

## Central Arizona Chapter No. 1

### Letter From the Chapter President



As we get further into the year we push for more ways to bring in new members. We have made great strides this year with our Trial Membership Program and we continue to add benefits for local Chapter members. Our Association Safety Program and Training Program have both been very successful and we are now looking into affordable health insurance alternatives for our members.

We have many events and programs coming your way. Our Fall Golf Tournament is being held on September 30<sup>th</sup>. This is our most popular of the year and always proves to be a great time for all. In our upcoming meetings we have ROC in September, SCF in October, Product Updates in November, and our annual Christmas Party in December. We also will have an upcoming Bowling Night for all our members and their families.

For more information regarding current events, future meetings, events, membership, and everything you want, or need to know about Central Arizona Chapter PDCA, please visit our fast growing website.

I want to thank all our members and staff for what has been the biggest, greatest, and most successful year I have ever seen in the PDCA.

Thank You,  
Monty Cates, President  
Central Arizona Chapter



### PDCA Publications Highlight

Excerpts from...

#### What Every Painting And Decorating Contractor Need To Know About....

#### CONTRACTS

##### Why are residential Contracts Needed?

Unless agreement is reached in advance about a painting contractor's responsibilities, including reasonable limitations, there is a distinct chance for customer dissatisfaction and disputes. Customers, particularly homeowners, frequently have expectations that far exceed generally accepted performance standards for building related work. Quite often, homeowners judge results against perfection instead of commercial acceptability.

Contracts are similarly helpful for painting contractors to confirm the materials and methods to be used. This information should make clear which areas and surfaces are to be painted using flat or semi-gloss paint, as well as color selections and

procedures. Contracts are also useful in establishing warranty guidelines as to what constitutes a deficiency.

#### Painting Contractors and Subcontracts: Commercial Projects Guide — Bid Considerations: Offers

Most offers by painting contractors and subcontractors on large jobs are in the form of bids based on scope documents specifying the work to be performed, the schedule for performance and general requirements for a commercial project. Prudent bidders attach scope of work contemplated, any unusual conditions an identification of the prospective subcontract terms upon which the bid amount is predicated. For example, a painting contractor's transmittal letter might state that the bid is based on use of the 1997 edition of AIA Document A401 as the subcontract or perhaps clarify that the subcontractor's agreement use the contractor's standard subcontract form is conditioned on

there being mutually agreed upon changes and clarifications to the contractor's subcontract language. Absent such bid qualifications, the bidder is vulnerable to having its bid accepted for a broader scope of painting work than anticipated and perhaps being subject to an onerous set of subcontract terms.

#### The manual also contains:

- Background and reference material
- Practical information relating to residential light commercial contracts
- Information regarding Commercial Painting Contracts and Sub Contracts
- Guidance on bidding and negotiating contracts with the objective of achieving fair terms consistent with best industry practices
- Sample contract and subcontract forms

(Continued on page 2)

#### Inside this issue:

PDCA Publications: Contracts	1
PDCA Benefits: SESCO	2
Safety Tip: Breathe Easy	2
Member Spotlight: Kidd Painting	3
Arizona Council President Report	3
New PDCA Industry Standards Approved	3

#### Calendar of events:

- September 30, 2006  
Fall Golf Tournament
- October 10, 2006  
Chapter Meeting
- October 25, 2006  
New Member Orientation Conference Call
- October 27, 2006  
PDCA Standards Conference Call
- November 14, 2006  
Chapter Meeting
- November 24, 2006  
PACE Convention Conference Call
- November 29, 2006  
New Member Orientation Conference Call
- December 9, 2006  
Chapter Holiday Party



# Central Arizona Chapter No. 1

## PDCA's QUICK TIPS SALES GUIDE—PART I

### Receiving the Lead

Respond to the lead the same day you receive it.

Pre-qualify the lead with pertinent questions:

- *When are you looking to have the work completed?*
- *How did you hear about us?*
- *Is quality more of a priority to you than the lowest price?*
- *Have you ever used a professional painting contractor before?*

Book the appointment only if the customer fits into your profile.

Restate the customer's needs and objectives.

*Next newsletter...  
First Impressions Count*

## Central AZ Chapter No. 1 Committee Chairs

### Budget

Scott Gilbert

### Bylaws

Roger Adams

### Community Service

Cass Robertson

### Golf

Darrell May

### Legislative/ROC

Robin Asher

### Marketing/Publication

Ed Mowry

### Membership/Mentoring

Cass Robertson

### Scholarship

Roger Adams

### Safety

Monty Cates

### Social

Russ Hickman

### Training/Education

Tim Crout

## PDCA Benefit Highlight: SESCO

### Complete Human Resource Staff and Services

As a member of PDCA your organization receives the following services...

### Free Telephone/E-mail

**Consultation:** The SESCO staff is available to answer your human resource questions on a daily basis at no charge.

Whether it be a federal or state employment compliance question such as wage and hour, FMLA, COBRA, INS, Equal Employment, etc., the SESCO staff stands ready to assist you. In addition, the staff assists in research, handling difficult people problems such as terminations, disciplinary actions, substance abuse or other day-to-day issues that arise. The only cost is the

cost of long distance and, of course, e-mail is at no charge.

**Free Handbook Review :** The SESCO Staff will review and analyze your current employee handbook or policies to ensure compliance with federal and state employment regulations, as well as to ensure the employee handbook is effective as it is the cornerstone communications tool of any employer-employee relationship.

**Human Resource Compliance Manual :** The SESCO staff has prepared a custom compliance manual for PDCA members and the industry. It is well over 200 pages and contains sample policies, forms and SESCO staff recommendations. It is a complete human resource manage-

ment compliance guide and is an excellent reference manual for your HR and Management Team.

### Discounted Consulting Services:

- EEOC Charges
- Online Recruitment Tools
- Personnel Forms
- Compensation Administration
- Online Recruitment Tools
- Employee Handbooks
- Affirmative Action Programs
- Screening and Hiring Systems
- Employee Retention Systems
- And more...

Other services include...

- Professional Service Agreement
- The SESCO Report

*Full description available on our website.*

## Safety Tip: Breathe Easy

**Cartridge respirators** purify the air – they do not supply air and may not be used in an oxygen deficient atmosphere.

Cartridge respirators are designed to filter dangerous gases, vapors or particles from the air before inhalation. It is imperative to have the correct cartridge for protection against a given type of hazard.

The cartridges attach directly to the face piece of a respirator. Half-mask face pieces protect against substances that will not irritate the eyes and cannot be

absorbed through the skin. Full face piece masks include protection for the eyes.

Respirators should always be assigned to individual users unless a central disinfecting and cleaning service is used to sanitize the masks.

A medical evaluation and a fit test are required prior to issuing a respirator.

It is important that a respirator fit correctly. A beard or dentures can affect how it protects



the user, so care must be taken to fit everyone using a respirator to assure the proper size is assigned.

Before using a cartridge respirator, make sure the same company manufactures the cartridge and face piece. It is recommended strongly that you don't mix brands.

If you have any questions about the respirator or cartridge colors, ask the manufacturer or distributor.

*Article courtesy SCF of Arizona*

## PDCA Publications Highlight, cont.

*(Continued from page 1)*

"This book, and others already published and those to come will continue to support for PDCA members the highly coveted distinction of a true professional. Furthermore, those contractors who possess the library and incorporate the principles contained in the books are worthy of representing themselves to

consumers as possessing a professional business distinction different than all those who neither possess the body of knowledge nor use the principles that define the profession of painting and decorating contractors."

Dr. Ian Horen, CAE  
PDCA, Chief Executive Officer

This book and others in the series are available on the PDCA Online Store [www.pdca.org/PDCAstore.htm](http://www.pdca.org/PDCAstore.htm)

Contracts Guide  
ITEM #37701  
Member Price: \$42  
Nonmember Price: \$68



## Member Spotlight: Kidd Painting

We founded Kidd Painting in 1995, solely as a means for us, owners Scotty and Tracy Kidd, to earn enough money for college. Once we finished school, we each took jobs in the corporate world. Occasionally, a relative in the painting business hired us to paint on the weekends for extra income. In the late 90's, mass corporate takeovers, layoffs and company shutdowns affected many Americans, and we were no exception. We were suddenly left careerless and the future did not look particularly bright.

In 2001, we decided to take our painting "hobby" and turn the company into an actual, viable business. From that time until mid 2006, our company held ground. We were able to make a respectable profit, but we felt trapped. We didn't know how to properly develop our business, and due to the cutthroat

competition in the local painting industry, we couldn't trust other painting companies to give accurate information or advice. We felt our company had plateaued in terms of our growth potential.

It was at this point, we decided to join the Painting and Decorating Contractors of America (PDCA). We had toyed with the idea of joining for several years but, that was as far as the thought process went. We knew we wanted to interact with other professional businessmen/women in similar circumstances and respectabilities as ourselves and it now seemed to be the solution to our dilemma.

We have now been members of the PDCA for about four months and have learned more from our fellow members in that time than we had for the entire nine years Kidd Painting has been in business. We have made

professional and personal relationships that we feel will last a lifetime. We are now a part of a bigger picture, our company has become more invigorated, we have developed 3 additional crews to handle our workload and we sense the potential for our company is limitless. Everyone from the PDCA has welcomed us with open arms and offered an overwhelming wealth of information.

I would encourage any serious painting professional to become a member of the PDCA. Doing so will continue to promote standardization of our noble profession in an atmosphere of good will. We can confidently state that joining the PDCA has been one of the best things Kidd Painting has done as a company.

Warmest Regards,  
Scotty and Tracy Kidd  
Kidd Painting, LLC.

**Board of Directors for the Central Az Chapter No. 1**



**President**  
Monte Cates

**President Elect**  
Ed Mowry

**Vice President**  
Brad Ghaster

**Treasurer**  
Steve Kammer

**Executive Secretary**  
Melissa Matthews

**Past President**  
Cass Robertson

**Board Members**  
Robin Asher  
Tim Crout  
Albert DeAnda  
Scott Gilbert  
Russ Hickman  
Jay Lickus  
Jim Schriener

## Arizona Council President Report

Thank you for the privilege of serving you and our council at the PDCA St. Louis mid-year board meeting. The experience will be one I will remember for a long time.

I would encourage you to be aware of the current issues at hand and make your voice heard. One way to be heard would be by going to Dallas to our national convention in February. If you have never gone, it is time you should. The classes, meetings and friendships can impact your business for years to come.

PDCA has one ultimate desire, to make our industry "professionally perceived." They have the tools and programs to make us better contractors, no matter if we are a big or a small company.

Thank you for your participation at our local chapter meetings. Our chapter is where the "rubber meets the road". It is there where we can really feel a part of "the paint industry family." It is there where we develop our friendships, support and knowledge. It works when we work it!

My Dad has many sayings. One of his favorites sayings is "nothing happens more often than change" and though change can be a good thing, it is never an easy thing. PDCA, like other associations nationwide, is changing. I believe that ultimately these changes will be in our best interest.

Keep coming back...

Respectfully,  
Brad A. Ghaster  
PDCA Council  
President



## Two New PDCA Industry Standards Approved

PDCA's Board of Directors Approved two (2) new standards, P13-06 and P14-06 during the Mid-Year Board meeting held in St. Louis, Missouri, August 5th.

PDCA standard P13-06 is entitled "The Inspection and Acceptance of Architectural Paints on the Interior Surfaces of Structures when Dry Film Thickness is Specified."

The second adopted standard is PDCA P14-06 "Levels of Surface Preparation for Repainting and Maintenance Projects Receiving Architectural Coatings."

<http://www.pdca.org/Articles/Press/06Standards.htm>



Feb 11-14 2007 Dallas, Texas  
Dallas Convention Center

**EDITOR**  
Ed Mowry  
P: 602-866-7606  
F: 602-866-6326  
E: mowrypainting@cox.net

**ASSOCIATE EDITOR**  
Melissa Matthews  
P: 480-988-3786  
F: 480-988-6511  
E: newsletter@pdca.org

Please contact the editor if you are interested in advertising space.



## Central Arizona Chapter No. 1

Mailing Address:  
4391 East Marshall Court  
Gilbert, AZ 85297

Phone: 480.988.3786  
Fax: 480.988.6511  
E-mail: [admin@pdcaz.com](mailto:admin@pdcaz.com)

**Your "Partner in Profit"**

**We're on the web!**  
**[www.pdcaz.org](http://www.pdcaz.org)**



## Trial Membership Program

*"Try it before you buy it!"*

Sign up today for a no-obligation trial membership.

- Trial membership is for a period of 6 months.
- During the trial period your National, Council and Chapter dues will be waived.
- Trial membership includes access to the Member's Only section of [www.pdca.org](http://www.pdca.org) and a listing on "Find A Pro".
- Trial membership does not allow participation in PDCA Insurance or Training Programs.
- Trial membership does not allow the use of PDCA logo for your business.

Trial membership applications are available at  
<http://www.pdcaz.org/pdfs/trial.pdf>

Regular membership applications are available at  
<http://www.pdcaz.org/pdfs/membership.pdf>



**Painting and Decorating Contractors of America  
Central Arizona Chapter No. 1**

4391 EAST MARSHALL COURT  
GILBERT, AZ 85297