



To: Board Members and Residents of Twin Mills
From: Clayton Gill, Owner, Always Blu Pool Care, LLC
Subject: Main Pool Plaster Repair Update
Date: May 9, 2025

Dear Board Members and Community Members,

We recently completed the re-tiling and re-plastering of both the main and small pools in your community. While the small pool and the steps and walls of the main pool were completed successfully, we've identified an issue with the plaster used on the floor of the main pool.

Unfortunately, the batch of plaster mix used for the main pool floor was defective. The project required approximately two pallets of material—one of which was used on the small pool and on the steps and walls of the main pool. These areas have been thoroughly inspected and are in solid condition.

However, the second batch, which was applied to the floor of the main pool, did not bond properly with the underlying prep coat. This caused bubbles to form beneath the surface, which eventually ruptured and became visible by Wednesday morning. This is an isolated incident related to a material defect; we've completed similar community pools in the area without issue.

We understand the inconvenience of having to temporarily close the pool so soon after opening for the season. Please be assured that we are taking immediate action to correct the issue at no additional cost to the HOA. Our work and materials are fully warranted for situations like this.

Here is our plan for moving forward:

- **Demolition of the affected plaster will begin tomorrow.**
- **Prep work and bonding coat will be applied by Monday or Tuesday.**
- **Re-plastering is scheduled for later in the week,** followed by refilling and water treatment.



We are committed to resolving this as quickly and professionally as possible. Our goal is to ensure the pool is safe, beautiful, and ready for community use again very soon.

Thank you for your patience and understanding.

Sincerely,

Clayton Gill

Owner, Always Blu Pool Care, LLC