



# Roof/Top/Topics

## Case Study 06...Management Tools #1

### Introduction

Our "Case Study" reports are designed to illustrate various ways we have helped clients so that potential clients can begin to discover ways to utilize what we do. All names have been changed to protect confidentiality.

### Management Tool #1

Without fear of contradiction, we can say that the most important management tool you can have for managing your roofs is a roof drawing, drawn to scale. Not only will it greatly enhance the quality of in-house communication about what conditions exist and where on a given roof, but it also becomes a tool for saving you money. (And on older roofs it will usually save you more each year than it cost to produce the drawing to begin with by a wide margin.) Here is how.

### The Leak in the "Bread Aisle"

Your tenant calls and reports to you a leak in the "Bread Aisle". You dispatch the roofer. You get the bill for \$400. It rains. You get another call because you have a leak in the "Bread Aisle". You dispatch the roofer. You get a bill for \$400. It rains. You get another call because you have a leak in the "Bread Aisle". So, the roofer isn't doing his job, is he? Well, maybe not, bet maybe he is. How do you know? If you don't have a roof drawing, you probably don't.

The best use of a roof drawing is to send it out with the roofers and require them to mark the areas they repaired.

The bread aisle in this store is almost 200' long. Notice on the drawing the green and blue colored squares. If the three leak "repairs" are represented by the three green boxes, then your roofer is missing something. He isn't getting it. If, on the other hand, the repairs were made at the locations of the three blue boxes your roofer is fixing leaks, but.... But what? If you are having leaks at the three blue boxes, something is probably wrong with the entire wall. It might be that the entire wall needs to be repaired. If so, it will generally be cheaper to fix it right away than keep fixing leaks until someone complains enough. Then you have spent the money on the repairs and still have to reflash the wall. More money wasted.

Proper utilization of a roof drawing (there are other ways it can be used too) can save you lots of time, effort and hard dollars. We teach our clients how to use them properly. We have one client that insists that we make a drawing of even brand new roofs, just so they can have the drawing ready to use when needed. They have seen how much time, effort and money it has saved them. We can do the same for you.

