

Region 6 - Enforcement & Compliance Assurance Division

INSPECTION REPORT

Inspection Date(s):	6/17/2024	
Media Program:	Toxic Substance Control Act	
Regulatory Program(s)	Renovation Repair and Paint (RRP)	
Company Name:	Servant Remodeling	
Facility Name:	Same	
Facility Physical Location:	11550 Plano Road, Suite 126	
(city, state, zip code)	Dallas, TX 75243	
Mailing address:	Same	
(city, state, zip code)		
County/Parish:	Dallas	
Facility Phone Number	469.583.1831	
Facility Contact:	Rob Jackson	Owner
	rob@servantremodeling.com	
FRS Number:	N/A	
Identification/Permit Number:	N/A	
Media Identifier Number:	N/A	
NAICS:		
SIC:		
Personnel participating in inspection:		
Angela Hays	EPA Region 6	Inspector
Stan Lancaster	EPA Region 6	Inspector
Rob Jackson	Servant Remodeling	Owner
EPA Lead Inspector Signature/Date		
	Stan Lancaster / Date	
	RALPH LANCASTER Digitally signed by RALPH LANCASTER Date: 2024.07.31 10:58:51 -05'00'	
Supervisor Signature/Date		
	Troy Stuckey / Date	
	H STUCKEY Digitally signed by H STUCKEY Date: 2024.07.31 13:33:18 -05'00'	

Section I – INTRODUCTION

PURPOSE OF THE INSPECTION

The focus of the inspection was to evaluate compliance to the Toxic Substances Control Act (TSCA) Lead Base Paint (LBP) Renovation Repair and Paint (RRP) Rule. The company was inspected based on neutral scheme targeting effort to identify companies potentially doing renovation and repair work on older homes in the DFW area.

Servant Remodeling was identified as a company that has performed or intends to perform renovations on target housing. This inspection was not conducted based any specific information that was received by EPA, such as a complaint.

FACILITY DESCRIPTION

Servant Remodeling a general contractor that performs renovations. The company has a small storefront location at the address listed above. The inspection was conducted at this facility and no active construction was observed.

Section II – OBSERVATIONS

On the morning of June 17, 2024, EPA inspectors Angela Hays, Kiera Hancock and Stan Lancaster visited the offices of Servant Remodeling to conduct an RRP inspection. The door was locked, but Mr. Jackson answered and explained that he normally only meets people at that location by appointment and that he was on his way out and couldn't meet with inspectors at that time. The inspection was then planned to take place at that location later in the evening at 5:30 to accommodate Mr. Jackson's schedule. Upon arrival at 5:30PM, the inspectors presented their credentials to Mr. Jackson. The inspectors again informed Mr. Jackson of the purpose of the TSCA inspection, presented their credentials, and obtained his signature on the Notice of Inspection Document (Appendix 1).

Mr. Jackson stated that Servant was aware of and believed that they were compliant with the requirement of the RRP Rule. He stated that the company was registered and that his son, Robert Jackson, is a certified renovator and acts as their project manager. Mr. Jackson stated that they worked on 20 to 25 projects a year and estimated that 20 to 25 percent were pre 1978 homes. At the time of inspection, Mr. Jackson did not have access to the lead based paint records but agreed to send them within the next few days as follow-up to the inspection.

In an email on July 5, 2024, Mr. Jackson provided the requested information to the EPA inspectors. The information showed that Servant Remodeling had obtained EPA firm certification on February 27, 2020, and that Robert Jackson had obtained his renovators certification on June 14, 2021. Mr. Jackson also provided forms that show the company considers the age of each home and if lead safe procedures are

necessary in that home. Mr. Jackson also provided signed acknowledgements from the homeowners that they had been provided the Lead Based Paint Pamphlets.

Section III – AREAS OF CONCERN

No areas of concern were noted.

Section IV – FOLLOW UP

As of the date of this inspection report, Servant Remodeling has provided the requested information. No additional information is necessary at this time.

Section V – LIST OF APPENDICES

Appendix 1 – NOI

Appendix 2 – Inspection Checklist

Appendix 1

Notice of Inspection



United States
ENVIRONMENTAL PROTECTION AGENCY

Washington, DC 20460

Notice of Inspection
Office of Enforcement and Compliance Assurance

1. Investigation Identification			3. Facility Name
Date 6-17-24	Inspection Number 1-4	Daily Seq. Number	Servant Remodeling
2. Inspector's Address 1201 Elm St. Dallas TX 75270			4. Facility Address 11550 Plano Rd Suite 126 Dallas, TX 75243

For Internal EPA Use. Copies may be provided to the recipient as acknowledgment of this notice.

Reason for Inspection

Under the authority of Section 11 of the Toxic Substances Control Act

- For the purpose of inspecting (including taking samples, photographs, statements and other inspection activities) an establishment, facility or other premises in which chemical substances or mixtures, articles containing same are manufactured, processed, stored or held before or after their distribution in commerce (including records, files, papers, processes, control and facilities) and any conveyances being used to transport chemical substance, mixtures or articles containing same in connection with their distribution in commerce (including records, files, papers, processes, controls and facilities) bearing on whether the requirements of the Act are applicable to the chemical substances, mixtures or articles, within, or associated with, such premise or conveyance have been complied with.
- ☐ In addition, this inspection extends to (check appropriate blocks):
- | | |
|--|--|
| ☐ A. Financial Data | ☐ D. Personnel Data |
| ☐ B. Sales Data | ☐ E. Research Data |
| ☐ C. Pricing Data | |

The nature and extent of inspection of such data specified in A through E above is as follows:

Renovation Repair and Paint Inspection

Inspector's Signature 		Recipient's Signature 	
Name Stan Lancaster		Name Rob Jackson	
Title Inspector	Date 6/17/24	Title President	Date 6-17-24

Appendix 2

Inspection Checklist



U.S. EPA

**Lead Renovation/Repair/Painting Compliance
Checklist – Property Management**
US ENVIRONMENTAL PROTECTION AGENCY
REGION 6, DALLAS, TX 75202
**TOXIC SUBSTANCES CONTROL ACT
TITLE IV-LEAD HAZARD REDUCTION**

Inspection Checklist		
EPA Inspector Name	Stan Lancaster	
EPA Inspector Telephone	214 665 8034	
EPA Inspector Email		
Inspection Date	6/17/24 5:30PM - 5:50	
Inspection Type:	RRP	
Inspection Location	office	
Firm Information		
Company Name	Servant Remodeling	
Address	11550 Plano Rd / Suite 126	
Contact Name	Rob Jackson	
Contact Telephone	469 583 1831 469 583 1831 (c)	
Contact Email	rob@servantremodeling.com	
Manager Name	Andrew Jackson - Project Manager	
Manager Telephone		
Manager Email	Andrew is middle name	
EPA Firm Certification Number		
	Y - N - N/A	Comments
Introduction & Purpose		
Permission to enter granted		
Permission to enter document signed		
Facility/operator provided copy of entry document		
Copy of Lead Base Paint Pamphlet provided		

20-25 Projects / yr
20-25 % -

Son is Project Manager
takes care -

The items identified in this inspection have the potential to incur civil penalties in the amount identified. Your firm has 90 days in which to submit proof that the items identified have been corrected. These deficiencies are of a serious nature and if left uncorrected could result in formal enforcement action. Your response should be submitted to:

Copy of inspection checklist and on-site report sent to:

Print Name: Rob Jackson

Date _____

Email: rob@servantremodeling.com

Facility/Company Name: _____



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#	Reg Ref	Question	Y-N-N/A
1	40 CFR § 745.87(c)	Did the company permit entry for inspection?	Y
	Comments		
2	40 CFR § 745.87(c)	Did the company provide requested information and/or records during or after the inspection? <i>will provide at a later date</i>	Y
	Comments		
3	40 CFR § 745.87(c)	Is this company a licensed real estate brokerage firm? If so, provide state licensing number in comments.	NA
	Comments		
4	40 CFR § 745.87(c)	Does this company manage target housing?	NA
	Comments		
5	40 CFR § 745.87(c)	How many target housing <i>properties</i> does this company manage?	20 / yr
	Comments		
6	40 CFR § 745.87(c)	Are children under the age of 6 years living in any of these properties?	
	Comments		
7	40 CFR § 745.87(c)	Are pregnant women living in these properties?	
	Comments		
8	40 CFR § 745.87(c)	Has renovation/repair/painting work been performed on these properties?	Y
	Comments		
9	40 CFR § 745.87(c)	Which properties had RRP work performed and when? See List	
	Comments		
10	40 C.F.R. § 745.84(a)(1)	Did the renovator or property manager provide the owner of the unit with the EPA-approved lead hazard information pamphlet?	Y
	Comments	<i>See Bob does pamphlet / Sm is renovate</i>	
11	40 C.F.R. § 745.84(a)(2)	Did the renovator or property manager provide the adult occupant of the unit (if not the owner) with the EPA-approved lead hazard information pamphlet?	
	Comments		
12	40 C.F.R. § 745.84(b)(1)	In Common Areas, did the renovator or property manager provide the owner of the multi-family housing with the EPA-approved lead hazard information/pamphlet or to post informational signs?	NA
	Comments		
13	40 C.F.R. § 745.84(b)(2)	In Common Areas, did the renovator or property manager notify in writing, or ensure written notification of, each unit of the multi-family housing and make the pamphlet available upon request prior to the start of the renovation, or to post informational signs?	NA
	Comments		
14	40 C.F.R. § 745.84(c)(1)(i)	In renovation in Child-Occupied Facilities, did the renovator or property manager provide the owner of the building in which the child-occupied facility is located with the EPA-approved lead hazard information pamphlet?	
	Comments		

Facility/Company Name: _____



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15	40 C.F.R. § 745.84(c)(1)(ii)	In renovation in Child-Occupied Facility, did the renovator or property manager provide an adult representative of the child-occupied facility with the pamphlet, if the owner is not the operator of the child-occupied facility?	
	Comments		
16	40 C.F.R. § 745.84(c)(2)	In renovation in a Child-Occupied Facility did the renovator or property manager provide the parents and/or guardians of children using the child-occupied facility with the pamphlet and information describing the general nature and locations of the renovation and the anticipated completion date, by mailing or hand-delivering the pamphlet and renovation information, or by posting informational signs describing the general nature and locations of the renovation and the anticipated completion date, posted in areas where they can be seen by parents or guardians of the children frequenting the child-occupied facility, and accompanied by a posted copy of the pamphlet or information on how interested parents or guardians can review a copy of the pamphlet or obtain a copy from the renovation firm at no cost to the parents or guardians?	
	Comments		
17	40 C.F.R. § 745.85 (1).	For all renovations, did the renovator or property management firm post signs clearly defining the work area and warning occupants and other persons not involved in renovation activities to remain outside of the work area; to prepare, to the extent practicable, signs in the primary language of the occupants; and/or to post signs before beginning the renovation and make sure they remain in place and readable until the renovation and the post-renovation cleaning verification have been completed?	
	Comments		
18	40 CFR § 745.84(a)(1)(i)	Did the firm establish and maintain records and make those records available during the inspection?	
	Comments		
19	40 CFR § 745.84(a)(1)(i)	Did the firm receive written acknowledgement from the owner for receipt of a lead education pamphlet?	
	Comments		
20	40 CFR § 745.84(a)(2)(i)	Did the firm receive written acknowledgement from an adult occupant, of/for a lead education pamphlet?	
	Comments		
21	40 C.F.R. § 745.84(a)(2)	Did the firm provide the adult occupant of the unit (if not the owner) with the EPA-approved lead hazard information pamphlet?	
	Comments		
22	40 C.F.R. § 745.84(b)(1)	Did the renovator provide the owner of the multi-family housing with the EPA-approved lead hazard information/pamphlet or to post informational signs?	
	Comments		

Facility/Company Name: _____



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23	40 C.F.R. § 745.84(b)(2)	Did the renovator notify in writing, or ensure written notification of, each unit of the multi-family housing and make the pamphlet available upon request prior to the start of the renovation, or to post informational signs?	
	Comments		
24	40 C.F.R. § 745.84(c)(1)(i)	Did the renovator provide the owner of the building in which the child-occupied facility is located with the EPA-approved lead hazard information pamphlet?	
	Comments		
25	40 C.F.R. § 745.84(c)(1)(ii)	Did the renovator or owner provide an adult representative of the child-occupied facility with the pamphlet, if the owner is not the operator of the child-occupied facility?	
	Comments		
26	40 C.F.R. § 745.84(c)(2)	Did the renovator or owner provide the parents and/or guardians of children using the child-occupied facility with the pamphlet and information describing the general nature and locations of the renovation and the anticipated completion date, by mailing or hand-delivering the pamphlet and renovation information, or by posting informational signs describing the general nature and locations of the renovation and the anticipated completion date, posted in areas where they can be seen by parents or guardians of the children frequenting the child-occupied facility, and accompanied by a posted copy of the pamphlet or information on how interested parents or guardians can review a copy of the pamphlet or obtain a copy from the renovation firm at no cost to the parents or guardians?	
	Comments		
27	40 C.F.R. § 745.85 (1)	Did the renovator or property management firms post signs clearly defining the work area and warning occupants and other persons not involved in renovation activities to remain outside of the work area; to prepare, to the extent practicable, signs in the primary language of the occupants; and/or to post signs before beginning the renovation and make sure they remain in place and readable until the renovation and the post-renovation cleaning verification have been completed?	
	Comments		
28	40 C.F.R. § 745.84(a)(1)	During the renovation did the renovator obtain, from the owner, a written acknowledgment that the owner has received the pamphlet, pursuant to 40 C.F.R. § 745.84(a)(1)(i) or failure to obtain a certificate of mailing at least 7 days prior to the renovation?	
	Comments		
29	40 C.F.R. § 745.84(a)(2)	During the renovation did the renovator obtain, from the adult occupant, a written acknowledgment that the adult occupant has received the pamphlet, pursuant to 40 C.F.R. § 745.84(a)(2)(i) or failure to obtain a certificate of mailing at least 7 days prior to the renovation?	
	Comments		

Facility/Company Name: _____



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30	40 C.F.R. § 745.84(b)(1)(i) 40 C.F.R. § 745.84(b)(1)	During the renovation in Common Areas, did the renovator obtain, from the owner, a written acknowledgment that the owner had received the pamphlet, or that information signs had been posted, or they had obtained a certificate of mailing at least 7 days prior to the renovation?	
	Comments		
31	40 C.F.R. § 745.84(b)(3)	During the renovation in Common Areas, did the renovator prepare, sign, and date a statement describing the steps performed to notify all occupants of the intended renovation activities and offer to provide the pamphlet?	
	Comments		
32	40 C.F.R. § 745.84(b)(4)	During the renovation in Common Areas, did the renovator notify, in writing, the owners and occupants of the scope, locations or expected starting and ending dates of the planned renovation activities, before the renovator initiated work beyond that which was described in the original notice?	
	Comments		
33	40 C.F.R. § 745.84(c)(1)(i)	During renovation in a Child-Occupied Facility, did the renovator obtain, from the owner of the building, a written acknowledgment that the owner had received the pamphlet, or obtained a certificate of mailing at least 7 days prior to beginning the renovation?	
	Comments		
34	40 C.F.R. § 745.84(c)(1)(ii)	During renovation in Child-Occupied Facility, did the renovator obtain from an adult representative of the child-occupied facility, if the operator of the child-occupied facility is not the owner of the building, a written acknowledgment that the operator had received the pamphlet, or obtained a certificate of mailing at least 7 days prior to beginning the renovation?	
	Comments		
35	40 C.F.R. § 745.84(c)(3)	During renovation in Child-Occupied Facility, did the renovator prepare, sign and date a statement describing the steps performed to notify all parents and guardians of the intended renovation activities and to provide the pamphlet?	
	Comments		
36	40 C.F.R. § 745.84(d)(1)	During all renovations, did the renovator include a statement recording the owner or occupant's name and acknowledgement of receipt of the pamphlet prior to the start of the renovation, the address of the unit undergoing renovation, the signature of the owner or occupant as applicable, and the date of signature?	
	Comments		
37	40 C.F.R. § 745.84(d)(2) and (3)	During all renovations, did the renovator provide written acknowledgment of receipt of the pamphlet on either a separate sheet or as part of any written contract or service agreement for the renovation, and written in the same language as the text of the contract or agreement or lease or pamphlet?	

Facility/Company Name: _____



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	Comments	
38	40 C.F.R. § 745.86	During all Renovations, did the renovator or property manager retain all records necessary to demonstrate compliance with the residential property renovation for a period of 3 years following completion of the renovation activities?
	Comments	
39	40 C.F.R. § 745.225 (i)	During all Renovations, did the renovator, or property manager implement a program to maintain and make available to EPA upon request, records for a period of 3 years and 6 months?
	Comments	
40	40 C.F.R. § 745.225, 745.226, 745.227, 40 C.F.R. § 745.235 (b)	In Target Housing and Child-occupied Facilities, did the owner, renovator, or property manager establish, maintain, provide, copy, or permit access to records or reports?
	Comments	

Target Housing

Major = one or more occupants under age 6 and/or pregnant woman

Significant = no information about age of the youngest occupant, or one or more occupants between ages of 6 and 17

Minor = no occupants under age 18

Child Occupied Facility

Major = one or more occupants under age 6 (by definition, a child-occupied facility is regularly visited by one or more children under 6)

Minor = renovation activities were completed during a period when children did not access the facility (e.g., as summer vacation) and there is no continuity of enrollment (i.e., the same children are not returning after the break).

Facility/Company Name: _____