

# Hard Surface Flooring Questions and Answers

## 1. Who are the preferred vendors for HSF program?

- *PNW*: American Floor and Blind, Interior Logic Group (FKA Criterion Brock)
- *North CA*: Interior Logic Group (FKA Criterion Brock), National Apartment Flooring, Pro-Floors (use as backup only)
- *South CA*: Contract Carpet, Interior Logic Group (FKA Criterion Brock), National Apartment Flooring, Bilchik (use as backup only), Foundation Flooring (use as backup only).

## 2. What are the details OPS need to provide CMS on the HSF Work Order?

- The work order should include preferred HSF flooring color, move in and move out dates and preferred HSF installation dates. Request should be sent immediately after 1-month inspection prior to move out.

## 3. Who is responsible to contact the vendor for estimate?

- CMS Project Manager is responsible to obtain the estimate and attach to the PO.

## 4. What are the approved colors for HSF program?

- Canton St
- Peachtree St
- Broadway
- Vinnings Drive
- Sweet Auburn

## 5. We did not receive the sample of the 5 approved colors from SHAW, what should we do?

- Please contact Jeff Walton at [jeff.walton@shawinc.com](mailto:jeff.walton@shawinc.com) and he'll send them to you.

## 6. When replace flooring for townhome, do we replace the stairs with HSF as well?

- No, do not replace stairs with HSF. If replacement is needed for the stairs, replace them with new carpet.

## 7. Can we apply this program to an occupied unit if resident requests and willing to pay for the premium?

- Yes, this is fine as long as the resident completely clears out their apartment at their own cost and the existing flooring needs to be replaced anyway and we can get the premium.

## 8. If we have a flooded unit and carpet is un-repairable, can we replace flooring with HSF even if premium won't be applied until after the lease is over?

- Yes, considering flooring is un-repairable.

## 9. If the site is not currently on the approved property list, can OPS request to add on that site if they believe they can get a premium? Who should they contact for this request?

You can send the request to the following:

- Michael Davis- NorCal
- Zac Silva- PNW
- Jonathan Braun- OC/SD
- Cristian Machuca- Ventura/LA

We will review the request and get back to you.

- 10. My site currently has a premium for HSF throughout except for bedrooms, does it qualify for the HSF program?**
- This depends. If the existing premium is at or above the premium required in the bulk HSF limit, then you should replace out of your Ops capital assuming the existing floor is at its end of useful life. If existing premium is lower than the bulk HSF limit and you will achieve an “added premium” of at least \$10, then it qualifies but the existing floor must be at its end of useful life.
- 11. The unit has an existing HSF flooring in some areas such as kitchen and bathroom, but the color is not one of the 5 approved colors. When replacing the bedroom flooring in that unit, do we replace the whole unit with new HSF flooring and color or only replace the areas that needed?**
- Yes, if the existing floor is at its end of useful life. If the existing floor is NOT at its end of useful life, then you should keep it as-is.
- 12. My site currently under unit renovation project, do we pick to have the unit renovated with HSF or connect with CMS PM to have HSF replacement only and not do the unit renovation?**
- If your community has unit renovations already, then you would include HSF throughout as part of your renovations. Connect with your Redevelopment PM.
- 13. Since Ops gets to choose the color of HSF flooring to be installed at the properties, if Redev has a unit turn project going on, K&B or FUT, does Ops have the option to deviate from our HSF scope color that Redev is using in the turn?**
- No, Ops should use the flooring color that is already used in the renovation. If there is upcoming renovation, contact your Redevelopment PM to see which flooring color they plan to use. The goal is not to replace new floors.
- 14. Redev is already performing KB at my property but only install HSF in kitchen and bathroom but not the bedrooms. Do I ask the Redev PM to install HSF for the bedrooms or reach out to CMS for the HSF program?**
- If Redev is already doing renovation at your property, then they should increase the current budget to absorb the additional cost to install HSF throughout. The bulk HSF is not intended for any project undergoing renovations.
- 15. If the site requests to start installing HSF on upper floor units, who should review and grant approval to proceed on those installations?**
- No, this is under a separate program that is currently being reviewed and need to be approved by SOLT.
- 16. If a property approved under HSF program cannot produce a premium on an HSF installation, should the property be denied an HSF installation?**
- The property should notify the RPM and then to Lisa explaining why this is not possible. This was approved by the DMs that the approved premiums can be achieved and not subject to the property to change.
- 17. Can units completely over garages be included in the program?**
- Yes.

**18. Can CMS request OPS to add unit number and the vendor the sites are using to the work order request?**

- Yes, good practice.

**19. My site has HSF flooring on almost all first-floor units now, why is it in the program?**

- The approved properties were noted in Filemaker as not having HSF. If you already have HSF, then leave it as-is.

**20. Who is ultimately responsible for determining the useful life of the flooring? I see this as an alternative to the sites using their flooring budgets.**

- The Maintenance Supervisor.

**21. Can the RMs put quotas on the sites to get a certain amount of conversions completed?**

- No. They need to address this with the DMs as this initiative was approved by SOLT and DMs, and should not be subject to RM or community preferences.

**22. What if the site only wants HSF installed all areas but the bedrooms?**

- This is not an option. The program was approved for HSF replacement throughout the unit by the SOLT, Scott Reinert and the DMs. Please escalate all issues to DMs.