

HAIL DAMAGE REPAIR

The Mitchell Gold Company have had leak issues since they moved into the building. The existing Fibertite system had surpassed its useful life and was beginning to fail. The company replaced the most troubled section of the roof in the fall of 2016. This did not take care of other areas and, as a result, leaks continued to persist. Then, in March of 2017 the leaks got worse.

Sam Turner, of Turner Waterproofing, reached out to Andrew Wilson of Exterior Construction Consulting after inspecting the roof and discovering damage to the membrane. Sam was not sure, but he thought it was caused by hail. After reviewing their database, Andrew discovered that a hail event did in fact occur at the property's location on March 1st. ECC scheduled an on-site inspection to investigate Mr. Turner's suspicions.

After a couple days of inspections, it was determined that the Fibertite membrane sections had significant hail damage. ECC also performed an impedance scan to determine the level, if any, of moisture in the substrate. Performing these tests help determine the extent of damage and in turn the scope of work for repairs. ECC used the data collected while on location and put together their Project Portfolio for Mitchell Gold Company's insurance company. This included the forensic roof survey, CAD drawing, core samples, moisture survey using Tramex Dec Scanner and an estimate for repairs using Xactimate, the valuing software used by the majority of insurance companies.

Project:

Mitchell Gold Company, Statesville, NC

Contractor:

Turner Waterproofing

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 to 2012 IECC insulation requirements

Total Project:

~\$2,050,000



ECC met with Turner Waterproofing & the owners of Mitchell Gold to discuss their findings and what to expect during the claim process. After a few scheduling conflicts, Andrew and Mr. Turner met with Mitchell Gold Company's insurance adjuster and his consultant on site to inspect the damage. Within a few minutes of conversation, Andrew was able to show the insurance company's consultant the amount of damage to the roof and discuss the plan of action to replace the damaged systems. Providing a copy of the inspection report and results of the impedance scan to the adjuster allowed him to justify both the damage and scope of repairs. This also saved the insurance company lots of time and money for their claim investigation.

The adjuster was satisfied with the damage discovered during the inspection and used the information provided by ECC in his claim submission. After a few weeks of back and forth discussions, the adjuster presented the settlement letter to Mitchell Gold. ECC reviewed this document and requested the adjuster consider a few additional items. Upon acceptance of those changes, ECC successfully helped Turner Waterproofing successfully fund just over 2 million dollars for the replacement of over 235,000 square feet of roofing.



FINAL RESULTS

- The property owner was provided a 20 year warrantied roof valued at over \$2 million while having only \$25,000 in out of pocket costs.
- The roofing system installed will allow the property owner to save thousands of dollars annually on energy cost due to increased insulation.
- Insufficient decking was replaced at no additional costs to property owner or contractor.
- Numerous site visits were saved by the insurance adjuster by working with ECC, saving the insurance company time and claim handling costs.
- The roofing contractor completed a profitable job without tying up resources working through the insurance process.