

Project Management/Owner Representation Services

- *Optimize Construction Project Performance and Financial Outcomes*
- *Improve the Management of Complex Construction Projects in Community Associations*
- *Resolve Unforeseen Challenges, Reduce Costs and Extend Service Life*

While all construction projects in community associations are important, some projects require less planning and management scrutiny, with trusted vendors routinely providing a valued service. Other projects are major investments with more complexity, requiring more effort to assure success.

We are agents of Community Association Management firms, Volunteer Boards, and on-site Property Management teams.

We collaborate with all association stakeholders and regulatory, construction, architectural, and engineering professionals to cost-effectively lead a complex construction project from its start to a successful completion.

Solving Complex Construction Project Challenges

Construction project management in HOAs must be scaled to the community's resources, expertise, and available management time. In an ala carte **Menu of Services**, we can "quarterback" all phases ... or customize services to meet your specific requirements.

The "BIG THREE" challenges are:

- ◆ **A minimally investigated problem ... may start the project on questionable assumptions**
- ◆ **An inadequately defined project scope ... may fix the wrong problem or be over-scoped**
- ◆ **An infrequently inspected project ... may result in a project "redo" far too soon**

These issues and others can result in the problem remaining unresolved, hidden costs, unwanted change orders, schedule delays and significant reduction in post-project performance and service life.

Our services are custom-tailored to resolve unforeseen project challenges, reduce costs and extend project service life.



First Steps to Project Success

At exploratory meetings we typically:

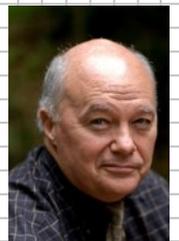
- ◆ **Offer "no cost" recommendations or referrals**
- ◆ **Determine that our services are not needed or aligned to the project**
- ◆ **Suggest that further investigation is needed to generate a Proposal of Services.**

If additional project investigation is needed, we provide a **Min/Max Fee** or a **Fixed Fee Proposal** in the **Project Investigation Phase**.

If other project management or owner representation services are needed, we typically submit a **Fixed Fee Proposal** for all or selected elements of **Project Initiation** and **Project Performance Phases**.

Contracted services can be Project or Retainer-based, supporting multiple projects.

We optimize all jobsite crew behaviors to comply with all Community COVID-19 Safety Requirements.



Mark E. Spiers
CEO & Founder

Project Management/Owner Representation Services

- *Optimize Construction Project Performance and Financial Outcomes*
- *Improve the Management of Complex Construction Projects in Community Associations*
- *Resolve Unforeseen Challenges, Reduce Costs and Extend Service Life*

Project Management/Owner Representation Services Improve the Results of Complex Construction Projects in HOAs

Improve the performance outcomes and financial longevity of your investments in challenging construction projects. Use GAPWORX's best practice, ala carte, three-phase, ten-point **Menu of Services**.

- ◆ Our hands-on approach was developed over three decades of diverse residential and commercial construction experiences.
- ◆ Our services were HOA-market tested as a Board President in a 45-year old HOA, in a large high-rise condominium.
- ◆ Many repair and upgrade projects are straightforward and routinely accomplished. Property management teams contracts with trusted vendors to efficiently provide the service.
- ◆ Other projects may only require well-crafted SOW and RFPs to get it started right. Others require more frequent inspections.
- ◆ From the first awareness of a problem to a project's closeout, we work with property management teams and their Boards to augment existing practices and improve project results. We become an extension of your existing property management team.

PROJECT DEFINITION PHASE

1. **INVESTIGATE** the problem, site conditions, causality, and options to resolve
2. **DRAFT** a clear Scope of Work (SOW)

PROJECT INITIATION PHASE

3. **WRITE** clear Request for Information or Proposals (RFI or RFP)
4. **VERIFY** vendor proposals meet RFP and SOW requirements
5. **EVALUATE** vendor contract warranty language for concerns



PROJECT PERFORMANCE PHASE

6. **MANAGE** a Project Kickoff Meeting (roles, behaviors, contract performance, schedule) with stakeholders
7. **CONDUCT** Project Milestone and Spot Inspections
8. **ASSESS** vendor Draw or Progress Payments per SOW performance
9. **LEAD** a Project Walkover to generate a final punch list
10. **RECOMMEND** project closeout to optimize ongoing maintenance and warranty provisions

Project Reporting and Communication

We keep Property Management, the HOA Board, and other stakeholders fully informed of the project's progress and any issues impeding its schedule or successful completion. We document site conditions, weather, observed workforce activities and behaviors, vendor progress, vendor supervisory presence or its absence, and any pending issues that require special attention. We can accomplish specific tasks, or "quarterback" comprehensively. If requested, we draft brief Project Updates to share with the community.

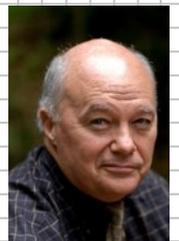
Established Association Processes

All community volunteer Boards and Property Management teams have established procedures, systems, and processes to investigate, evaluate, approve and manage construction projects.

We make sure that our supportive construction project management and owner representation services are fully aligned to all association requirements.

Special COVID-19 Protocols

GAPWORX adheres to strict CDC-driven protocols. We have developed a "pandemic" Best Practices guideline for projects that optimize vendor jobsite personnel behaviors to community health and safety requirements.



Mark E. Spiers
CEO & Founder