

## New Decks

This document outlines the procedures and requirements for scheduling and executing new deck projects. We pride ourselves on being affordable and efficient. To remain so, we need your help in providing all the needed information and being ready for us when we arrive. Please contact us at [info@tmpalaska](mailto:info@tmpalaska) or 907-299-3334 with any questions.

---

### SCHEDULING

To schedule your work, we need a little information first. We typically do not do a pre-work site visit when installing piers for new decks. This helps keep our costs down and allows us to complete your project as soon as possible. To get on our schedule, please complete the following:

- Complete the Job Installation Request Form and email to [info@tmpalaska.com](mailto:info@tmpalaska.com)
  - We **will not** schedule any projects before this form is received by our office.
  - If you have any questions on the request form, leave them blank and we can discuss them after we receive your request.
- Complete the Homeowners' Work Agreement and email to [info@tmpalaska.com](mailto:info@tmpalaska.com)
  - We require one work agreement per calendar year.
- Please send (preferable attached to Installation Request Form) a few photos of the area where the work will occur.
  - We rely on these photos and the client to assure there is clear access for us to install the piers at the desired locations.)
- Utility Locates
  - State law requires that the locate be called in under our company if we are doing the work.
  - We are happy to do that provided we have the locate information portion of the installation request form filled out by our clients.
  - If you have already called in locates, please provide the location confirmation you received so we can be added to the existing ticket.
  - Once locates are completed, please make sure the paint is maintained for our installer to view easily. It is recommended that photos are taken with some distance reference in case of snow or if the paint is otherwise disturbed.
- Water and Sewer
  - Most water and sewer utilities DO NOT mark locations.
  - It is up to you to have a private locating company locate these for you OR;
  - You can request "as-built" information from the utility and identify that the water and sewer is clear of the proposed work location.
  - TMP AK will NOT assume liability for water and sewer locations.

## COMPLETING YOUR JOB

- Once our office receives the required information, we will schedule the job, answer any questions and review the photos. This will all be confirmed by email.
- On the day of the job our installers will call you just after 8AM to confirm the job is ready and inform you of the arrival time.
  - » If your job is the first of the day, you can expect our installers will leave the shop around 8:30AM to head to your job site.
  - » If your job is the second of the day, the installers will call you with their estimated start time in the morning and update you with about one hour notice of arrival.
  - » We request that you are at the job and available onsite for questions when the installer arrives.
- Please make sure that you review the work agreement and your job preparation requirements before the installer arrives.
  - » We have prepared this “Pre-Job Checklist” for you to review before our arrival.
- If we arrive to your job and the site is not ready due to layout, utilities, access or another reason, our installers will have to leave the site. The work will need to be rescheduled and there is a \$250 fee per our work agreement.

## IMPORTANT NOTE

For job planning and scheduling, EMAIL is always our preferred method. This enables us to keep all pertinent information together and available in our office. Our offices cannot receive text messages for job planning or scheduling. Thank you.

*We look forward to helping you with your project!*

