

SERVICE WORKS

"UP ON TOP" NEWS

What Do I Do When My Roof Leaks? Part Two

Part One/January Newsletter - Pre-planning, Investigate First.

What should I do after I find that my roof is leaking?

Check your roofing file to find out which roofing company installed the roof. If it is under two years old, then it may be something for which the contractor is still responsible.

If there is a manufacturer warranty, immediately notify the manufacturer directly. The roofer may be responsible to do some of the repair work, but make sure the manufacturer knows that the roof has a leak and that you are very interested in repairing the leak as quickly as possible.

You may consider trying to stop the leak yourself, particularly if more rain is predicted.

One technique to patch the roof is with plastic roof cement. Keep a couple of pails of asphalt mastic and some reinforcing fiberglass mesh around. Even roofs that are permanently damaged by plastic roof cement, such as PVC or EPDM, will tolerate the presence of plastic roof cement for a short period of time.

When the roofing contractor comes to make the permanent repair, have him cut out the areas damaged by the plastic roof cement and then complete the repairs using approved products. The additional cost will be minimal and if it saves the facility's insulation or roof deck, in addition to the interior, it is well worth the extra cost.

Most roofs less than ten years old have a manufacturer's warranty. Under the terms and conditions of this warranty, in many cases, the facility manager or property manager (acting as the owner) is required to provide notification to the manufacturer of a leak in as little as 72 hours of the occurrence. In addition, always follow up with written notification via certified mail so there is no dispute later as to whether notification was given.

In most cases, the warrantor will contact the contractor who installed the roof (or another local contractor) to make the repairs under warranty. This should occur within 48 to 72 hours af-

ter the notification has been given to the manufacturer. But if the roof leaks were part of a regional weather catastrophe, it might be weeks before permanent repairs can be done. When reporting the leak by phone ask how long before someone will be there.

After the contractor has fixed the leak, make sure what they did was a permanent repair and not a temporary patch. Inclement weather or water standing on the roof could preclude a permanent repair on the initial visit. Written notification should always be obtained from the repairing organization stating that the leak has been fixed. If possible, also request that the cause of the leak be indicated in the statement. The leak may have originally been caused by in-house personnel, in which case you would want to know how to prevent it from happening again. If it is something that needs to be checked during the semi-annual maintenance inspection, you would want to know what the caused the leak.

Be prepared, know who the manufacturer is, know who the roof system contractor is, keep the roofing file handy, and make sure all the facility's maintenance people know how to deal with leaks when they occur. By following these guidelines, facility managers and property managers will get better performance and be happier with the roof throughout its entire life.

And as always you can call on Service Works, with three convenient locations and 24/7 leak repair across the state.



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