

HAIL DAMAGE REPAIR

In July of 2017, Neil Hutchins of Summit BSR Roofing contacted Andrew Wilson of Exterior Construction Consulting to discuss an upcoming project his company was about to perform. The project was for the Baldor facility located in Greenville, SC. Neil and his team had responded to several leak calls, beginning in March. Due to the number of leaks, Baldor requested a proposal from Summit to recover the existing roof. While on-site, Neil noticed fractures to the membrane that could possibly be from hail which prompted his call to Andrew. After reviewing photos and storm data for the Greenville area, Andrew informed Neil the Baldor project could benefit from ECC's involvement.

Within a couple of weeks, Andrew and fellow ECC consultant Brent Fillers visited Greenville and performed an initial inspection of the roof membrane at Baldor to confirm that the roof was damaged as a result of hail. After just a few moments on the roof, it was obvious that the property had extensive damage to the Fibertite membrane. A meeting between the local management team at Baldor, Summit BSR and ECC took place to discuss the damage discovered along with how ECC would support Summit BSR through the insurance claim process. With Baldor being a large corporation, all parties agreed that the corporate office should be brought onboard before proceeding. This allowed all parties to be on the same page and ECC was able to answer questions before giving the green light to move forward.

ECC then got to work, spending 2 days at the facility to gather information such as measurements and core samples. The roof had multiple sections with varying substrates, one of which contained a built-up roof. The built-up roof core sample was saved and sent to a testing facility to determine if any asbestos was present, as this appeared to have been the original roof, which was installed in the 1970's.

Project:

ABB Group - Baldor, Greenville, SC

Contractor:

Summit BSR Roofing, Neil Hutchins

Existing Roof:

Fibertite membrane, Poly-ISO insulation, EPS Insulation, BUR

Roof Size:

approximately 235,500 SF total

New Roof:

Fibertite membrane with a 20Y NDL

Total Project:

~1,450,000



Additionally, a Tramex roof moisture scanner was used to determine the amount of moisture, if any, in the roofing substrate. While the moisture scan showed only small signs of moisture, it was determined that the built-up roof did contain traces of asbestos. As a result, appropriate steps would be required to remove this portion of the roofing system.

By the end of August, ECC had prepared a scope of loss, the claim was filed with the insurance company and the adjuster was on-site a week later. Unfortunately, ECC was not informed about the adjuster's inspection until the day of and was unable to meet. This is not the normal procedure, as we like to be onsite with the adjuster to help identify damage, answer questions regarding our scope of work and assist the adjuster in their investigation. This helps expedite the claim process by getting the adjuster and contractor on the same page as it pertains to the scope of work. With this step being skipped, the claim process took more time and two months later the adjuster issued his estimate for repairs. While the adjuster's total dollar amount was within ten percent of ECC's estimate, the scope of work was drastically different. After months of discussions and an additional site visit, an agreement on the scope of work was reached.

Now that the project was funded, Summit BSR was able to begin pre-construction. They met with Baldor to determine the final scope details, reviewed the build plan and scheduled the work to begin. ECC documented changes to the scope and assisted Summit BSR in getting the change orders approved with both Baldor and their insurance company. Progress billing with AIA documentation was used to expedite payment with the insurance company which kept Baldor from using their own funds to cash flow the project. Once the work was complete, ECC completed project completion documentation to be submitted to Baldor's insurance company for final payment release. The contractor scheduled a final inspection with the roofing manufacturer and a 20-year system warranty was presented shortly afterwards.



FINAL RESULTS

- Baldor received a brand new Fibertite roofing system with a 20-year warranty valued at well over \$1,000,000 and the only out of pocket cost for Baldor was their deductible
- Local management were heroes praised by corporate for their results in hiring Summit BSR
- Summit BSRs relationship with Baldor improved based on the projects results
- Contractor completed a profitable job without spending additional resources working with the client's insurance company.