

Using *Xactimate* for Roof Insurance Losses

Bill Rouston
Feb 27, 2018



- Locally owned/operated since 2009
- Management team with over 80 years of combined experience in construction, restoration and roofing
- Commercial and Residential Roofing
- Emergency Services
- Fire Restoration
- Water Mitigation
- Mold Remediation
- Structure Repairs

Our Credentials



- Licensed General Contractor
- Choice Roof Contractor Endorsed Member/Conklin Distributor
- Certified HAAG Commercial and Residential Roofing Inspectors
- IICRC Master Water Restorer
- Certified State of Michigan - Asbestos and Lead Abatement Contractor/Supervisor



Additional IICRC Certifications

- Applied Structural Drying
- Water Damage Restoration
- Applied Microbial Remediation
- Fire and Smoke Restoration
- Commercial Drying Specialist
- Journeyman Water Restorer
- Carpet Repair and Installation
- Carpet Cleaning
- Upholstery & Fabric Cleaning
- Odor Control
- Health & Safety



Why you should NEVER submit a proposal for an insurance roof loss!

Agenda:

- What is *Xactimate*
- Insurance Lingo
- Adjuster Approval Process
- Walk through the process (and examples) of developing an *Xactimate* estimate

What is *Xactimate* ?

- System for estimating insurance work – used by most insurance companies
- Used to define the scope of work
- Generates industry standard pricing for equipment, labor and materials
- Estimate will be for ‘Like Kind and Quality’ – ***Except for one thing...***

IT IS ALL ABOUT THE SCOPE, NOT THE PRICE!

- Emergency Services
- Mitigation
- Reconstruction
- Like Kind and Quality - Estimate will be for what they have, but not necessarily what you replace with
- **Code Upgrades**
- 10 and 10 – 10% Overhead and 10% Profit
- Open Item – Line items without pricing
- ACV/RCV – Actual Cash Value / Residual Cash Value

What Adjuster does with your typical proposal (Not an *Xactimate* estimate)?

Creates an *Xactimate* estimate to justify the cost of the covered repairs

What happens if the *Xactimate* estimate is **more** than your proposal?

What happens if the *Xactimate* estimate is **less** than your proposal?

What Adjuster does with your *Xactimate* estimate?

- Verifies the scope
- May adjust items or quantities
- Agrees with your scope and price

What if the Adjuster Denys the Claim or Part of the Claim?

- Let's put our heads together.
- An Engineer may need to be involved.

Questions?

For ***Xactimate*** estimating and coaching on navigating insurance losses, contact Bill Rouston
Brouston@IncoreRG.com

Measure and count everything accurately!

- *EagleView* for Insurance Adjuster
- Take pictures/videos
- Core Samples
- Roof Penetrations / sizes
- Curb Flashing – Lineal Feet
- Coping
- Parapets
- Pitch pans
- Electrical/HVAC

- Line Items for **EVERYTHING** found and measured
 - What is coming off
 - What is going back (Like Kind and Quality)
 - Add Code Upgrades
- General Items – In addition to the scope of work
 - Dumpsters
 - Safety Items – Harnesses, Lanyards, Barricades
 - Lifts – One for Materials, One for Men and Tools
 - Permit (May be an Open Item)

- Work Authorizations – Get them signed for Emergency Services and **ASSUME** it is for the Job!
- Change Order Form – For deviations to Scope of Work
- Statement of Satisfaction and Completion with finished pictures
- Always meet the Insurance Adjuster or Engineer on-site and show damage pictures and video
- Be prepared to deal with Mortgage Companies!

Questions?

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Sample Estimates

Your Company Logo Here

Client: Seven Story Office Center
Property: 45035 Middlebelt Rd.
Farmington Hills, MI 48334

Operator: BNICHOLS

Estimator: Brian Nicholson
Business: 28287 Beck Road Suite D1
Wixom, MI 48393

Type of Estimate: <NONE>
Date Entered: 3/10/2017

Date Assigned:

Price List: MIDE8X_MAR17
Labor Efficiency: Restoration/Service/Remodel
Estimate: ROOF_TEMP_REPAIRS

The following estimate is for commercial roof temporary repairs required to secure the building following a catastrophic failure caused by a high wind event on 3/8/17. The wind uplift caused insulation facer delamination which caused the roofing membrane to blow off most of the North half of the building. During the temp repairs, the parapet wall was replaced permanently with cap flashing. The South half of the building parapet wall was compromised by wind and requires replacement but required no temp repairs. Any questions, please contact Brian Nicholson @ 734 657 1654. Thank you.

Your Company Logo Here

ROOF_TEMP_REPAIRS

North Section

DESCRIPTION	QTY	REMOVE	REPLACE	TAX	TOTAL
1. Remove Rubber roofing - Fully adhered system - 60 mil Remove membrane. Area is half the roof. 285 feet by 101 less Mechanical room area of 61 sq plus parapet (4 x 671)	254.00 SQ	67.73	0.00	0.00	17,203.42
2. Rubber roofing - Fully adhered system - 60 mil Permanent replacement of parapet wall, fully adhered with 60 mil material. Perimeter x 4 = 26.8 square plus 10% waste.	29.50 SQ	0.00	410.08	240.42	12,337.78
3. Rubber roofing - Mechanically attached - 45 mil Roof without parapet with 10% waste. 227 x 101 = 250 sq.	250.00 SQ	0.00	305.83	1,249.65	77,707.15
4. R.&R Flash parapet wall only Flash parapet wall. 671 LF. Permanent fix. Wall portion included in main roof.	671.00 LF	1.81	11.69	174.73	9,233.23
5. R.&R Cap flashing - large Coping plus cap for expansion joint. Permanent fix.	772.00 LF	0.53	23.95	748.99	19,647.55
6. R.&R Curb flashing Flash over expansion joint. Permanent fix.	101.00 LF	1.70	15.76	55.93	1,819.39
7. R.&R Curb flashing 32 feet for various flashing and 376 feet for mechanical room. Permanent fix.	408.00 LF	1.70	15.76	225.95	7,349.63
8. R.&R Roof drain - PVC/ABS - 2" to 6" outlet One drain was damaged.	1.00 EA	38.83	299.69	10.10	348.62
9. Roof drain cover - Detach & reset	4.00 EA	0.00	34.36	0.00	137.44
Totals: North Section				2,705.77	145,784.21

Sample 1 (cont'd)

Generals

DESCRIPTION	QTY	REMOVE	REPLACE	TAX	TOTAL
10. Commercial Supervision / Project Management - per hour This is for 1 supervisor needed for 50% of working days.	16.00 HR	0.00	70.00	0.00	1,120.00
11. Dumpster load - Approx. 30 yards, 5-7 tons of debris	1.00 EA	504.00	0.00	0.00	504.00
12. Crane and operator - 50 ton capacity	16.00 HR	0.00	200.00	0.00	3,200.00
13. Fall protection harness and lanyard - per day	8.00 DA	0.00	8.00	0.00	64.00

CONTINUED - Generals

DESCRIPTION	QTY	REMOVE	REPLACE	TAX	TOTAL
14. Barricade and warning device - setup and takedown	6.00 HR	0.00	57.52	0.00	345.12
Totals: Generals				0.00	5,233.12
Line Item Totals: ROOF_TEMP_REPAIRS				2,705.77	151,017.33

Summary for Dwelling

Line Item Total	148,311.56
Material Sales Tax	2,705.77
Replacement Cost Value	\$151,017.33
Net Claim	\$151,017.33

Brian Nicholson

Your Company Logo Here

Client: General Towing
Property: 2305 W. Chicago
Detroit, MI 48204

Operator: BROUSTON

Estimator: Bill Rouston
Position: Estimator
Company: Incore Restoration Group, LLC
Business: 28339 Beck Road, Suite F4
Wixom, MI 48393

Cellular: (248) 767-4207
E-mail: brouston@incorerestorationgr
oup.com

Type of Estimate: Wind Damage
Date Entered: 4/3/2017 Date Assigned:

Price List: MIDE8X_MAR17
Labor Efficiency: Restoration/Service/Remodel
Estimate: GENERAL_TOWING_ESERV

The following estimate is for Emergency Services performed by Five Star Commercial Roofing.

Sample 2 (cont'd)

Your Company Logo Here

GENERAL_TOWING_ESERV

<u>Emergency Roof Temp</u>					
DESCRIPTION	QTY	REMOVE	REPLACE	TAX	TOTAL
1. Roofer - per hour Commercial Roofing Supervisor	4.00 HR	0.00	135.10	0.00	540.40
2. Roofing - General Laborer - per hour Two roofing laborers 4 hours to install tarping on commercial roof.	8.00 HR	0.00	37.50	0.00	300.00
3. ROOFING MATERIALS	1.00 EA	0.00	600.00	14.76	614.76
4. Emergency service call - during business hours	1.00 EA	0.00	117.47	0.00	117.47
Totals: Emergency Roof Temp				14.76	1,572.63
Line Item Totals: GENERAL_TOWING_ESERV				14.76	1,572.63

Summary

Line Item Total	1,557.87
Material Sales Tax	14.76
Replacement Cost Value	\$1,572.63
Net Claim	\$1,572.63

 Bill Rouston
 Estimator

Your Company Logo Here

Client: General Towing
Property: 2305 W. Chicago
Detroit, MI 48204

Operator: BROUSTON

Estimator: Bill Rouston
Position: Estimator
Company: Incore Restoration Group, LLC
Business: 28339 Beck Road, Suite F4
Wixom, MI 48393

Cellular: (248) 767-4207
E-mail: brouston@incorerestorationgroup.com

Type of Estimate: Wind Damage
Date Entered: 4/3/2017 Date Assigned:

Price List: MIDESX_MAR17
Labor Efficiency: Restoration/Service/Remodel
Estimate: GENERAL_TOWING_ROOF

The following estimate is for replacing the commercial roof damaged by wind.

Sample 3 (cont'd)

GENERAL_TOWING_ROOF

Roof Replacement

DESCRIPTION	QTY	REMOVE	REPLACE	TAX	TOTAL
1. Commercial Supervision / Project Management - per hour	40.00 HR	0.00	61.83	0.00	2,473.20
Approximately 1/3 of estimated time of project.					
2. Remove Tear off, haul and dispose of 4 ply built-up roofing	178.00 SQ	59.04	0.00	0.00	10,509.12
3. Remove Insulation - perlite board, 1"	178.00 SQ	32.17	0.00	0.00	5,726.26
4. Roofer - per hour	10.00 HR	0.00	135.10	0.00	1,351.00
Labor to remove fencing to install edge flashing. No need to reinstall.					
5. Built-up 4 ply roofing - in place	195.88 SQ	0.00	352.13	1,294.57	70,269.79
Add 10% waste.					
6. Insulation - ISO board, 3"	178.00 SQ	0.00	295.37	1,463.91	54,039.77
Replacing perlite board with ISO at 4.5 inches to meet code at R26.					
7. Insulation - ISO board, 1 1/2"	178.00 SQ	0.00	184.96	815.85	33,738.73
8. R.&R Flash parapet wall only	254.00 LF	1.59	9.46	23.16	2,829.86
Flash internal parapet wall 127 feet long, both sides.					
9. R.&R Flash parapet wall only	196.00 LF	1.59	9.46	17.88	2,183.68
Flash perimeter wall.					
10. R.&R Pitch pan / pocket - up to 6" x 6" x 4" - galvanized	2.00 EA	19.89	91.17	5.65	227.77
11. R.&R Curb flashing	170.00 LF	1.50	16.28	94.15	3,116.75
Various curb flashings for roof units and penetrations.					
12. R.&R Cap flashing - large	174.00 LF	0.47	24.51	168.81	4,515.33
Remove and replace 2 piece specialty flashing behind awning.					
13. R.&R Cap flashing - steel	237.00 LF	0.47	15.67	107.36	3,932.54
Edge flashing other than cap flashing.					
14. R.&R Flashing - pipe jack - 8"	9.00 EA	5.61	61.50	16.20	620.19
15. R.&R Gutter / downspout - aluminum - up to 5"	152.00 LF	0.40	4.86	19.61	819.13
Remove and replace gutter that is tied into existing roof. 110 feet of gutter and 3 downspouts 14 feet each.					
Totals: Roof Replacement				4,027.15	196,353.12

Sample 3 (cont'd)

Generals						
DESCRIPTION	QTY	REMOVE	REPLACE	TAX	TOTAL	
16. Dumpster load - Approx. 30 yards, 5-7 tons of debris	2.00 EA	471.00	0.00	0.00	942.00	
17. Boom lift - 30'-45' reach	14.00 DA	0.00	370.00	0.00	5,180.00	
18. Equipment Operator - per hour	80.00 HR	0.00	46.54	0.00	3,723.20	
19. Fall protection harness and lanyard - per week 3 harnesses for 3 weeks for edge crew.	9.00 WK	0.00	22.00	0.00	198.00	
20. Barricade and warning device - setup and takedown	8.00 HR	0.00	57.52	0.00	460.16	
21. Taxes, insurance, permits & fees (Bid Item) Open Item.	1.00 EA	0.00	0.00	0.00	0.00	
Totals: Generals				0.00	10,503.36	
Line Item Totals: GENERAL_TOWING_ROOF				4,027.15	206,856.48	

Summary

Line Item Total	202,829.33
Material Sales Tax	4,027.15
Replacement Cost Value	\$206,856.48
Net Claim	\$206,856.48

Bill Rouston
Estimator

Any questions about these estimates?

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NEVER submit a proposal to an adjuster for a roof insurance loss – Always submit an ***Xactimate*** estimate!

- Have the customer contact their Mortgage Company immediately to speak with the Loss Draft Department to request forms to be completed
- Forward to the Mortgage Company the required documents and insurance proceeds ASAP
- Two-party checks – Have the customer sign-off and give to you for deposit/payment.

Questions / Comments

Thank You!

Contact information: Bill Rouston,
Brouston@IncoreRG.com

248-767-4207