **Reader Reward Program** number. With the publication of each issue of this newsletter, we will select at random five people from our mailing list to receive "Rewards."

For this issue, the rewards are:

- \$75 Gift certificate at Outback Steakhouse
- Lesco Leatherman pocket tool
- \$40 Gift certificate to BlockBuster's
- Lesco portfolio
- Lesco umbrella

To find out if yours is a winning number, log on to lesco.net. and click on the **Reader Reward Program** link on the home page.

Thanks for allowing us to send you this newsletter.

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