

DRYWALL CONTRACTORS ASSOCIATION OF NEVADA

DCAN-SW

Representing Nevada, Arizona, and California

“Get Away From the Wall”

Home buyers have become increasingly demanding as the price point of homes has increased in recent years. Buyers are now scrutinizing all of the finishes in their new home with the mindset that **this was expensive so it should be perfect**. Ok, we get it, however, it is important for all parties to understand how to properly evaluate finishes against established industry standards and to have a realistic expectation and perspective in this regard.

I have met with homebuilders and/or homeowners claiming they can see joints on ceilings or walls, or the texture pattern is irregular, or there are tiny holes in the texture, or that some areas that were repaired are visible, or under certain lighting and at certain times of day when looking in a certain direction you can see imperfections. And on and on... So what do we say? In many cases it is as simple as saying please **“BACK UP”**.

GA-214 is the definitive industry document regarding Recommended Levels of Finish and **Evaluation Guidelines**. Nearly every other industry document on this topic refers back to GA-214, including the **DCAN 5 Levels of Drywall and Paint Finish** booklet which was written specifically for our local market. In summary, both of these documents state **to stand 5’ away from the wall perpendicular from the surface** when inspecting drywall (see attached GA-214 at page 4, *Inspection Criteria*). This is important! It is in everyone’s interest to educate home buyers and customer service personnel to back up to 5’ away instead of getting right up on the wall with bright lights. **5’ away is the industry standard**.

With similar intent, I have previously written papers on **Hand Texture** discussing that irregular patterns are inevitable, and another paper on **Pin holing** in Texture discussing that this occurs to some extent in nearly every home (both attached for your review).

Additionally, the increasing popularity and use of high intensity / energy efficient LED lighting often creates **Critical Lighting** conditions (see term defined in GA-214 @ page 3) throughout the home, particularly in stair locations and larger spanning walls and ceilings. Please keep this in mind when specifying the appropriate Level of Finish.

So, what does your customer service team say to homeowners with these type concerns? Do they have the knowledge and documents to educate the homeowner in a comforting manner? Do you have any information in your homeowner closing package that may assist and educate new homeowners? Do you have a perfect Model or one representative of what will be provided? Just some things to consider.