



Case Study 01...Saving "Real" Money

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.

The Case of a Thousand Holes

One winter day we got a call from a client with many "retail" buildings with the following story:

"We have a problem. We developed a leak on a roof still under warranty at our "ABC" location. The manufacturer came out and, because the roof was under 6" of snow, indicated that he would not be able to find the leak until the snow melted. The store manager decided to "help" the issue along and sent a crew of staff up on the roof with snow shovels to remove the snow. They removed the snow and punched "hundreds if not thousands" of holes in the roof. When the snow melted further from up the roof, it ran down and then ran into the building. We had to close down portions of the store because of all the water that was pouring in. We got the problem stopped by caulking the holes, but when the manufacturer came back he indicated, and we agreed, that the roof needs to be replaced in the area where we damaged it. The problem is that the manufacturer has brought out a contractor and they have given us a price of over \$44,000 for this work. It sounds like a lot of money. Could you take a look at it and see what you think?"

Our Role

We looked at the roof and got a different contractor involved, one who does the highest quality work, and got the area repaired using

the same repair specification as the other contractor for less than \$17,000. Obviously, the owner was happy, but read on.

There Was More

While on the roof we also found a number of other problems on the roof, all warranty related, which we brought to the attention of the manufacturer. They agreed and then arranged to replace approximately 65% of the rest of the roof with brand new material at no cost to the owner. (The value of this work would have been about \$40,000 based pricing and areas for the work we paid for). Now how happy do you think the owner was? If we had not found this problem (nobody else on the roof had noticed this including the manufacturer's rep, his inspector and the contractor he had brought) the owner would have had this expenditure to pay himself when the warranty expired and the leaks started.

Conclusion

We can't always cut the price of your project by half (!), but one of our skills is to know who to call to address specific problems to insure you get the best possible pricing. Building managers often align themselves with a roofer because they get a good comfort level with them, but often they don't know the local contractors as well as we do. We often can save "real" money over what you might otherwise have had to pay.