

## HAIL DAMAGE REPAIR

Summit Green Solutions were called out to the Commerce Civic Center in April of 2017 to address ongoing leaks. SGS installed the existing coating and the system was still under warranty. While on-site, the technician, Whatley Bush, noticed several tears to the coating that were not present during his previous visit in early March. Mr. Bush did not have experience with identifying storm damage to commercial roofing systems, so he contacted Brent Fillers of Exterior Construction Consulting to discuss the discovered damage. After reviewing hail data for the location, ECC determined that a hail event occurred in the area on March 21st and that the location warranted an on-site inspection.

Brent visited the site on April 20th and observed hail damage to 2 of the 3 roof sections. There was also evidence of hail impacts to HVAC coils, metal roofing panels, metal siding, gutters and other soft metals. This damage was documented and presented in a visual inspection report to the City Manager, James Wascher, at a meeting to discuss ECC's initial observations and what to expect if the city decided to move forward with an insurance claim.

James and the City decided it would be in their best interest to have SGS & ECC move forward with additional forensic investigations to determine the extent of damage to their prized property. First, ECC scheduled a date to perform a thermal image scan of the roofs to determine where leaks originated and how saturated the underlying layers of roofing insulation were. ECC discovered multiple areas of moisture intrusion and significant amounts of moisture trapped in the substrate during the thermal scan, which was confirmed with subsequent core samples. The results were again documented and presented in a thermal inspection report to Mr. Wascher.



**Project:**

Commerce Civic Center, Commerce, GA

**Contractor:**

Summit Green Solutions

**Existing Roof:**

Multiple layers of 3-ply BUR, EPDM, & Gaco Western Silicone Coating

**Roof Size:**

approximately 31,000 SF total

**New Roof:**

GAF TPO, 20Y NDL to 2009 IECC insulation requirements

**Total Project:**

~ \$250,000

# EXTERIOR **ECC**

CONSTRUCTION CONSULTING

ECC prepared a Project Portfolio for the insurance company. This included the visual inspection report, CAD drawing, core samples, thermal inspection report and an estimate for repairs using Xactimate, the valuing software used by the majority of insurance companies. This information was discussed on-site with the insurance adjuster during his inspection of the damage. After a brief introductory, Brent worked together with the adjuster to point out the damaged areas of the roof. After a thorough inspection, the adjuster agreed that two of the three sections were damaged by hail resulting in their approval of the scope of repairs presented within the Project Portfolio.

The Commerce Civic Center is a very old building. As such, several unforeseen circumstances occurred during the roof replacement. One section had an additional layer of roofing under the plywood decking.

The roof section over the event space had significant damage to the decking along the perimeter. As a result, the area needed interior containment to catch any roofing debris. This section also had issues with the drainage. All of these issues were fixed and the extra costs incurred were supplemented with the city's insurance company. Upon completion of the job, ECC also notified the adjuster to get the final withheld funds released.

ECC assisted Summit Green Solutions in successfully funding this roof replacement project. As a result, The City of Commerce has a brand new, 20-year roof on one of their most prized properties.



## FINAL RESULTS

- The City of Commerce was able to bring a valuable property's roofing system up to 21st century standards.
- ECC helped the insurance company with their claim handling costs by performing the thermal inspection of the roofing system and confirming the existence of moisture in the substrate.
- The roofing contractor was able to install a quality roof with less resources tied up in the insurance process.
- City of Commerce no longer has to worry about leaks while hosting events at the Civic Center.