808: Stucco on Frame/Foam Below Grade

800: Termite Administration · https://milo.masseyservices.com/docs/808-stucco-on-frame-foam-below-grade/

Section: Termite Administration
Subject: Stucco on Frame / Foam Below Grade
Approved by: Eddie Faircloth
Effective Date: 30 May 2000
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Policy Owner:

Policy

Purpose: Stucco coatings on wood frame construction and foam board insulation is the number one termite re-infestation problem. Problems occur when stucco on wood frame or foam board:

1. Extends below the exterior soil grade.
2. Extends below the exterior soil grade between the foundation and an abutting concrete slab.
3. Termites on top of a separately poured abutting concrete slab, hiding the expansion joint.

To achieve and effective subterranean termite control, either by conventional means or by use of the Baiting Program, stucco on frame and foam board below grade must be removed and stucco on frame or foam board on abutting slabs must be trimmed above the slab, exposing the expansion joint. Any disturbed soil on a conventional treatment must be retreated.

New Customers

It is the policy of Massey Services not to treat any new accounts with a conventional liquid treatment or a bait program:

- Where all or parts of the exterior walls are stucco on frame or foam board below grade, until all stucco or foam board below grade is removed.
- Where all or parts of the exterior walls are stucco on frame or foam board below grade with an abutting concrete slab, until all the stucco or foam board has been removed above the abutting

slab.

- Where all or parts of the exterior walls are stucco on frame or foam board that terminates on top of an abutting slab, hiding the expansion joint, until all the stucco or foam board has been removed above the slab, exposing the expansion joint.

The stucco does not have to be cut if:

- The house slab and the abutting slab are poured as one with no existing expansion joint. This can sometimes be determined by reviewing blueprints, observing the same model home under construction or consulting the builder of the structure.
- If the stucco comes off of the bottom of the wood framing, tapers to the foundation and is adhered to the concrete for at least 10-inches before going below soil grade.
- If the sheathing and wire mesh was installed flush with the top of the slab and the stucco on the concrete foundation is less than 1/4-inch thick.
- If there is not enough stucco showing on the foundation to be cut (usually two inches or less from the top of the slab) then the area and ten feet on either side of the area can be excluded from damage repair guarantee. The area is to be clearly documented on the inspection graph and clearly described at the bottom of the graph in the space designated for exclusions.

If a contract is signed and payment has been received prior to the stucco being cut the following must occur:

After the stucco or foam board has been removed and prior to the treatment being performed the original sales inspector or a manager must visit the property. If any infestation or condition conducive to infestation is discovered after the removal of the stucco or foam board:

- It must be documented on our copy of the inspection graph and the customer's copy of the graph. If necessary, according to company policies, the area is to be excluded from repair coverage on the graph.
- If the original agreement indicates a prevent treatment and live termite infestation is discovered, a new agreement must be completed to reflect control of termites and must be signed and dated by the customer.
- The customer must be informed of any infestations, damages and conditions conducive to infestation discovered after the stucco or foam board has been removed.
- The customer must be informed of any areas that will be excluded from damage repair coverage.

- The customer must sign and date any new, changed or updated paperwork.

Under no circumstances is any treatment to begin until the stucco or foam board has been removed and the Customer Agreement and Inspection Graph accurately reflects the existing conditions of the structure.

Sealing the Stucco Cut-

As a general rule, the cut edge of the stucco does not have to be sealed. This will allow any moisture that is trapped behind the stucco to escape through the bottom cut.There are however, some circumstances when the stucco cut should be sealed. The Manager will make the determination of whether the stucco cut should be sealed or not. Some circumstances of when the stucco cut should be sealed are:

- If moisture can enter through the bottom of the stucco and penetrate into the wall.
- If there is a concern of insect activity getting into the walls.

Existing Customers

When stucco on frame or foam board below grade is confirmed by inspection on a structure currently under contract and protected by Massey; the owner will be given the following options:

1. Remove stucco or foam board below grade and maintain Massey Termite Protection at current renewal policy costs
   -or –
2. If stucco is not removed by the first appropriate renewal date the new renewal will be increased to $2.00 per lineal foot.

All customers with stucco on frame who have elected not to remove the stucco and have paid their increased renewal fee of $2.00 per lineal foot, where stucco below grade exists, must have the exterior rodded down to the footer during their inspection each year (Conventional treatments only). Material should be applied in accordance to label requirements.

Upgrading Current Customers

1. Status of the stucco removal notification will be posted in the computer in the 6th digit of line 11 of the Warranty Master Maintenance screen using the following Status Codes:
    - 0= no further action required
    - 1= customer given Termite Alert2= customer sent first notification to take action
    - 3= customer sent second notification to take action
    - 4= customer agrees to cut stucco- not retreated
    - 5= customer to retain stucco and current protection
    - 6= stucco has been removed and soil retreated
    - 7= customer chooses not to remove stucco or renew protection (customer to be cancelled at the end of the renewal period.)
2. Customers whose homes include stucco on frame or foam board with stucco extending below soil grade will be identified and presented with Massey's "Termite Alert... Stucco on Frame Below Grade" at the time of re-inspection by the Reinspector. The issuance of this notice will be noted on the re-inspection ticket and posted as Statue Code 1 and a copy of the Termite Alert added to the customer's file.
3. The month after re-inspection, customers with stucco below the grade (Status Code 1) will be sent a Termite Protection Option letter from the corporate office and changed to Status Code 2.
4. When a customer's Termite Protection Option letter is returned with the customer's signature, the status code will change to match the option they have selected and the option letter added to the customer's file.
5. Customers choosing to remove stucco will be listed as Status Code 4 until Massey has treated the soil disturbed by the stucco removal process. Only customers with a conventional treatment will be retreated.
6. A list of "Stucco to Be Removed Customers" (Status Code 4) will be printed monthly using an On Que report. These Status Code 4 customers will be contacted by the Customer Service Specialist sixty days after the re-inspection to set a date for re-treatment. Only customers with a conventional treatment will be retreated. After stucco has been removed and the soil retreated Status Code 4 will be changed to Status Code 6 (stucco removed and soil retreated) and the Grade Status (digit 5 line 11 of the Warranty Maintenance Master Screen) will be updated to 2 (Siding

Above Grade).

7. Customers choosing to retain stucco will be listed as Status Code 5. If stucco is not removed by the first appropriate renewal date the new renewal will be increased to $2.00 per lineal foot. (See item 2b, page 3)
8. Customers who have not responded to the first option letter (Status Code 2) thirty days after the first option letter will be sent a second notice and changed to Status Code 3.
9. Status Code 3 customers who have not submitted a renewal option thirty days after their second notice will be sent a renewal increase notice which assumes they have chosen not to remove stucco, but wish to maintain their current level of protection. They will then be changed to Status Code 5.

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