



Introductions

Brief Overview...

- Quality
- Realizing variances
- Understanding Prevention
- Importance of Creating a Process
- Fix vs. Prevention
- Causes of Water Damage
- Prevention Methods
- Questions??





Quality:

- What is the definition of “Quality?”
 - Quality means the standard, degree of excellence, or specific distinguishing feature of someone or something.
 - Meeting or exceeding the standard (expectations) of whom?
 - The owner and/or property management
- 

What are Variances?

- Problems...
 - Concerns...
 - Errors...
 - Something went wrong...
-
- Name examples of a variance...



Quote from a Builder...

- Gehry said: “A building goes together with seven billion pieces of connective tissue. The chances of it getting done ever without something colliding or some misstep are small.”



Fun Hunter



Create Systems, or Processes to minimize variances...



Pre-Construction Prevention...





What do you
do regularly?

- Fix a Toilet
 - Install a doorknob
 - Install a new disposal
 - Replace batteries in smoke detector
 - Sign up a new tenant
 - Purchase products or services...
-
- How many of these currently have a process?
- 

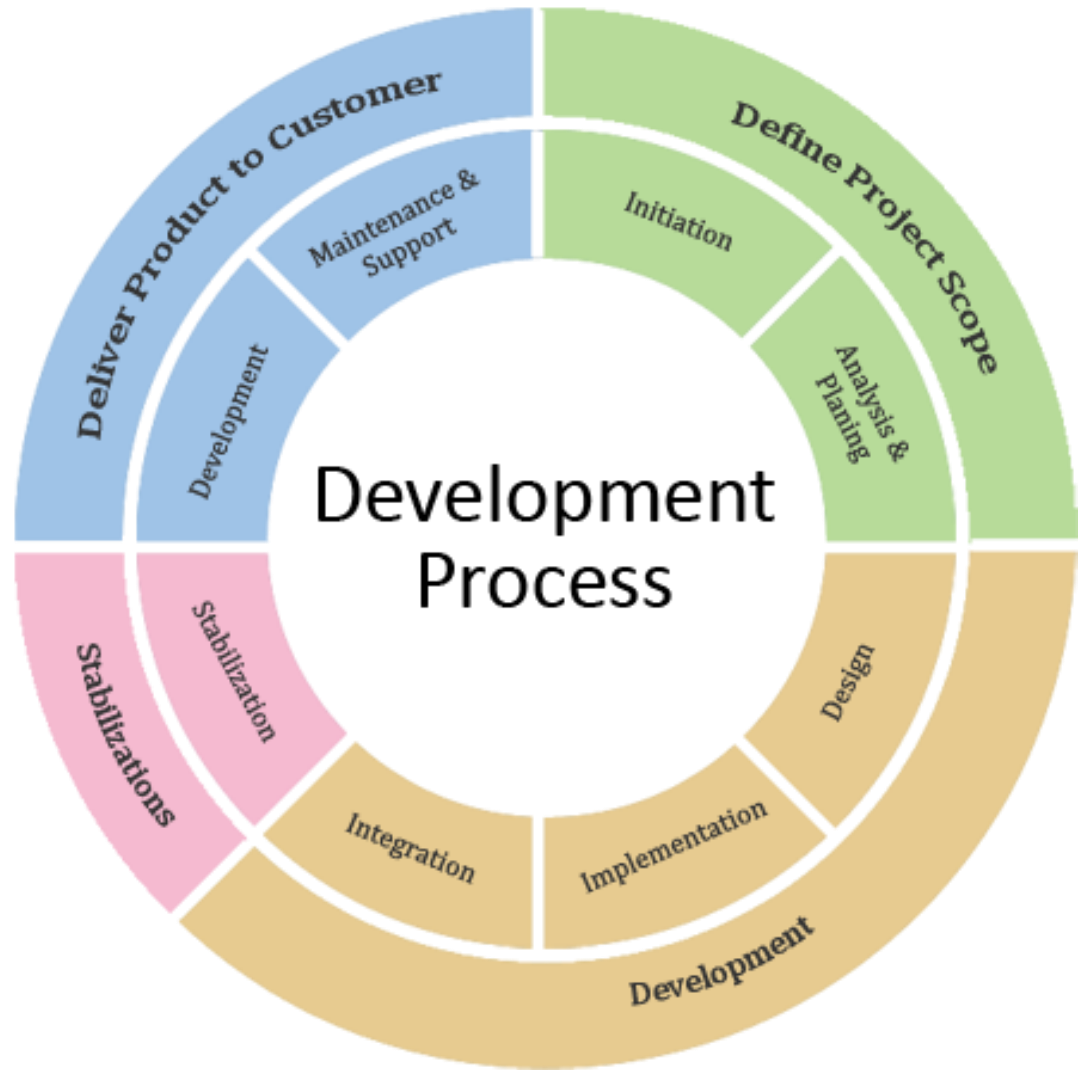
Disaster Preparedness...

- Do you have a current plan for the following...
 - Water Leak
 - Sewage Back up
 - Flooding from pipe burst
 - Mold Concerns
 - Fire in a unit
 - Other emergencies...



Will the Process be Perfect?

What are
some
steps in
your
process?



Some Variances in Construction...

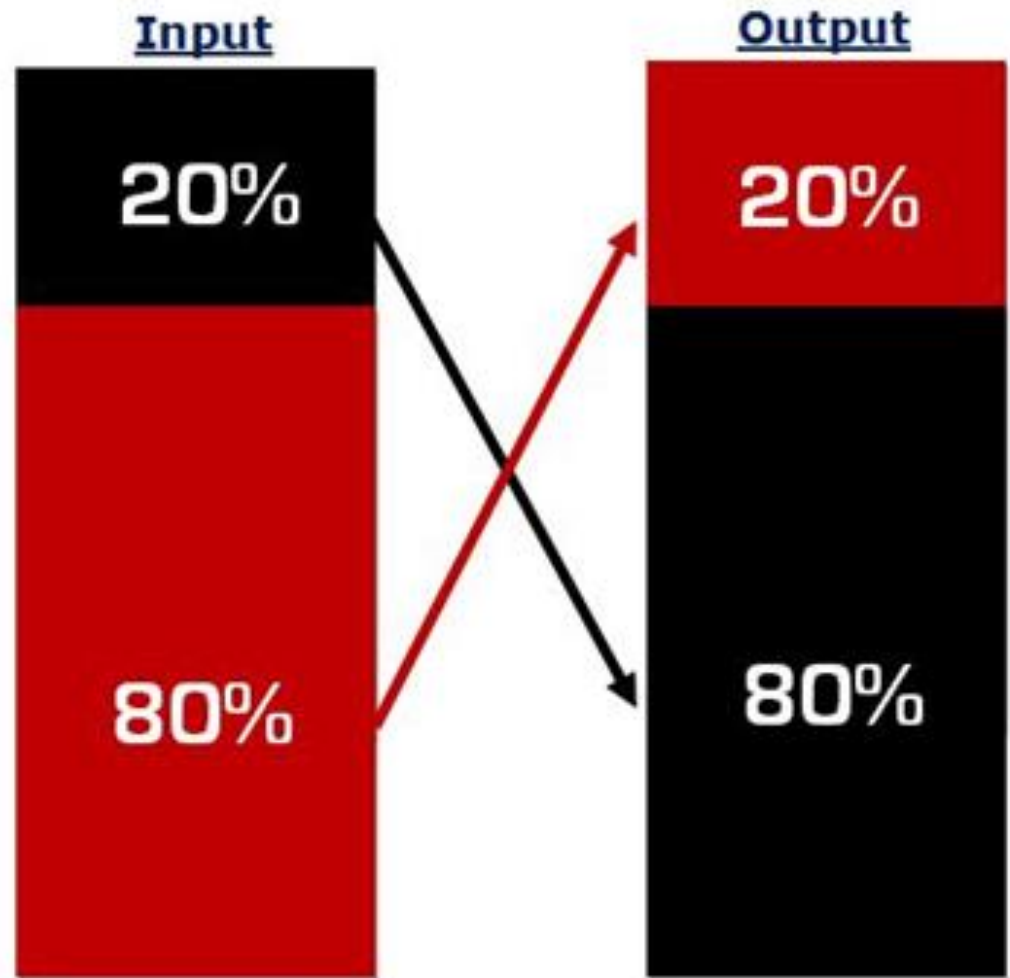
- Screw/Nail in a pipe
- Bad Solder job
- Poor Drainage
- Line not capped
- Rain before roof dried-in
- Slab Leak
- What else?





What are some of your Variances?

The Pareto Principle...



Most likely 20% of your properties cause 80 % of your problems.



1st Step is to Track...

- You have several properties and thousands of units.
- Within a few months you will have some good data if someone is keeping track.
- Even just on your own property, keep track of the variances that occur.



DOCTOR FUN

17 May 2006



"Yeah - we used to call them cell phones."

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<http://biblio.org/Dave/drfun.html>
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Once you have determined the most frequent...

- Prevent the most frequent first, then the 2nd most frequent, etc...
- Prevention eliminates the variances from occurring.
- These are not temporary fixes, think true prevention.





Fix vs Prevention, True Prevention takes time...

1. Start by tracking the variances.
2. After a good amount of data has been recovered, arrange in frequency.
3. Brainstorm ideas to truly prevent the variances and start trying them out.
4. This will take time.

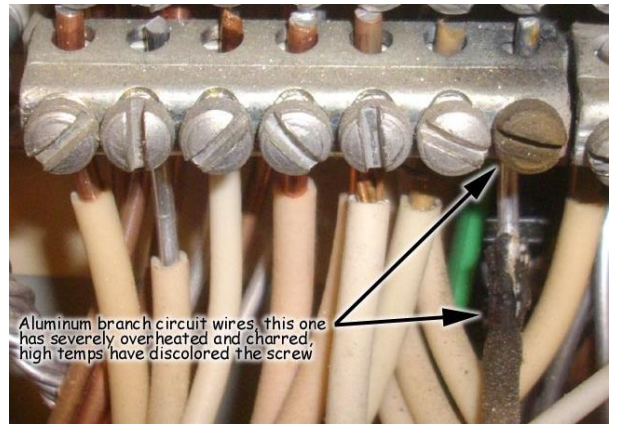




Common losses...



Water Damage-
What's your first step?



What are some of the causes?



SHUT OFF THE
WATER

Preventing Mold...

MOLD DEPENDS UPON THESE CONDITIONS TO GROW



MOISTURE

Prolonged exposure to wet conditions is required in order for mold to start growing.



MOLD SPORES

Invisible to the naked eye, mold spores usually get inside your house from outdoors.



OXYGEN

A steady supply of oxygen plays a vital part in mold growth and reproduction cycle.



LACK OF SUNLIGHT

Direct exposure to sunlight is deadly to mold, that's why it prefers to grow in the dark.



A FOOD SOURCE

Abundance of organic materials makes indoors a perfect breeding grounds for mold.



OPTIMAL TEMPERATURE

Temperature levels of residential houses create optimal conditions for mold to grow.



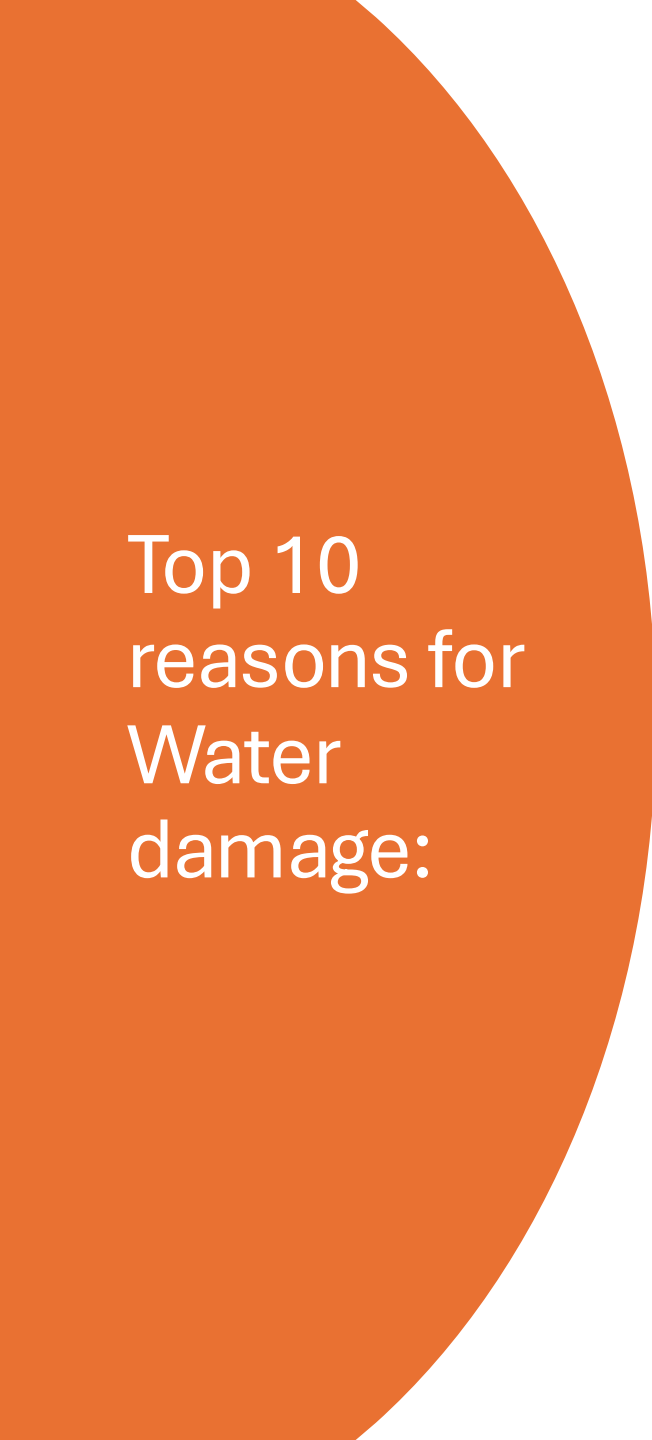
Can Mold Be Harmful?

- Each Species will affect people differently
- Each person will be affected differently
- There are differing ways to become exposed:
 - Small amounts over an extended time
 - Large amounts in small time frame



How Do you Clean it up?

- Physically Remove it
 - Cut out material
 - Wipe with solution
 - Sand if in the wood
 - HEPA vacuum
- Apply an anti-microbial
- Keep it Dry

A large orange circle on the left side of the slide, partially cut off by the edge.

Top 10 reasons for Water damage:

- 10 – Nail in a pipe
 - 9 – Toilet malfunction
 - 8 – Leaky Shower/tub
 - 7 – Basement window well
 - 6 – Sprinklers, outdoor hose
 - 5 – Condensation Pans and swamp coolers
 - 4 – Leaky roof/window during storm
 - 3 – Frozen pipes
 - 2 – Hot water heaters
- 
- A decorative blue curved line in the bottom right corner of the slide.



Number 1 reason... Supply Lines



Prevention Methods

- Frozen pipe
- Ice dam
- Sewer backup
- Kitchen fire
- Tree falling on building
- Supply line break
- Fire caused by faulty wiring
- Mold
- Hose Bib
- Swamp Cooler
 - Disconnect supply line
- Washing machine hoses
- Turn off water when out of town...

Prevention practices...





One prevention method that could help...



Prevention
practices cont...



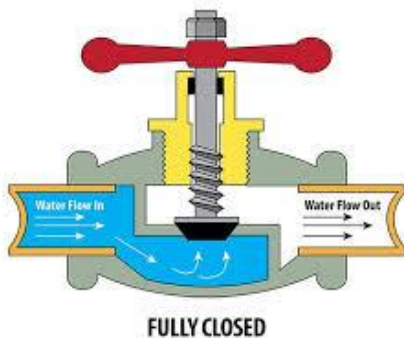
Steel Braided Hoses:

- Lifetime Warranty
- Subrogation if line is at fault
- Look better...😊
- Only a few dollars more than the less expensive hoses
- Buy the right size of hose, not too small, not too big (too big=more \$)



Shut off Valves...

- Shut them off periodically
- Check for leaks regularly
- Replace Gate valves with Ball valves
- valves





Prevention: Water Heaters

- Drain the water heater once a year
 - Hose bib
 - Connect hose
 - Run it outside
 - Turn it on and drain at least 5 gallons
- Replace every 8 years at least

Periodic maintenance of pipes

- Plumber to snake drains
- Don't use the Disposal as a garbage
- Drano – works but also acid that burns
 - Are you using the right acid or bacteria?
- Look for worn lines or drips and replace
- Do it nice or do it twice.
- No temporary fixes/band-aids
 - If it's wrong and it works is it still wrong??



Preventative drain maintenance

- What type of Drain are you trying to clean?
- Not all drain cleaning equipment is created equal!
 - Hydro jetting VS cable cleaning VS heavy debris cleaning
 - [Hydro jet video](#)
 - Heavy scale removal and why is it necessary
 - How do you know when you need one versus the other??



Sewer camera



ROOTS!!!

Rocks and debris



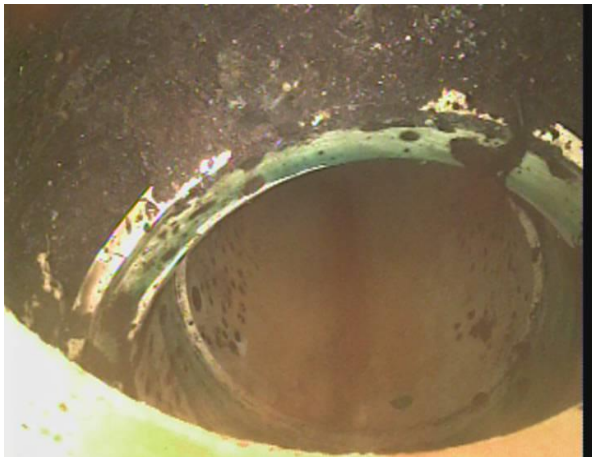
Pipe missing



Cracked pipe

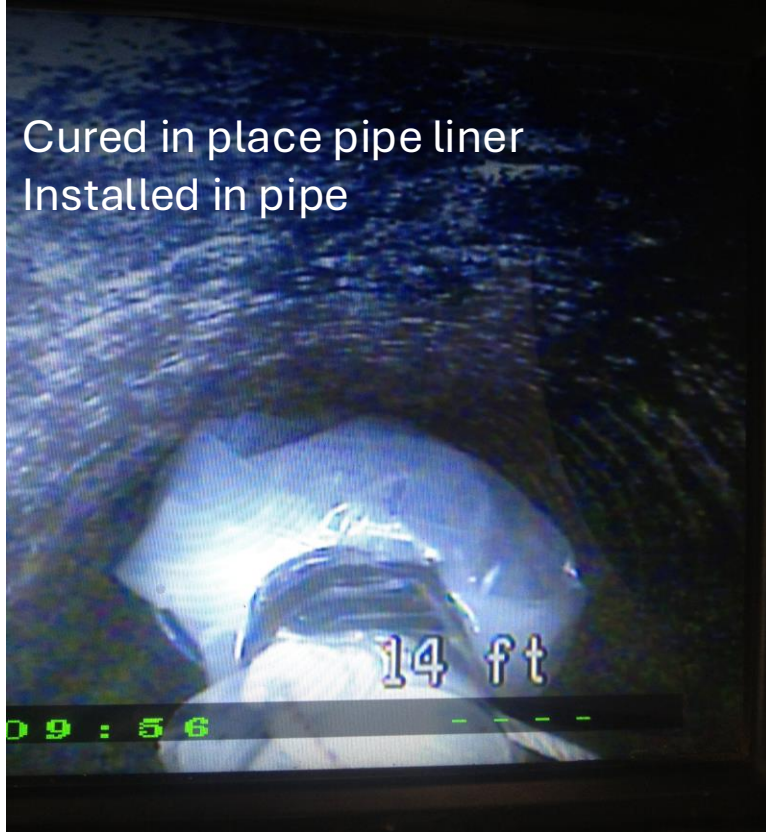
Broken joint

Utility strike

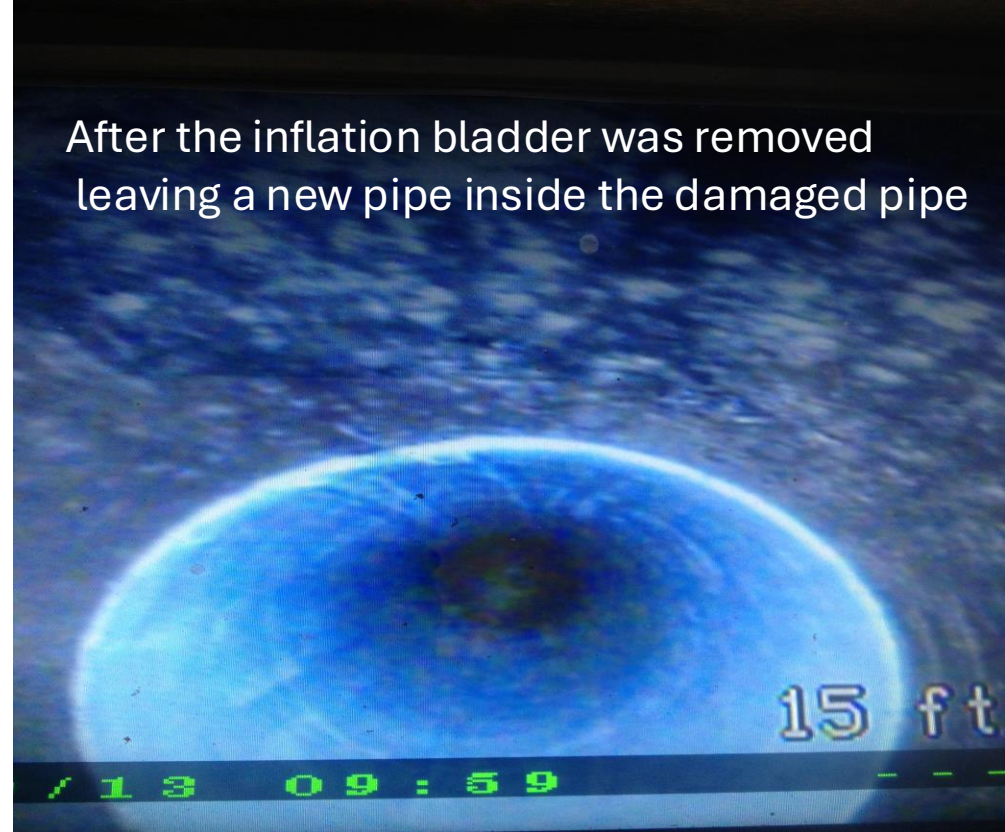




Cured in place pipe liner
Installed in pipe



After the inflation bladder was removed
leaving a new pipe inside the damaged pipe



Excess epoxy leaked out of the holes in the pipe
Sealing any holes created. Total job time start to
Finish 4 hours

If you fix it yourself, there's no warranty!

- Know when you need to call in a professional:
 - Indoor plumbing has the potential to cause a large amount of damage
 - Professional plumbers are paid a good hourly wage for a reason
 - Plumbing companies will warranty their work
 - That can be a version of an insurance policy all by itself

Determine your Liability Threshold-



What are you willing/able to do in-house knowing that there are liabilities that could be associated with it.



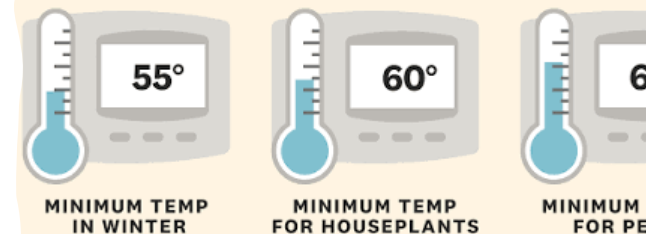
For example- water damage/mold, framing/permits/failure, plumbing/permits/failure, asbestos/lead/etc.

What to do so the pipes won't freeze

- Drain exterior hoses prior to Freeze
and remove them from the hose bib
- Hose bibs - check for correct angles
- Keep home above 55 degrees
- If feasible, turn water off when leaving town
- Insulate exterior walls, and walls with plumbing
- Turn sprinklers off and drain lines properly
- Drain and disconnect swamp cooler lines properly in fall



Best home thermostat temperatures for winter



*Temperatures shown are measured in degrees Fahrenheit.

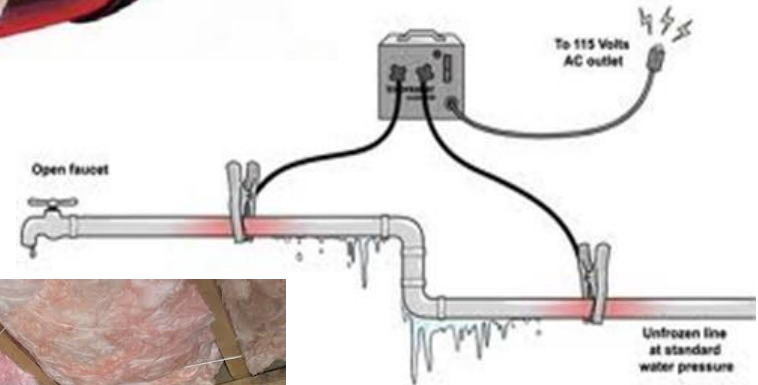
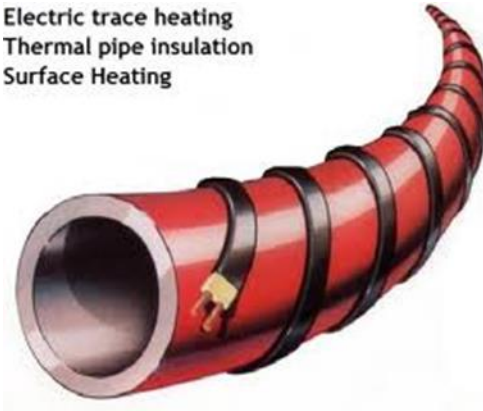
Other
helps to
prevent...



Prevention...



Electric trace heating
Thermal pipe insulation
Surface Heating



Home fire prevention methods

- Inspect premises and/or clear rules
- Get rid of clutter
- Be careful about using alternative heat sources
 - Cell phone chargers
 - Electronics chargers (tablets)
- Unplug small appliances when not in use
 - *Require Rental Insurance



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