

## INTERVIEW

*Linda Ballard, HOA past president, Owner of two units at Quail Creek Condominiums in Mira Mesa*

### QUESTION

**What was the situation at Quail Creek?**

### ANSWER:

We were having slab leaks one after another. It was very costly, and it seemed like there was no end in sight. We would have plumbers come and fix one part and a couple months later, the pipe would break again. It was frustrating for both the owner and the tenants. Each repair seemed to take a couple months at a time from start to finish.

### QUESTION:

**How did you learn about epoxy lining?**

### ANSWER

I went to the Del Mar Fair and saw a display for NuFlow, where they explained the process. We decided to test NuFlow on the first building. At the same time we started to research other pipe lining systems and asked for references. That process led us to Brink Services, and we decided to test Brinks' exclusive epoxy pipelining formula against Nu-Flow, each company doing a building, and when that was done the board decided to award the overall contract to Brinks.

All the way along Bill Brink responded very positively. After all, this was a quarter-million dollar project. He and his people handled everything very professionally. We had a great deal of communication between us and Brink, and were really impressed.

Before we could get underway, though, we had to figure out the money. It was more money than we had in our reserve. We looked into various forms of financing and decided to have a "special assessment" on each unit. Bill Brink came to several meetings to explain what would be

done and emphasized the internal and external warranty, which is for 15 years. He was confident. We spoke about our problems; he would take care of it.

Considering all the previous work, before we had done band aids, now epoxy pipelining gave us a solution.

### QUESTION:

**Now that the work is underway, how is it going? Any problems?**

### ANSWER:

Brink's has a fabulous crew, very helpful, coming in on schedule on a Monday, doing the pipes in one building, and moving on to the next by the Friday. Some of our people have been frustrated because of the parking situation. The trucks and equipment take up a few spaces during the week they are in the building. But once they are finished the people feel great about it. Their building is taken care of and they won't have to go through what others have had to go through when they had their pipes replaced. Breaking up the slabs and walls was hellacious. I would highly recommend pipe relining instead.

### QUESTION:

**What has been your own experience with your units?**

### ANSWER:

We own two units in Quail Creek. One of them is in the first building done by NuFlow, and the second is in a building done by Brinks. Nu-Flow is good, but Bill Brink and his people do such an outstanding job of communication about what they are doing and why that I feel better about the second building. I appreciated working with his crew, especially the supervisor Lee Tims.

I am glad we found a solution that is a long term fix. Most of the homeowners really stepped forward, only a few were disgruntled but understood that they were going to face the problem of replacing their copper pipes at some time in the future due to the caustic nature of the water in San Diego.

In my own house, I had polybutylene plumbing which had gotten bad. This was years ago. We had a crew come in and tear up the walls and replace all the poly with copper. It was a week-long job and very invasive. Now I know that copper won't last forever.



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