

Bolster

The smart way to do major home renovations

(929) BOLSTER



Bolster Home Renovation Quality Standards

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Introduction from Bolster's CEO

Thank you for choosing Bolster for your home renovation.

At Bolster, we believe in being crystal clear about what “beautiful results” *actually* means. Which is why we provide our customers with an objective set of quality standards.

These standards let you know in advance the exact quality of finish your Bolster Contractor will achieve on your project and how we will help to remedy any defects.

It's just another way we help deliver an amazing renovation experience for our customers.

Happy remodeling!



Fraser Patterson
Founder & CEO
Bolster

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Acknowledgments

Bolster gratefully acknowledges the National Association of Home Builders (NAHB) in developing their Residential Construction Performance Guidelines for Professional Builders & Remodelers (Third Edition).

Bolster's Quality Standards are closely modeled after the NAHB Guidelines but have been adjusted for local purposes.

How to use these standards

Bolster's Quality Standards are divided into chapters generally organized according to the usual sequence of events in the construction process. Nearly every chapter has major categories or sections; some also have smaller subsections. Each chapter contains individual construction standards.

The standards in this book are numbered according to the following sequence: Chapter Number — Section Number — Guideline Number.

Please note that the guideline numbering restarts under each new section within a chapter.

Smaller subsections within chapters do not affect the numbering system.

Each construction performance guideline has three parts, with an optional fourth part:



Observation

A description of a particular construction condition, defect or potential problem.



Performance Guideline

The specific criterion for acceptable workmanship.



Corrective Measure

A description of the work required by the Bolster Contractor to meet the performance guideline if any is required and/or the owner's maintenance responsibility.



Discussion

(optional) Occasionally, when more information would be helpful, there appears an additional part called Discussion; an explanation of unique factors pertinent to the observation, performance guideline, or corrective measure.

The guidelines are supplemented by a glossary and an alphabetical subject index. The subject index is a comprehensive listing of applicable guidelines. Most guidelines are referenced by several listings that generally capture both Bolster terminology and a typical owner's description of a condition.

GENERAL INSTRUCTIONS

In many areas, construction is covered by a process that requires all work to be done in compliance with locally approved, applicable building and related codes or locally approved or adopted guidelines.

If any conflict arises between these guidelines and applicable requirements of locally approved codes or locally approved or accepted guidelines, as a matter of law, the code requirements or performance criteria may take precedence over these guidelines.

These performance guidelines apply only to contracting work as specified in Bolster's Standard Contract for your project. They do not apply to designs, plans, materials, or workmanship that is supplied by you or is outside the scope of your particular project.

They are also designed to apply only to the part of the job addressed in each guideline.

Warranty & Dispute Resolution

The warranty as described in Bolster's Standard Contract, clearly express the intent of all parties involved in your renovation project. The limited warranty describes the problems for which The Bolster Contractor will be responsible after completion of your project, and specifies the time period during which the warranty is in force.

Moreover, if the Bolster Contractor warrants workmanship and materials in our warranty, we will provide some means of determining whether we are in compliance with the terms of the warranty. Without guidelines referenced, we run the risk of having to follow specified dispute resolution procedures where an arbitrary standard may be imposed. That never works out well for anyone.

If an item is not covered in that publication, standard industry practice shall govern including the dispute resolution process as specified in Bolster's Standard Contract.

If there are particular guidelines within this publication that Bolster or owner does not feel are reasonable, they should be specifically excluded from all warranty or contract documents.

Likewise, if there are particular guidelines that are not addressed, then by agreement, we should add these to be part of the warranty and/or contract documents as referenced.

Site work

Coverage 1st Year Only Workmanship and Materials

1-0-1

Observation: The ground has settled around the foundation, over utility trenches, or in other areas.

Performance Guideline: Settling of ground around foundation walls, over utility trenches, or in other filled areas shall not interfere with water drainage away from the home.

Corrective Measure: If The Bolster Contractor provided final grading, upon request by the owner, one time only The Bolster Contractor will fill areas that settle more than 6 inches and that affect proper drainage. The owner will be responsible for removal and replacement of shrubs, grass, other landscaping, pavement, sidewalks, or other improvements affected by placement of such fill.

1-0-2

Observation: The site does not drain properly. **Performance Guideline:** The necessary grades and swales shall have been established by The Bolster Contractor to ensure proper drainage away from the home. Standing or ponding water shall not remain for extended periods in the immediate area of the house after a rain (generally no more than 24 hours), except in swales that drain other areas or in areas where sump pumps discharge. In these areas a longer period can be anticipated (generally no more than 48 hours). The possibility of standing water after an unusually

heavy rainfall should be anticipated by the owner. No grading determination shall be made while frost or snow is on the ground or while the ground is saturated or before any lawn or plantings are established.

Corrective Measure: The Bolster Contractor is responsible only for initially establishing the proper grades and swales. The owner is responsible for maintaining such grades and swales once they have been properly established by The Bolster Contractor.

Discussion: Grass and other landscaping are integral components of the storm water management practice needed to minimize erosion from the site. It is the owner's responsibility to maintain such grass and other landscaping to help ensure proper functioning of the site drainage system. The owner is responsible for maintaining such grades and swales once The Bolster Contractor has properly established them. If a homeowner, their landscaper or another subcontractor changes The Bolster Contractor grades or if they create impediments to the original drainage scheme, such as walkways, patios, decks, etc., The Bolster Contractor is no longer responsible for proper drainage in the areas so affected.

1-0-3

Observation: The site has soil erosion.

Performance Guideline: The Bolster Contractor shall grade the disturbed areas of the property in accordance with municipal requirements. The Bolster Contractor is not responsible for soil erosion due to acts of God, or other conditions beyond The Bolster Contractor's control.

Corrective Measure: No action required. The Bolster Contractor is not responsible for erosion due to acts of God, site alterations by the owner, lack of maintenance by the owner, or other conditions beyond The Bolster Contractor's control.

1-0-4

Observation: Water from a nearby or adjacent property flows onto the owner's lot.

Performance Guideline: The Bolster Contractor is responsible for providing a means of draining water (rain, melting snow or ice) that originates from the lot they are working on (1-0-2). The Bolster Contractor is not responsible for water flowing from a nearby or adjacent property that he does not own or control, onto the disturbed portions of the owner's lot. The Bolster Contractor is obliged only to make a reasonable effort in accordance with the municipal requirements to control water flowing from another lot that he does not own or control or on which no dwelling has been erected by providing proper slopes around the newly erected dwelling.

Corrective Measure: It is The Bolster Contractor's responsibility to control water only in the area immediately surrounding a new dwelling and in the areas he has disturbed.

1-0-5

Observation: Existing trees, shrubs, or other vegetation are damaged in the course of construction.

Performance Guideline: The Bolster Contractor is only required to make a reasonable and cost effective effort to preserve and protect existing trees, shrubs, other vegetation and landscaping, if any, that he is trying to save. No attempted savings are guaranteed.

Corrective Measure: No The Bolster Contractor action is needed.

Foundation and Slabs

Coverage 1st Year Only Workmanship and Materials General

GENERAL

2-1-1

Observation: The foundation is out of square.

Performance Guideline: As measured at the top of the foundation wall, the diagonal of a triangle with sides of 12 feet and 16 feet shall be no more than 1 inch more or less than 20 feet.

Remodeling Specific: The Bolster Contractor and owner may agree to build an addition out of square in order to keep a new exterior wall on line with an existing wall of an out-of square house.

Corrective Measure: The Bolster Contractor will make necessary modifications to the foundation to comply with the performance guidelines for squareness to provide a satisfactory appearance. The Bolster Contractor may square the first-floor deck or walls by cantilevering over the foundation or locating the deck or walls inset from the outside face of the foundation.

Discussion: Squareness is primarily an aesthetic consideration. The corrective measure emphasizes the primarily aesthetic nature of squareness and makes the criterion for correction "a satisfactory appearance." This allows The Bolster Contractor to make either a structural change or some cosmetic modification as most appropriate. There are many instances in which the squareness of a foundation is not of

consequence because subsequent construction provides an opportunity to make corrections.

2-1-2

Observation: The foundation is not level.

Performance Guideline: This guideline applies only when the levelness of the foundation adversely impacts subsequent construction. As measured at the top of the foundation wall, no point shall be more than 1/2 inch higher or lower than any point within 20 feet.

Remodeling Specific: The Bolster Contractor and the owner may agree to build an addition out of level in order to keep the floor of an addition on the same plane, and the roof ridge on the same line, as those of an existing, out-of-level structure.

Corrective Measure: The Bolster Contractor will make necessary modifications to any part of the foundation or to subsequent construction to meet the performance guideline for levelness. This can be affected by leveling the sills with shims, mortar, appropriate fillers, or other methods.

Discussion: There are many instances in which the levelness of a foundation is not of consequence because subsequent construction provides an opportunity to make corrections.

INTERIOR CONCRETE SLABS

2-2-1

Observation: There is a crack in a concrete footing.

Performance Guideline: Cracks greater than 1/4-inch in width are considered unacceptable.

Corrective Measure: The Bolster Contractor shall repair any cracks in excess of the performance guideline.

2-2-2

Observation: A concrete slab within the structure has separated or moved at control (expansion and contraction) joints.

Performance Guideline: Concrete slabs within the structure are designed to move at control joints.

Corrective Measure: Because this is normal, no corrective action is required.

2-2-3

Observation: Efflorescence is present on the surface of the basement floor.

Performance Guideline: This is a typical condition caused by moisture reacting with the soluble salts in concrete and forming harmless carbonate compounds.

Corrective Measure: Because efflorescence is a typical chemical reaction within concrete, no corrective measures are required of The Bolster Contractor.

Discussion: Efflorescence is evidenced by the presence of a white film on the surface of the concrete. It is a particularly common occurrence where masonry or concrete are in contact with high moisture levels as may be found in basements.

2-2-4

Observation: Concrete floor or slab is uneven.

Performance Guideline: Except for basement floors or where a floor or portion of floor has been designed for specific drainage purposes, concrete floors in rooms designed for habitability shall not have pits, depressions, or areas of unevenness exceeding 3/8 inch in 32 inches.

Corrective Measure: The Bolster Contractor will correct or repair the floor to meet the performance guideline. Proper repair can be affected by thoroughly cleaning, filling, and troweling the surface level using a latex-fortified cement mixture or other materials designed to fill cracks and bond with concrete.

2-2-5

Observation: The concrete floor slab is cracked.

Performance Guideline: Minor cracks in concrete floor slabs are normal. Cracks exceeding 3/16-inch in width or 1/18-inch in vertical displacement shall be repaired if the slab is in conditioned space or basements or the crack interferes with the installation of finish flooring which is part of The Bolster Contractor's responsibility.

Corrective Measure: The Bolster Contractor will repair cracks that do not meet the performance guideline.

Discussion: Repairs can be made by using a material designed to fill cracks in concrete.

2-2-6

Observation: Interior concrete work is pitting or spalling. Pitting is evidenced by concrete that has flaked or peeled from the outer surface. Spalling is evidenced by concrete that has chipped.

Performance Guideline: Interior concrete surfaces shall not pit, spall or disintegrate. Aggregate pops are normal; minor scaling is not controllable. Exterior surfaces may not be warranted.

Corrective Measure: The Bolster Contractor will repair defective concrete surfaces using materials designed for this purpose. The Bolster Contractor is not responsible for deterioration caused by salt, chemicals, mechanical implements, or other factors beyond The Bolster Contractor's control on interior or exterior concrete surfaces.

2-2-7

Observation: The interior concrete slab has a loose or sandy surface.

Performance Guideline: The surface shall not be so loose or sandy that it shows obvious deterioration.

Corrective Measure: The Bolster Contractor will repair defective concrete surfaces using materials designed for this purpose. The Bolster Contractor is not responsible for deterioration caused by salt, chemicals, mechanical implements, or other factors beyond The Bolster Contractor's control on interior or exterior surfaces.

CONCRETE BLOCK FOUNDATION WALLS

2-3-1

Observation: A concrete block foundation wall is cracked.

Performance Guideline: Cracks in concrete block foundation walls shall not exceed 1/4- inch in width.

Corrective Measure: The Bolster Contractor will repair cracks to meet the performance guideline.

Discussion: Shrinkage cracks are common in concrete block masonry and should be expected in crawl space and basements walls. Cracks may be vertical, diagonal, horizontal, or stepped-in masonry joints. Repairs can be made by using a material designed to fill cracks in concrete.

2-3-2

Observation: A concrete block wall is out of plumb or bowed.

Performance Guideline: Concrete block walls shall not be out of plumb greater than 1 inch in 8 feet when measured from the base to the top of the wall or bowed more than 1 inch in 20 feet when measured horizontally.

Remodeling Specific: If tying into an existing foundation that is out of plum, The Bolster Contractor and owner will review the existing conditions and scope of work. The Bolster Contractor will make a reasonable and cost-effective effort to meet the performance guideline while complying with the existing building code.

Corrective Measure: The Bolster Contractor shall repair any deficiencies in excess of the performance guideline. If the wall is to remain unfinished per contract, and the wall meets building codes as evidenced by passed inspections, then no corrective action is required.

POURED CONCRETE FOUNDATION WALLS

2-4-1

Observation: A poured concrete foundation wall is out of plumb or bowed.

Performance Guideline: Poured concrete walls shall not be out of plumb greater than 1 inch in 1 feet when measured vertically or bow more than 1 inch in 20 feet when measured horizontally.

Remodeling Specific: If tying into an existing foundation that is out of plumb or bowed, The Bolster Contractor and owner will review the existing conditions and scope of work. The Bolster Contractor will make a reasonable and cost-effective effort to meet the performance guideline while complying with the existing building code.

Corrective Measure: The Bolster Contractor shall repair any deficiencies in excess of the performance guideline. If the wall is to remain unfinished per contract, and the wall meets building codes as evidenced by passed inspections, then no corrective action is required.

2-4-2

Observation: An exposed concrete wall has pits, surface voids, or similar imperfections in it.

Performance Guideline: Surface imperfections larger than 1 inch in diameter or 1 inch in depth are considered unacceptable.

Corrective Measure: The Bolster Contractor will repair holes that do not meet the performance guideline.

Discussion: Proper repair can be affected by thoroughly filling the holes and voids in concrete surfaces. The repaired area will not match the color of the surrounding area.

2-4-3

Observation: The basement wall is cracked (horizontal or vertical separation).

Performance Guideline: Cracks in basement walls shall not allow exterior water to leak into the basement. Shrinkage cracks (cracking caused by external or internal restraints as reduction in moisture content develops) are not unusual in concrete foundation walls. Such cracks greater than 1/8 inch in width shall be repaired.

Corrective Measure: The Bolster Contractor will repair cracks that do not meet the performance guideline when leaks are present or if cracks exceed 1/8 inch in width.

Discussion: Shrinkage cracks are not unusual and are inherent in the drying process. They should be expected in basement walls due to the nature of concrete. Cracks may be vertical, diagonal or horizontal. The only cracks considered under warranty claims are cracks, which permit water penetration or those that exceed 1/8-inch in width.

2-4-4

Observation: A cold joint is visible on exposed poured concrete foundation walls.

Performance Guideline: A cold joint is a visible joint that indicates where the pour terminated and continued. Cold joints are normal and should be expected to be visible. Cold joints should not be an actual separation or a crack that exceeds 1/4-inch in width.

Corrective Measure: The Bolster Contractor will cosmetically repair any cold joint that exceeds 1/4-inch in width by parging with a material intended for that purpose.

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removed for this sample**

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