

Customer Service = Resolution



Safeguard
Properties

Freeze Damage

May 21, 2014

Please note-this presentation is only intended to be used as a basic educational tool and is by no means all encompassing. Each property should be treated on a case by case basis and vendors will be held responsible for any errors made.

- The key to minimizing FREEZE damage is a proper winterization.
- Damage can occur quickly during freezing temperatures. It is critical to complete winterizations immediately to prevent freeze damage.
- Making sure the property is free of all water before winter will ensure our clients do not incur unnecessary damage to their properties.



- It is very important that we are adding anti-freeze to all sinks, toilets, showers, bathtubs, dishwashers and any other area that has a drain.
- All anti-freeze used must be pink, non-toxic anti-freeze.
- This must be done on the initial work order or winterization order.
- Freeze damage can occur if a toilet or a drain does not have the proper amount of anti-freeze.
- If a toilet or p-trap freezes during the winter and breaks, the contractor could be held responsible if it is determined that they have not been refreshing anti-freeze levels.
- If you come across a broken toilet or p-trap on your order, make sure it is noted on your update and bid.



When a pressure test fails it is evident that there is a break somewhere in the plumbing system.

Here are some common ways of locating plumbing breaks.

- Start a normal pressure test with all faucets closed but valves open (sink valves, toilet valves, and if you have access, shower valves). When it shows that the system is not holding pressure go around the property and close all valves. If the system is now holding pressure then you have a leak beyond the valves. Go around the property and start opening valves one by one until you lose pressure. You will have then located the area of the leak and it is most likely a leaking P-trap or toilet seal.
- If this fails, move on to the exposed plumbing in the basement rafters (if basement ceiling is not finished, or property is on a slab). Visually inspect pipes for a burst in the lines. You can also spray soapy water on the lines with a spray bottle and look for bubbles.
- If you have still not located the leak, the next step would be to visually inspect drywall for water marks. Start on the first floor and check the ceiling above any areas that should contain plumbing (second floor bathrooms or laundry rooms).
- If the leak is still not found then it is probably located in the walls between two studs. Trace the plumbing from the basement so you know which walls to look on. Again, visually inspect the drywall and poke around for soft spots. Put your ear to the wall and listen for air escaping a burst pipe.
- Once a leak is located, repair it and then repeat the pressure test. If the system is now holding pressure then you have located all of the leaks, if not then you will have to repeat the process to find the next leak.



Bidding plumbing breaks

Once plumbing leaks have been located, check your work order for further instructions. If there is an allowable for plumbing repairs, complete the repair and bill for the allowable. If no allowable is available, or the repair will exceed the allowable a bid must be submitted to fix the breaks.

When submitting a bid to repair plumbing please include the following:

- Location of plumbing breaks – please be as specific as possible
- Number of plumbing breaks
- Good supporting photos
- Itemized bid, detailing what is needed to complete the repair and the cost of doing so

Remember, if drywall must be removed to complete the plumbing repair, it also must be replaced, so please include this cost in your bid.

Also if the source of the breaks has not been addressed (i.e. Uninsulated lines in attic, ect.), a bid must be submitted to address this as well.

If the breaks in the plumbing have caused discoloration, this must be reported and bid as well. Please refer to last months presentation on discoloration if you are unsure about the steps to reporting and bidding discoloration.



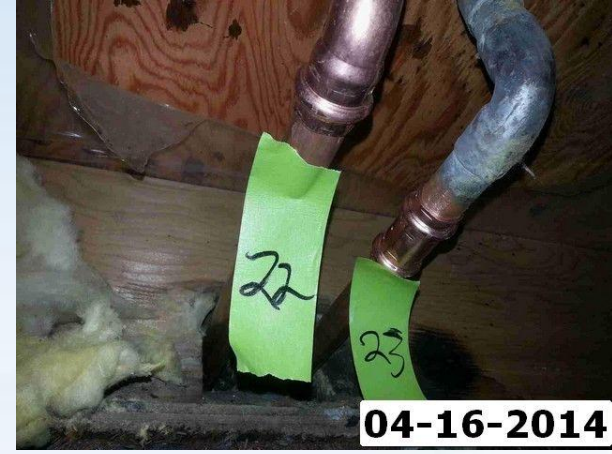
Example of an Incorrect bid

Example of an incorrect Freeze Damage bid. This does not depict where the damage is, the extent of the damage or a clear scope of what needs to be done to correct. Also notice the Eyeball Estimate is less than the cost to repair.

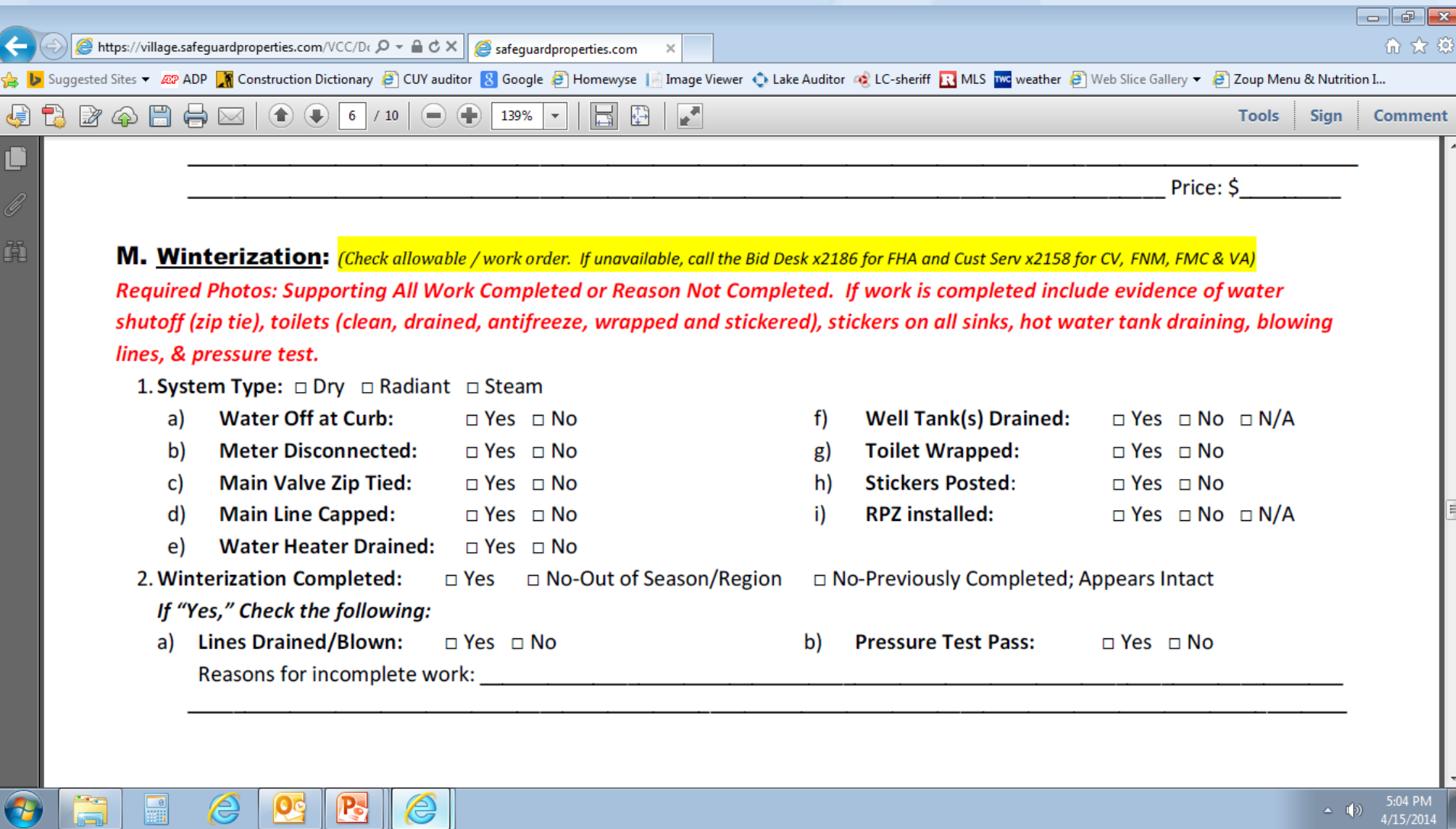
Freeze Damage Bid

Eyeball estimate of damage	\$200
Enter a description of the damage	Lines were frozen and split
Location	Interior
Level	Other
Room	Other
Bid to remediate damage	\$1000.00
Remediate damage description found	We will fix any breaks

When dealing with multiple areas of freeze damage, use painter's tape to number the damaged areas for ease of identification.



We must also make sure we are checking the correct categories on the PCR.



Price: \$ _____

M. Winterization: (Check allowable / work order. If unavailable, call the Bid Desk x2186 for FHA and Cust Serv x2158 for CV, FNM, FMC & VA)

Required Photos: Supporting All Work Completed or Reason Not Completed. If work is completed include evidence of water shutoff (zip tie), toilets (clean, drained, antifreeze, wrapped and stickered), stickers on all sinks, hot water tank draining, blowing lines, & pressure test.

1. System Type: Dry Radiant Steam

a) Water Off at Curb:	<input type="checkbox"/> Yes <input type="checkbox"/> No	f) Well Tank(s) Drained:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
b) Meter Disconnected:	<input type="checkbox"/> Yes <input type="checkbox"/> No	g) Toilet Wrapped:	<input type="checkbox"/> Yes <input type="checkbox"/> No
c) Main Valve Zip Tied:	<input type="checkbox"/> Yes <input type="checkbox"/> No	h) Stickers Posted:	<input type="checkbox"/> Yes <input type="checkbox"/> No
d) Main Line Capped:	<input type="checkbox"/> Yes <input type="checkbox"/> No	i) RPZ installed:	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
e) Water Heater Drained:	<input type="checkbox"/> Yes <input type="checkbox"/> No		

2. Winterization Completed: Yes No-Out of Season/Region No-Previously Completed; Appears Intact

If "Yes," Check the following:

a) Lines Drained/Blown:	<input type="checkbox"/> Yes <input type="checkbox"/> No	b) Pressure Test Pass:	<input type="checkbox"/> Yes <input type="checkbox"/> No
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Reasons for incomplete work: _____

Browser address bar: <https://village.safeguardproperties.com/VCC/Dc>

Browser tabs: Suggested Sites, ADP, Construction Dictionary, CUY auditor, Google, Homewyse, Image Viewer, Lake Auditor, LC-sheriff, MLS, weather, Web Slice Gallery, Zoup Menu & Nutrition I...

Browser toolbar: 7 / 10, 139%, Tools, Sign, Comment

8. Are there basement floor drains: Yes No
9. Hot Water Tank: Present Missing Damaged: _____
10. Plumbing system appears operational: Yes No If No, reason: _____
11. Plumbing system Description: Copper PVC/CPVC Galvanized Vinyl/PEX Other: _____
12. Applicable bids:
 - Bid to pump basement: Length _____ x Width _____ x Depth _____ Price: \$ _____
Materials/Tools: _____
 - Bid to thaw frozen property with # _____ men, # _____ heaters for # _____ hours Price: \$ _____
Reason/Materials/Tools: _____
 - Bid address freeze damage: _____ Price: \$ _____
Reason/Materials/Tools: _____
 - Bid to replace missing copper: Lin Ft _____ Material: Copper PVC/CPVC Vinyl/PEX Price: \$ _____
Materials/Tools: _____
 - Bid to replace missing damaged water heater. Location: _____ Price: \$ _____
 - Bid to cap # _____ gas lines. The gas is On Off. Price: \$ _____
Location (s): _____
 - Bid to cap # _____ water lines without a functioning shut off valve. The water is On Off. Price: \$ _____
Location (s): _____
 - Bid to Drylock basement. Length _____ ft. X width _____ ft. Price: \$ _____
Materials/Tools: _____



Example of an incorrect bid

Another example of an incorrect Freeze Damage bid. This does not tell us anything but the property was frozen on arrival. What is damaged? What are you bidding to do here? This DOES NOT mean there is freeze damage present. Freeze Damage by definition is physical damage to the property due to the property being frozen or cold. A property can be found frozen and have no damage caused. Frozen properties require a call from site for advisement.

Freeze Damage Bid

Eyeball estimate of damage	\$30000.00
Enter a description of the damage	Property is frozen
Location	Interior
Level	Other
Room	Other
Bid to remediate damage	\$30000.00
Remediate damage description	Frozen on arrival



Example of a correct bid

Example of a correct Freeze Damage bid. This clearly shows a description, location and a complete, itemized bid to repair.

Remember the Eyeball Estimate is not the bid amount or cost to correct; it is the amount of value the damage takes from the property

Freeze Damage Bid

Eyeball estimate of damage	\$800.00
Enter a description of the damage	Lines are split and not connected
Location	Interior
Level	Basement
Room	Other
Bid to remediate damage	\$496.54
Remediate damage description	We will need to remove and replace 16 linear feet of ½” copper, 2 shut off valves and 2 ½” CPVC adaptors.



Order Details

1. Order Images

2. Update Property Info

General Property Info

Damages

Securing

Winterization

Miscellaneous

3. Work Completed

4. Bid Summary

5. Remaining Images

6. Comments / Review

7. Errors and Warnings

Damages

Loan Type: FHA Order #: 146664777 Address: 2635 OCOSTA AVENUE, CINCINNATI, OH 45211

Damages - Work Completed

Add new task

Freeze Damage

Remove

* Work Completed Description

* Eyeball estimate of damage \$

* Location

Drag
Image
Here

* Photo - Before
Freeze Damage
Repair (0)

Drag
Image
Here

Photo - During
Freeze Damage
Repair (0)

Drag
Image
Here

* Photo - After
Freeze Damage
Repair (0)

Damages - Bids

Add new bid



Damages - Bids

Add new bid

▼ Freeze Damage

Remove

* Enter a description for the damage

* Eyeball estimate of damage \$

* Location

* Bid to remediate damage \$

* Remediate damage bid description

Drag
Image
Here

* Photo - Freeze
Damage (0)

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