

Why Solid Surface Will Change the Way You Handle Multi-Family Unit Turns



For property managers and developers across New England, the "unit turn" is the most critical phase of the rental lifecycle. Whether you are managing a sleek apartment complex in downtown Boston, a multi-family renovation in Providence, or a high-density development in Manchester, New Hampshire, the goal is always the same: minimize downtime and maximize durability.

In the competitive markets of Massachusetts, Rhode Island, New Hampshire, and Southern Vermont, every day a unit sits empty is revenue lost. At CounterPro Inc., we have spent years working with over 600 customers: including property management firms, developers, and kitchen and bath dealers: to streamline this process. As one of the largest fabricators in New England, we have seen first-hand how material selection can make or break a maintenance budget.

If you are still installing laminate or natural stone in your rental units, you might be overlooking the single most effective way to simplify your turnovers: solid surface.

The High Cost of the Traditional Unit Turn

In a typical multi-family setting, the kitchen and bathroom take the most abuse. Tenants are often less careful with surfaces than homeowners might be. We see heat damage from hot pans, deep scratches from knife work without cutting boards, and water damage around sinks.

When a tenant moves out, the property manager is often faced with a choice: try to mask the damage, or replace the entire countertop. Natural stone like granite can chip or crack, and matching a single slab for a repair is nearly impossible. Laminate, while affordable upfront, is susceptible to swelling and peeling, and once it is damaged, it cannot be repaired.

This is where the solid surface advantage becomes clear. For a developer or property manager, the "total cost of ownership" is far lower with solid surface because of its unique properties.



What Makes Solid Surface the "Turnover King"?

Solid surface is a man-made material typically composed of acrylic or polyester resins and mineral fillers. Because it is consistent all the way through, it offers benefits that no other material can match in a high-traffic rental environment.

1. Seamless Repairability

This is the game-changer for unit turns. Imagine a tenant moves out of your Worcester property and leaves a deep cigarette burn or a heavy scratch on the kitchen island. With granite, you're looking at an expensive specialist repair that might still be visible. With laminate, you're replacing the whole counter.

With solid surface, that damage can literally be sanded away. Because the color and pattern go all the way through the material, a maintenance tech can use a high-grit sandpaper to buff out scratches or stains, returning the surface to its original factory finish in minutes. For deeper gouges, we provide products like the Kampel Seamfil Kit to fill gaps perfectly.

2. Non-Porous and Hygienic

In a post-pandemic world, hygiene is a top priority for prospective tenants. Solid surface is non-porous, meaning it does not harbor bacteria, mold, or mildew. It doesn't require sealing like granite or marble. When a unit is being cleaned for a new tenant, a simple wipe-down with mild soap is all it

takes to achieve a medical-grade level of cleanliness. This speed in cleaning directly translates to faster turnarounds.

3. Integrated Sinks

One of the biggest failure points in rental kitchens and baths is the sink rim. Water seeps into the seams, leading to rot and mold. CounterPro Inc. specializes in fabricating solid surface counters with integrated, seamed-in sinks. This creates a single, continuous surface from the countertop down into the basin. There are no lips or crevices for grime to build up, making the "deep clean" during a turn significantly easier.

Serving the New England Footprint at Scale

CounterPro Inc. is not just another local shop; we are one of the largest fabricators in New England. Our operation is built to handle the volume that multi-family developers and property managers require. Whether you are outfitting 50 units in Southern Vermont or a 200-unit high-rise in Massachusetts, we have the CNC technology and the workforce to deliver on time.

We currently service over 600 customers across:

- **Massachusetts:** From Boston to Springfield.
- **Rhode Island:** Comprehensive coverage in Providence and the coastal areas.
- **New Hampshire:** Serving the growing developments in Nashua, Manchester, and Concord.
- **Southern Vermont:** Bringing high-end durability to the Green Mountain State.



Why Developers are Moving Toward Solid Surface

While we have traditionally serviced kitchen and bath dealers and lumber yards, we are seeing a significant shift in how developers approach their sourcing. By working directly with a large-scale fabricator like CounterPro Inc., developers can ensure consistency across their entire portfolio.

Aesthetics that Match Modern Trends

Gone are the days when solid surface looked like "plastic." Modern designs, such as [Corian Ash Concrete](#) or [Corian Neutral Agate](#), offer the aesthetic of high-end stone with the performance of a composite. This allows property managers to market "luxury" finishes to tenants while keeping the practical benefits of a repairable material.

Consistency Across Large Jobs

When you are managing a commercial or multi-family project, you need materials that are consistent. Natural stone varies slab by slab. Solid surface provides a uniform look. If a counter in Unit 402 is damaged beyond repair five years from now, you can order the exact same material (like [Corian Jasmine](#)) and it will match the rest of the units perfectly.

Streamlining Your Supply Chain with CounterPro Inc.

We understand that property managers are looking for more than just a product; they are looking for a partner. Our status as a high-volume fabricator means we maintain a deep inventory of popular colors and sizes.

For those quick-fix maintenance needs, our [online store](#) provides direct access to essential tools and materials, including:

- [Laminate shears](#) and [scoring cutters](#) for on-site adjustments.
- Specific color-matched [caulking](#) for a professional finish.
- Replacement sections like [Corian Sage Brush](#).



Maximizing ROI in New England Real Estate

In states like Massachusetts and New Hampshire, property taxes and operating costs are high. Maximizing the Return on Investment (ROI) requires looking at long-term maintenance rather than just the initial price tag.

Laminate might be cheaper on Day 1, but if you have to replace it every three years due to tenant wear and tear, it becomes the most expensive option in your building. Solid surface is designed to last the life of the kitchen. When you factor in the reduced labor costs of unit turns: faster cleaning, on-site scratch repair, and no need for annual resealing: the choice becomes clear.

The CounterPro Advantage for Commercial and Multi-Family

As we continue to expand our reach beyond the dealer and lumber yard network, our focus is on providing industrial-strength service to the commercial sector. We aren't just selling countertops; we are providing a turnover strategy.

- **For Property Managers:** We offer a material that makes your maintenance staff's lives easier.
- **For Developers:** We offer the scale to handle large-scale residential projects with precision.
- **For Commercial Clients:** We provide surfaces that stand up to the rigors of high-traffic office and retail environments.

Our 600+ customer base is a testament to our reliability. In the construction and home improvement world, reputation is everything. Being one of the largest fabricators in the region means we have the stability and the resources to back up our work, year after year.



Conclusion: Ready to Upgrade Your Turn Process?

The next time you are walking through a recently vacated unit in Rhode Island or Southern Vermont, look closely at your countertops. If you see chips, water damage, or stains that won't come out, you are looking at a drain on your profitability.

Switching to solid surface isn't just an aesthetic choice: it's a business decision. It's about choosing a material that works as hard as you do to keep your units occupied and your tenants happy.

If you're ready to see how CounterPro Inc. can streamline your next multi-family or commercial project, [visit our informational guides](#) or contact us today to discuss your specific needs. Let us show you why the largest developers in New England trust us to handle their most important surfaces.

Explore our full range of [solid surface products](#) and start planning your most efficient unit turn season yet.