

SOLCRETE

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1 of 2

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Work Done: Yes
* More weight is given to a report where work has been completed.

Work Completed Date: August 27, 2009

Hire Again: Yes

Approximate Cost: \$5,500.00

Home Build Year: 1996

Description Of Work: We contracted with Solcrete to install 1,120 square feet of stained concrete flooring in our single-story home. This installation required the removal of exiting flooring which consisted of linoleum in the kitchen, carpet in the hallways and main living areas and a small section of engineered wood to expose the cement slab of our home. We elected to go with a microfinish stain overlay which required that the exposed concrete be cleaned and ground/sanded, any cracks filled, two layers of overlay cement applied and sanded, a final thin layer of cement applied after which a stain was applied and the floor was sealed and waxed. All of this was accomplished in a period of five days (Monday - Friday).

Member Comments: First Contact: We initially contacted Solcrete based on a recommendation from a friend that used them for concrete flooring work in their home. I contacted Solcrete by phone and left voice mail which was quickly returned by the owner, Amir. I setup an appointment for him to come to our home and discuss concrete flooring options. Amir arrived right on time to the appointment and my wife and I found him to be very friendly and knowledgeable and gladly answered all questions. Amir explained the various approaches to stained concrete flooring and had a substantial photo album full of pictures of Solcrete's work which highlighted the unique features and results that the concrete staining process can provide. From the photos we were able to determine the best approach for our desired appearance. Amir measured the area that we were thinking about having finished and gave us a printed quote right there. He explained each line item of the quote as well as all potential hidden costs that could surface once the job began. Note: Hidden costs were amount of cracks in slab that would have to be filled. Cracks would not be visible until existing flooring was removed. Base quote from Solcrete included filling of up to 30 linear feet of crack. Amir explained that each additional linear foot in excess of 30 ft would cost \$3/foot to fill. Note: Solcrete lists their complete pricing structure for each type of concrete work they perform on their website so one could simply input measurements to get an idea of general costs of the project. Amir also explained the project process and timeline, how the workers would control dust and the extent to which we could live in our home while the project was progressing. The process would take 5 days from start to finish, we could walk on the surface (and thus live in our home) after a certain time each night once the days work had concluded. We would have to remove everything from the rooms that were getting new flooring. Dust would be highly controlled and protective plastic would be placed over eating/food prep surfaces and around walls to protect existing finishes. Note: The discription of the work, process and impact provided by Solcrete was nearly identical to what was actually experienced during the project. My wife and I elected to proceed with the project as quoted at the time of the meeting and we scheduled the work to begin in three weeks. Project Experience: Workers arrived on the scheduled date to begin. We were greeted by the job supervisor who was a gal named Lou who explained the weeks activities again and set expectations about when we could come home each evening and when we would need to be onsite to make color choices and final approvals. Work progressed as promised throughout the week. We were able to get back into our home and walk on the floors (with cautions about avoiding spills from Solcrete) around 7:30 each evening. On Thursday we were provided with samples by which to make a final floor stain color selection. On Friday the stain was applied and we were given the opportunity to review the work and approve it before the final sealer was applied. Final sealer was applied and the floor was waxed on Friday afternoon. I received a call from Lou stating that their work had concluded at about 3PM. Solcrete left final instructions about floor care and maintenance. Final comments: Pre-work expectations set by Solcrete and final results were nearly identical! Dust control was much better than I expected. Very little dust remained once job was completed. Solcrete did a good job of protecting existing finishes and electronics from dust and damage. We are very pleased with the floor and have received many compliments from those who have seen it.

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Overall	A
Price	A
Quality	A
Responsiveness	A
Punctuality	A
Professionalism	A

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ADDITIONAL QUESTIONS ANSWERED WHEN COMPLETING THIS REPORT

How much did the final cost compare to the original estimate? **right on**

How does the value of the work compare to the price? **I got exactly what I paid for**

How far in advance did you schedule the work? more than 2 weeks
Did you find the company through Angie's List? no
Why did you choose this contractor? other, Recommendation from a friend that used Solcrete
Have you used this company before? this is the first time I've used this company
What did you like most about this contractor? Very clear about pricing and hidden costs. Punctuality. Skill of team. Overall communication.
What did you like least about this contractor? no dislikes
What surprises came up during the course of the work? Amount of crack that had to be filled exceeded allotted amount so there was an extra charge but since the chance of this happening was explained up front this is not a ding on the contractor.
What words of advice would you give other members considering this contractor? Take into consideration where contractor is based as this affects commute to job site and when work starts each day.
What words of advice would you give this contractor? Keep up the good work!
This is your space. Feel free to give us your two cents ... or quote your favorite movie? Would highly recommend Solcrete for concrete floor finishing.
1 of 2 << Go Back to Report Previews << Previous Next >>