



Interior Preparation Standards

Quick Descriptions of Our Preparation Standards

Level 2 Rental	If this is a rental property, or you are not concerned with the appearance of the finished product (you just don't want to see paint failing) then choose level 2 preparation .
Level 3 Standard	The most popular choice! If you want obvious and medium flaws addressed, but you don't see the need to fix minor flaws that can only been seen at close range choose level 3 preparation .
Level 4 Upgrade	For those that prefer to inspect the finish product at very close range, and are easily bothered by minor flaws. If you are often disappointed in the finish product of other professional painters you might want to choose level 4 preparation .
Level 5 Designer	This is for clients that want an old house to look brand new! The goal is to approach perfection.

*Note: More detailed descriptions of these standards on the next pages

The Theory Behind the Standards

We have been surveying our clients for over 15 years at CertaPro Painters. The goal is to refine our service every year so that our customers have an exceptional experience and would enthusiastically refer CertaPro to their friends. Twelve years ago we realized that **our biggest complaint from our clients** (roughly 5%) was that they were not satisfied with the preparation that was done at their house.

As we asked more and more questions, we realized **that different clients have a different expectation of what constitutes a "good" preparation job**. Some felt that a "good" job was making sure there was no peeling paint (our **level 2**). Others felt that since they hired a professional painter that all areas to be painted would be near perfect before the paint is applied (our **level 5**). Most fell somewhere in the middle (our **level 3** and **level 4**). Please take the time to read the descriptions below to determine what **YOUR expectations are** so we can deliver an exceptional customer experience!

How to Determine which Level is Best for You:

There are 2 approaches that I recommend. The academic approach would involve reading through the descriptions on the following pages (along with others that will be affected by the painting) to see what sounds right to you. The visual approach would involve having a representative of CertaPro point out flaws that would be fixed (or not fixed) with each level.



Level 2: Apartment Repaint

A decent job. Fixing all “major” flaws, not addressing minor flaws.

Ceilings:

Address any major ceiling cracks, water damage etc.

Walls:

Fix all structural cracks with fiberglass tape and durobond 45.

Fill all major holes.

Address any flaws that “jump out” in a cursory inspection.

Trim:

Sand any obviously rough patches.

Do not remove old paint off of glass.

Level 3: Standard Residential

A good residential job that most painting contractors would agree is a good job.

Addressing all “major” flaws, and most “minor” flaws.

Ceilings:

Address any major or minor ceiling cracks, water damage etc.

Fix major holes and major flaws that “jump-out”.

Walls:

Fix structural cracks with fiberglass tape and durobond 45.

Fill all major and minor holes that can easily be seen from 3 feet.

Pole sand most wall surfaces to knock off burrs on the surface.

Caulk obvious cracks between walls and trim that can be seen from eye level.

Trim:

Fill any major divets in eye-level trim if they can hold filler.

Sand all trim with 100 grit sandpaper to knock off burrs and smooth.

Remove all old paint off of the interior glass.

Level 4: Upgrade Residential

A great job. A clear step up from a “standard” residential paint job. Addressing all “minor” flaws that can be seen from 3’ away. Fix many flaws that have been overlooked for several paint jobs. Only 5-10 painting companies on the Main Line could perform (if asked specifically).

Ceilings:

Smooth out any major “waves” in the ceiling.

Fix minor holes and minor flaws that can easily be seen from 3’ away.



Walls:

Aggressively attack major and minor stress cracks by “digging them out” and then fixing.

Fill all major and minor holes that can be seen from a 3’ inspection.

Blend in areas that were previously spackled but not blended into the surrounding wall.

Heavily sand all wall surfaces with an electric palm sander to smooth.

Sand out runs on corners.

Fix joints between drywall sheets that have not been addressed in previous paint jobs so the joints blend into the wall.

Caulk any cracks between walls and trim that can be seen from any position (for example: the bottom edges of the window frames that can only be seen by looking up from the floor).

Trim:

Sand all trim with 50 grit sandpaper first to knock off major peeling paint and burrs.

Re-sand all trim with 120 grit sandpaper for smoother surface.

Use flexible sanding blocks to sand large relief of trim without compromising relief.

Fill all major and some minor divets in the trim that will hold filler.

Skim coat any door panels that are alligatored to smooth.

Level 5: Decorator/Designer Standard

A job that a perfectionist could (should) be satisfied with. A job that is particularly hard to find fault with. A level that only 2-3 companies on the Main Line could perform.

Ceilings:

Smooth out any major and minor “waves” in the ceiling.

Fix minor holes and minor flaws that can be seen from 1’ away.

Walls:

Fill all major and minor holes that can be seen from 1’ away.

Perform all “cut-in” with hot dog roller rather than a brush so there is no “picture framing” around outlets and trim.

Fix “bowing” drywall sheets that may not be noticed unless the lighting is a certain way.

Trim:

Skim coat all window sills for glass finish.

Fill all major and minor divets in the trim that will hold filler.

Use dremel electric sander to get in tight relief on trim.

Attempt to return relief to window sashes that are damaged by applying a 2-part minwax and then molding to the current pattern.

Attempt to remove paint from all hardware. Suggest brass refinishing (at an additional cost) or replacement of hardware if it’s too far gone.