

# Kelly's Property Services

## Community Revitalization Delivers Long-term Benefits for Attleboro Condo

by Peter Golden

**T**ake the turnoff to Woods Edge Condominium from South Main Street in Attleboro, Mass., and you'll find a comfortable, multi-building community situated in a park-like setting. A picnic area and swimming pool set on a park-sized lawn lend a sense of privacy and quiet comfort to this older, brick-built community situated next to conservation lands.

Not so many years ago, Woods Edge's eight multi-unit buildings and 96 condominium residences were given over to rental housing. But a booming real estate market and the relatively low cost of condo conversion were too much for a new owner-developer to resist.

Yet Woods Edge's numerous amenities and relatively low unit purchase price could not make up for years of limited maintenance and poor construction practices. A site study initiated by

association trustees and their manager, the Dartmouth Group, confirmed unit owner reports and the findings of engineering consultant Noblin & Associates: When it rained at Woods Edge, it poured.

### Action Was Required

Both roofs and windows on the property's eight brick buildings suffered from age or poor installation practices, and decks were degraded by poor construction and lack of maintenance. Weather-damaged roof shingling, improper flashing and incorrectly installed windows were admitting wind-driven rain and snow into unit interiors. Immediate action was required.

Timothy Mailloux, chairman of the Woods Edge board of trustees, was no stranger to construction problems. A property and casualty insurance agent

by profession, he knew a cost-effective revitalization of the property was very much in order. Bid requests issued by Noblin & Associates' project manager Paul Martin led to the selection of Kelly's Property Services. The choice was based on two criteria: cost competitiveness, and Kelly's well-known reputation as a single-source provider of roofing, carpentry and related services.

"Woods Edge has special problems," says Fin Korhonen, Kelly's most senior project manager, as he steps down from the platform of a massive hydraulic lift being used to deliver new shingles to one of Woods Edge's buildings. "In consultation with the Woods Edge board, Noblin and the Dartmouth Group, we've devised an 'all at once' program in two phases. We're ahead of schedule in installing new roofs, cheek walls, flashing, unit windows and decorative fascia panels. Once we ensure all residential units are weather-tight, we'll completely replace all 18 decks in the property."

### Unique Approach

To gain a better sense of Kelly's unique approach to remedying Woods Edge's multiple exterior problems check out [www.kellyspropertyservices.com](http://www.kellyspropertyservices.com). Along the right-hand margin of the company home page, you'll find a roster of easy-to-access slide shows — more than three dozen, in fact — that graphically highlight the astonishing depth of Kelly's residential and commercial services.

Perhaps an easier way to grasp the value Kelly's brings to community revitalization is to imagine a master



Mid-size residences at Wood Edge are attractive, but in need of revitalization

craftsman with all the skills of an old-world carpenter, roofer, painter and more ready to address every aspect of your condominium's exterior and interior rehabilitation needs.

In practice, that means any condominium property to which Kelly's applies its numerous skills will benefit from a coordinated, team-based approach designed to minimize costs, speed execution and deliver top-quality craftsmanship.

"When I call Kelly's, I know they can take care of all the details in a revitalization project because their craft skills are exceptional, and they integrate functions typically requiring multiple vendors into one highly efficient work unit," says Dartmouth Group Vice President Nick Oliveri. Based on his past experience with Kelly's, he was not surprised when they won the Woods Edge bid.

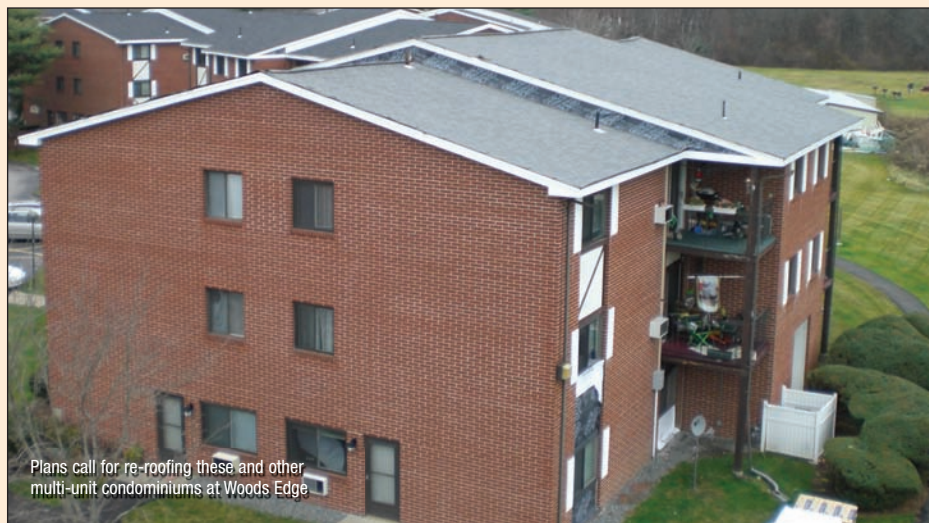
### **Serving Customers**

For Kelly's president and founder Bryan Kelly, the Woods Edge assignment confirms an approach to serving customers that dates back to 1983, when after graduating from Bentley College, he first went into business.

"People think roofing is just about shingles, but there's a fine art to flashing installation, especially when a perpendicular cheek wall meets a roofing surface," says Kelly, "The only way to ensure the junction will be waterproof is through the experienced hands of a master carpenter; someone intimately familiar with the application of flashing because they've applied thousands of feet over the years."

Prior to Kelly's arrival at Woods Edge, Noblin & Associates pressure tested windows throughout the complex for their ability to withstand wind-driven rain and snow. "They had to terminate the process after only 15 seconds in most instances," says Kelly, who along with Noblin then preceded to specify a window design and installation program.

"The key, along with high-quality sashes and thermo-pane, is the installation of



new 'window pans' plus that all important flashing," says Kelly's project supervisor, Fin Korhonen, who's energy and self-assurance creates a clear sense of direction for the ongoing course of work at Woods Edge.

### **Minimum Cost**

"We're in the process of fabricating new AZEK PVC panels in our shop to replace old and degraded stucco inserts flanking the entries of Woods Edge buildings," adds Korhonen. Such capabilities keep the cost of custom work to a minimum while enhancing the overall attractiveness of the property. Eighteen new decks with "Big Foot" piers will be fabricated and installed by Kelly's over the winter, adding to the overall quality of life enjoyed by unit owners.

If Kelly's Property Services is already a familiar name, it's for good reason: Every fall Kelly's proudly participates in the CAI-NE Annual Conference & Expo, where Kelly and Korhonen showcase their company's wide array of services. "We've got a clear set of principals and procedures supporting our ideas about community revitalization, and we love to talk about them with trustees and unit owners," says Kelly.

Kelly's also believes in the value of best practices and mutual support within the condominium services

sector. Toward that end, the company has been a proud member of CAI for over a decade.

"Along with the bid responses to our request for proposals to fix the problems we've had at Woods Edge, we reviewed references from six different companies," say Mailloux. "Examples of Kelly's prior work made a very positive impression. But what really gained a response from all of us was Kelly's appearance at a meeting for the whole association. There were 40 or 50 unit owners there and we really liked what we heard."

### **Ahead of Schedule**

"The work is being carried out in two phases in order to deal with the biggest problems, first," adds Mailloux, "It's going ahead of schedule and everything looks great. Kelly's keeps a clean worksite, and respects the convenience and privacy of unit owners. We're a small association and we're putting a lot into this, but I can tell we're going to get a lot out of it, too."

*To learn more about Kelly's Property Services and how your condominium or cooperative can benefit from their Community Revitalization services, point your Web browser at [www.kellyspropertyservices.com](http://www.kellyspropertyservices.com) or call (888) 535-5911.*