KEEN DECORATIVE CONCRETE
#Tired of Boring Concrete

CUSTOMER GUIDE
361-420-7726
keendecorativeconcrete.com

GETTING READY

Before We Arrive

A few small things that help your job start on time and go smoothly.

We will confirm your start day

We call or text you before we come. Concrete depends on the weather, so a start day can slide. If it does, we tell you as early as we can. We would rather move a day than pour or stamp in the rain.

YOUR PART

Please do before we come

- Clear the work area: furniture, grills, planters, toys, hoses and anything hanging on the fence line.
- Turn the sprinklers off for that zone, and tell us where the heads and lines run if you know.
- Unlock the gate and leave us a clear path from the street to the work area.
- Keep vehicles out of the driveway and off the curb in front, so the concrete truck can get in.
- Keep pets and kids inside or away from the work area. Wet concrete and paws do not mix.

OUR PART

What we take care of

- Calling 811 to have public utility lines marked before we dig.
- Protecting the house, doors and nearby surfaces where we are working.
- Forms, base, steel and the pour itself.
- Cleanup: forms stripped, trash hauled off, the yard left the way we found it.
- Telling you exactly when you can walk on it, put furniture back and park on it.

WORTH A CONVERSATION

Tell us ahead of time

Private lines	811 does not mark private lines: sprinkler pipe, low-voltage lighting, pool plumbing, gas to a grill, invisible dog fence. If you know where they are, show us.
Access	Narrow gates, soft ground, septic tanks and overhead lines all change how we bring material in.
Neighbors and HOA	If your HOA needs notice or approval, that needs to be done before our start day.
Color and pattern	If you want to change a color or pattern, tell us before pour day. After it is poured, it is permanent.

WHILE WE WORK

What to expect on site

- **Noise and trucks.** Saws, a concrete truck and sometimes a pump. The loud part is short.
- **A quiet day or two.** Concrete and sealer need time. A day with nobody on site is often on purpose.
- **An early start.** In the Texas heat we pour early, while the concrete has time to be worked.
- **Questions any time.** Ask whoever is on site, or call or text us.

Thank you for trusting us with your home. We want this to go right and look good for years. If you have a question at any point, call or text us. There is no charge for asking.

CALL OR TEXT
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