



Homeowner Association Case Study

Retailer: Renewal by Andersen – A Cut Above Exteriors

Location: Portland, OR

Project: Overton Street Row House, Portland, OR

Theme: Maintaining the architectural style for a previous customer

Background:

A Cut Above Exteriors previously sold the Overton Street Row Houses wood siding and windows for the back of the project. It was now time to update the remaining sides and front of the complex. The sides and back of the project had wood siding, while the front of the complex had synthetic stucco that needed to be replaced.

Since the homeowners were going to be replacing the siding, all the vinyl windows would have to be removed from the opening and re-installed. The Renewal by Andersen dealer, A Cut Above Exteriors presented to the board HOA current issues and why new Renewal by Andersen® double-hung windows would be a great solution for the remainder of Overton Street Row Houses.

Customer Challenges:

- Maintaining the projects curb appeal, architectural style, and home value
- Removing and re-installing the old windows would result in a high expense
- Replacing a narrow frame vinyl window with wide frame brickmold
- Proper siding and window installation and water management integration
- Proper communication to all association members

The **Overton Street Row Houses** wanted to:

- Complete the project in a timely manner
- Make sure siding and windows are properly installed
- Work with a company they could trust
- Set-up a board meeting, homeowner presentations and tour the local Renewal by Andersen showroom to see the new double-hung windows

Renewal by Andersen Solution:

A Cut Above Exteriors, the Renewal by Andersen dealer, set-up and delivered a HOA presentation to the Overton Street Row Houses board. The presentation included information on the installation and proper windows and siding integration, window style and key features. The board members were really excited about the dealer's building science knowledge, presentation and solution provided by Renewal by Andersen® windows and doors. Ultimately they requested an association open house for the members to learn about the decision to replace the siding and new windows. Actual showroom appointments were set-up with each of the eight homeowners.

Results:

The entire process took approximately two months. A Cut Above Exteriors worked individually with the eight homeowners to measure, remove and install the new windows and siding.

A total of 55 windows were installed. These included double-hungs, specialty shape, and gliding windows. The windows were white on the exterior and interior, and included white hardware, and High-Performance™ glass.

The Overton Street Row Houses board and individual homeowners are delighted with the results of using Renewal by Andersen® replacement services and achieving the right window choice, installation, while maintaining the architectural style they desired.

For more information call **1-800-595-1967** (toll-free) or visit **renewalbyandersen.com**.