

# Port Marluna Homeowners' Association

Ernie Romero & Son Painting | Ernie Romero, Owner



Ernie Romero's introduction to Dunn-Edwards took place over 20 years ago when, "after losing another job to Rick Lowen, a Dunn-Edwards rep, he called me up and asked who I was and why we were not working together."

"At that time, I knew Dunn-Edwards was the best paint out there," says Romero, "but the customer service really wasn't where it needed to be for pros. I met with the rep and told him that straight up. And you know what? He listened and worked with the company and local stores to make their services work for me. From that moment forward, I've never used another paint and they've never disappointed me. Ever."



A recent project that put Dunn-Edwards' commitment to service to the test was the Port Marluna Homeowners' Association repaint. An exterior project comprised of 3 buildings, each with 42 large units, the job was complicated by a complete color change.

Romero recalls, "We had to get approvals from the HOA board, a master association board, *and* a coastal committee. There were issues within each board and also between each board. It wasn't fun, but our rep stayed cool and steady through it all and, ultimately, prepared seven sets of renderings, two of which had to be made into posters and needed to include some surrounding buildings that weren't even in the scope—just to make sure the colors worked."

**"I buy all my painting materials—rollers, sprayers, tape, pressure washers, everything—from Dunn-Edwards; if we ask for it, we get it."**





Throughout the job, Romero notes his rep was there walking the job, keeping the client happy, and making sure they had everything they needed to keep the project moving.

“It was a big job but, thanks to my rep and the folks in the stores, it went super smoothly,” says Romero. “I’d call up and say ‘I need 5 gallons of this and 10 gallons of that,’ and it would be there the next morning. Plus, I buy all my painting materials—rollers, sprayers, tape, pressure washers, everything—from Dunn-Edwards; if we ask for it, we get it.”

But beyond the service, Romero is a big fan of Dunn-Edwards’ coatings. “No one is every going to convince me there’s a better product out there than Dunn-Edwards. We use EVERSIELD on all our properties. All of them. For coverage, UV protection, water intrusion and touch-ups, nothing can touch it.

“Honestly, it’s the only paint I use. I’ve turned down several million dollars-worth of work simply because I couldn’t use Dunn-Edwards.”



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