



# REPIPING PROJECT FREQUENTLY ASKED QUESTIONS

*The information below pertains to the second phase of the Nevis Milano repiping project.*

- 1) When will the project start?
  - February 12, 2018
- 2) How long will the project last?
  - 4 to 6 weeks
- 3) When will we be notified?
  - AMA Repiping will be mailing out specific information as to when your unit will be completed in late January. Residents will be responsible for contacting AMA Repiping to set up a time for an initial walk through of their unit, at which time any specific questions can be addressed.
- 4) Will I be able to stay in my house?
  - You may choose to stay. The project is noisy and will limit your access to certain areas during the work, but you will have full access overnight. AMA Repiping will let you know which areas you will not have access to during the initial walk through so you can plan accordingly.
- 5) How long will they be in my house?
  - Generally, the process takes approximately one week to complete a building. More complex buildings may require additional time.
- 6) Will I have water during the project?
  - Normally the water is only off for one day from 8 A.M. to 5 P.M. during the change over from the existing copper to the new PEX system. Residents will be notified in advance as to when this will be scheduled so they can make the necessary arrangements.
- 7) What do I do with my personal belongings?
  - It is always recommended to put your valuables away in a secure location. The contractor will go over with each resident the areas that they will need access to (under sinks and other work areas).
- 8) What about dust and debris?
  - The contractors will provide floor protection, cover furnishings, and usually create floor-to-ceiling plastic corridors in work areas to reduce dust. They also use vacuum-attached tools to minimize dust. Debris and plastic corridors are removed nightly.
- 9) What if I have a leak?
  - Please contact Action Property Management if your unit is scheduled to be repiped and you experience a plumbing leak. The contractor will be contacted to do temporary repairs until your unit is repiped.
- 10) Who do I call if I have a question?
  - All correspondence should go through Action Property Management. They will contact Accord Construction and AMA Repiping for answers.
- 11) Will my walls be painted and patched?
  - Yes. The exception would be if you have custom faux finishes, wallpaper, murals or other special finishes, premium paints or required specific brands. The contractor will do what they can to avoid impacting the custom walls if possible, and if the customer has premium paint or requests a specific brand, it is suggested that the owner purchase a gallon of the paint for the contractor to use.



- 12) What if I want new faucets?
  - The contractor will provide costs for replacing fixtures. Usually, the homeowner furnishes the fixture (faucet, garbage disposal, shower valve, water heater, etc.) and pays for the labor to install it.
- 13) Can the contractor do other repairs?
  - Other than fixture replacement, we do not encourage additional repairs, as it impacts the progress of the project. If a plumbing component other than water requires repairs, it will be evaluated.
- 14) Do I have to be home when the project is happening?
  - No. The contractor will need daily access. Keys can be left with neighbors, or contractors can provide lock boxes. You may discuss how the unit will be accessed with the contractor during the initial walk through.
- 15) Can I trust the workers?
  - All of the companies that are working on this project are reliable and bonded. They are staffed with full-time employees that are trustworthy.
- 16) What if they break something?
  - During the initial walkthrough, fragile items are identified and the resident will be asked to relocate them if necessary. The contractor is responsible for any damage they do to your belongings, unless the resident ignores warnings to relocate the item.
- 17) What about my pets?
  - Pets will need to be contained. The contractor will identify "safe areas" that pets and children can remain in during the project. Walls and ceilings that are opened during the day are covered at night so small pets can't get into the openings.
- 18) Will the water be safe to drink?
  - Yes. PEX is NSF 62 certified and complies with all local, state, and federal safe water guidelines.
- 19) What is the process?
  - The project starts with an initial walk through to identify areas of construction, cabinets that will need to be emptied and to identify any existing conditions that may impact the project. The first day, belongings and floors are covered, plastic curtains are installed and access holes in ceilings and walls are started. The second (and possibly third) day, piping installation occurs. The following day is for the City inspection, followed by patching, texture and painting. The patching and painting continues until complete, followed by cleanup, and then a final walkthrough by the contractor and construction manager. Residents will be provided with the direct contact information for AJ of AMA Repipe prior to commencement of the project, and you may contact him with any specific questions regarding what will be going on in your unit on each day so you can plan accordingly, as it is subject to change.
- 20) What if I have already re-piped my unit?
  - Units that have already been completely repiped do not have to have their piping replaced. These units will not be covered under AMA Repiping's warranty (but should be covered under the warranty of the contractor that repiped the unit). Please note that the contractor may require access to your unit to install piping for another unit.