



## How to Successfully Manage a Commercial Pool Deck Resurfacing Installation

*Recommendations and tips to make sure your commercial pool deck remodeling project runs smoothly.*

### INSTALLATION GUIDE

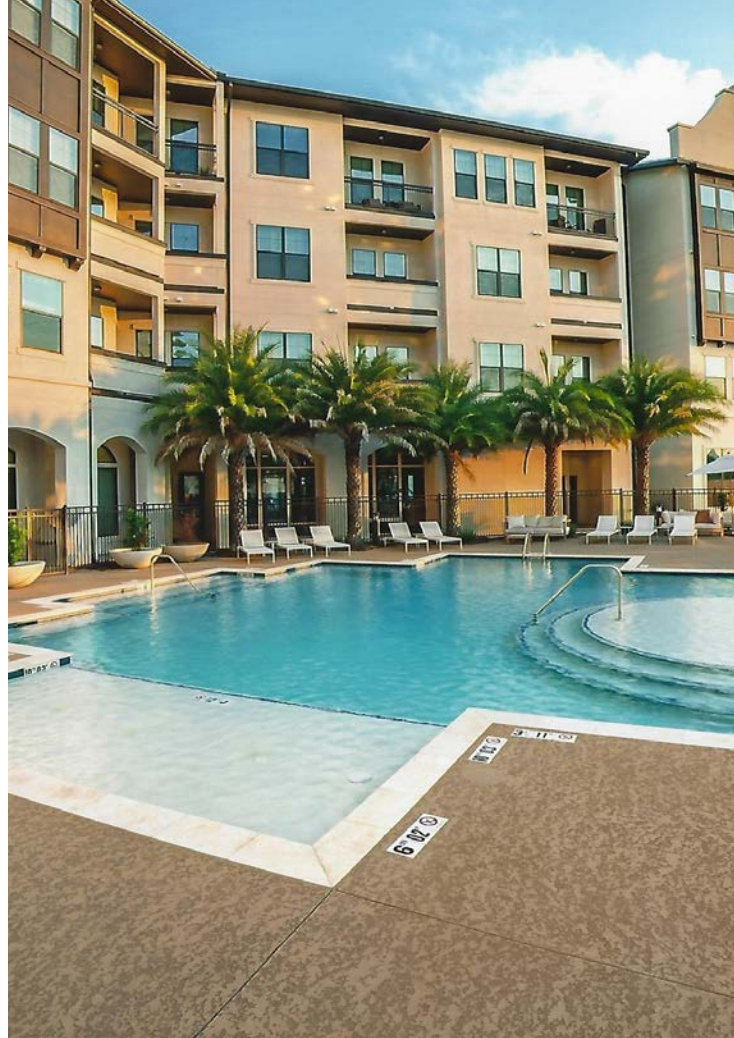
Successful commercial pool deck installations require ongoing communication between all parties involved in the construction process. Parties involved can range from property managers to property owners, architects to designers, contractors to project managers, sales representatives to maintenance staff. The specific number of people involved in a pool deck resurfacing project can vary and often involves stakeholders in different states. For example, the property where a pool deck overlay is being installed could be in Georgia, the owners could be in New York, and the sales representative could be in Texas. In addition, many projects also involve closure of pool facilities, some noise and dust (though it's kept at a minimum by proper site preparation), design approvals, updates to pool depth markers for building code, as well as many other considerations to ensure the pool deck is installed properly. ►

**“A single point of contact to keep all parties informed of progress, questions, and decisions greatly improves project success.”**

The remote locations of stakeholders as well as the complexities of installing a pool deck in a working hotel, multi-family residential building, or apartment complex demands constant oversight to keep the project running smoothly. At SUNDEK, sales representatives fill this role. They are the project managers, gatekeepers, and communication experts that keep everyone involved in the project informed. They work to prevent issues before they form and solve challenges as they arise. Sales representatives are involved in the process from the time an inquiry begins through the site evaluation and bidding phase. They continue managing the project as a single point of contact for everyone involved through the construction phase until the installation is completed and accepted.

The sales representative becomes the single point of contact for questions and updates. After a pool deck resurfacing inquiry is accepted, sales representatives get in touch with owners, designers, contractors, on-site engineers, and any other stakeholder to schedule an initial evaluation of the jobsite. From that point, they are in daily contact with each person involved. During the construction phase, you will receive updates, which includes a daily progress report on the project consisting of photos, a description of what work was completed, and a summary of what work will happen the next day. Any questions that come up or contingency plans that need to be made are also handled on a daily basis so there are no surprises.

The following set of recommendations provides tips and techniques for making sure a pool deck resurfacing project is managed properly and installed successfully while keeping everyone involved in the project fully informed. These recommendations are provided by SUNDEK's National Commercial Sales Representatives Rae Cerasoli and Jason Unruh. Both have worked with clients ranging from hotel management companies such as IHG to property managers and real estate ownership groups such as JBL Partners.



The Addison, Baton Rouge, Louisiana.  
Kalua Classic Texture  
Contractor: Concrete Coatings, Inc.

**“During the construction phase, you will receive updates, which includes a daily progress report on the project consisting of photos, a description of what work was completed, and a summary of what work will happen the next day.”**



Hotel, Chicago, Illinois.

Terra Cotta Classic Texture with Terringbone Brick Pattern

Contractor: Sundek of Illinois

## ACTIONS TO TAKE

### Planning & Bidding

- Once you inquire about your project, expect a project manager to contact you to conduct an interview. The interview is necessary to understand the intent of the project, where the project is located, and details about the property. This also gives the project manager a chance to meet the people who will be involved in planning or decision making (designers, architects, ownership groups, property staff).
- Compile visuals that will help guide the design of your project. Gather photos that show finishes you like. This will help communicate the type of designs you like and aid in selecting the proper overlay. The project manager will also compile photos of previous projects to show you. This will give you a better idea of what the textures, patterns, and colors look like on completed installations.
- A site visit will be scheduled as soon as possible. An installer will visit the site (when possible, in tandem with the project manager) to meet with anyone in charge of the building or facilities. All stakeholders involved will be informed when the visit is scheduled, even if they can't attend. During the visit, the installer will take measurements and photos, write down any important notes about the site, perform a preliminary evaluation of the substrate (the structural surface below any old coatings or overlays), and create an initial timeline based on the conversation. After the site visit, the project manager will relay a summary of the visit to all stakeholders.
- Confirm design decisions in writing. Before construction begins, all stakeholders need to see the agreed upon textures, patterns, and colors for the project. Adjustments can be made as needed, but the initial design should be agreed upon in writing.
- Establish a single point of contact. The single point of contact will be the central hub that keeps each person involved in the project informed of meeting schedules, bids, project progress, change orders, responses to questions, and more. For clear and organized communications, make sure all stakeholders know who the single point of contact is. SUNDEK's automatically appoints a sales representative (referred to in this document as "project manager") to each project to act as the single point of contact. They communicate with all parties to make sure the project runs smoothly.
- Discuss logistics at the beginning of the project. Identify any necessary pool closures, noise disturbances, unsightly views, interruption of the flow of foot traffic, and potential debris. Property managers or facilities staff should be proactive in updating guests or residents about upcoming changes. Announcements about closures, noise, or other changes can be posted on the property's website as well as sent by email and mail to guests and residents.

## Construction

- On-site staff (this is usually person in charge of facilities or the general manager) will receive a document that includes detailed instructions about what needs to be done before construction begins. This document outlines anything the staff of the building need to have completed before construction begins (trim grass or landscaping; remove furniture, pots, pool sweeps, ladders, etc.) The document also outlines the application process and contingency plans for the project being done.
- Agree on an approximate completion date. Even though slight adjustments may need to be made, the project manager will provide an estimate to ensure everyone is on the same page about how long it will take to complete the project.
- Agree upon a format for daily progress reports (email, texts, photos, etc.). As construction begins, make sure you receive a daily progress report. The reports should include an account of what happened on the installation each day, what work will be done the following day, and daily photos of the project.
- Installation crews or field leaders will take photos of your project at the end of each day. The project manager will send these photos to the office for a daily progress report that's sent out to all people involved in the project (from owners, to property managers, to on-site staff).

## Project Completion

- Schedule a walk-through of the completed installation. Before a project is set to be completed, the project manager will schedule a time to review the completed project with your on-site staff, owner, and/or property manager.
- Make sure everyone at the final walk-through signs the completion paperwork. The installer will also be taking final photos of the installation. These photos will be sent out in the final daily progress report.
- Make sure your property manager or on-site staff who will be in charge of caring for the refinished pool deck has a maintenance instruction sheet. Your project manager will make sure you're provided with specific procedures and cleaning materials needed for your new pool deck. These instructions will include the recommended cleaning frequency as well as what to do in specific circumstances (gum, deep scrapes, stains, etc.).

Rippon Landing Lodge, Woodbridge, Virginia.  
SunStamp with Aggregate Effects in Antique Moss color  
Contractor: Sundek of Washington



## ACTIONS TO AVOID

### Planning & Bidding

- Don't forget that weather can cause delays and should be built into your schedule. Rain and freezing temperatures can delay a project and it's important that you as well as all parties involved in the design or decision making are aware of the possibility of these delays.
- Don't leave code or regulatory updates to chance. During the design phase, ask the project manager about regulations such as properly installed pool depth markers. You can look up county or city codes but also ask the team working on your pool deck for advice. Project managers will bring up possible updates during the initial interview or during the design phase.
- Don't be afraid to ask about industry terminology, especially if it's the first time you've been involved in remodeling a commercial pool deck. At times, a project manager may use an industry term such as "substrate." If you're unclear on terminology, ask for clarification so everyone can communicate effectively. Knowing some of these terms will also help you better understand the installation process.

### Construction

- Once old coatings are removed, expect the installer to do a thorough evaluation of the concrete substrate. They'll be looking for possible sinking concrete, uneven concrete, defective surfaces, drains that need updating, and concrete that's spalling or cracking. Discuss any findings as well as possible solutions and costs as soon possible. You'll want to get any of these issues fixed before installing a new concrete overlay.
- If there's extensive cracking in the concrete substrate, don't assume that all the cracks can be fixed. Often, it's better to select a pattern where possible cracks that may transfer through to the new overlay are incorporated into the design. Random patterns like flagstone or slate are typically good choices.
- Don't leave taping off, masking, and protecting nearby surfaces to chance. Discuss any concerns you have at the beginning of the project and confirm your wishes as construction begins. Often, owners want to make sure surrounding walls and landscaping are protected. It's also a good idea to review how the pool, ventilation, and entryways will be protected from overspray or runoff. You may also want to block construction from view of guests or residents. This should be discussed and taken care of before construction begins.

### Project Completion

- Don't forget to walk the completed project with the project manager or installer before signing final paperwork. If there are any touch-ups or fixes to make, it's better to have the crews fix anything while they're still on site. In many cases, you'll be guided through the final walk-through with a checklist to make sure everything on the project was completed as agreed and cleaned thoroughly.



The University of Texas - SA Housing, Austin, Texas.  
Bone White and Franciscan Tan Classic Texture  
Contractor: Sundek of Austin

## FIND A LOCAL SUNDEK INSTALLATION CONTRACTOR

SUNDEK has project managers and over 60 installation contractors nationwide to serve you.

### CONTACT US

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