



LEAK RESPONSE SERVICES

Garland/DBS, Inc. specializes in roof asset management services through their Dry Zone® program. The leak response service ensures emergency contact within 24 hours and repair service within 48 hours. All leaks and repairs are recorded in a comprehensive roof asset management database that helps to prioritize and manage all roof areas for our clients.

Features and Benefits of the Emergency Leak Response Service:

- Competitive time and material rates for each metropolitan area
- Email reporting system that alerts DBS and local approved contractor(s) of leaks
- Emergency response within 24 hours
- Non-emergency repair services within 48 hours
- Before and after pictures with work order report documented in our database
- Full roof assessments with recommendations for improved roof performance provided when frequent leaks occur on one building
- Material inventory for emergency roofing repair services
- Standard time and material rates can also be used for scheduled repairs and preventive maintenance

Before

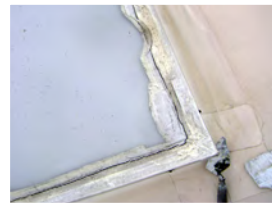


After



Modified Repair

Before



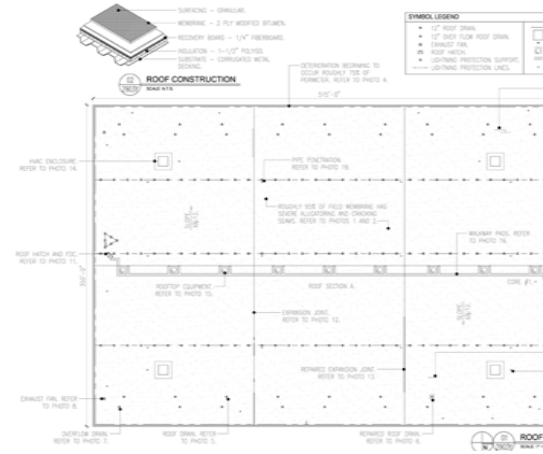
After



Skylight Repair



Item	Type	Material	Description	Quantity	Unit	Notes
1	Roofing	Asph/Flt	Asphalt/Flt Shingles	10000	Sq Yd	Roofing
2	Roofing	Asph/Flt	Asphalt/Flt Shingles	10000	Sq Yd	Roofing
3	Roofing	Asph/Flt	Asphalt/Flt Shingles	10000	Sq Yd	Roofing
4	Roofing	Asph/Flt	Asphalt/Flt Shingles	10000	Sq Yd	Roofing
5	Roofing	Asph/Flt	Asphalt/Flt Shingles	10000	Sq Yd	Roofing
6	Roofing	Asph/Flt	Asphalt/Flt Shingles	10000	Sq Yd	Roofing
7	Roofing	Asph/Flt	Asphalt/Flt Shingles	10000	Sq Yd	Roofing
8	Roofing	Asph/Flt	Asphalt/Flt Shingles	10000	Sq Yd	Roofing
9	Roofing	Asph/Flt	Asphalt/Flt Shingles	10000	Sq Yd	Roofing
10	Roofing	Asph/Flt	Asphalt/Flt Shingles	10000	Sq Yd	Roofing



LEAK RESPONSE PROCESSES

If the roof leak area can be permanently repaired under a dollar threshold determined by the customer, the following process is followed:

- “Before” and “After” pictures are taken
- Permanent repairs are performed
- Repair actions are documented on work order reports
- Work order information and photos are documented in the Dry Zone database
- Invoices sent to customer monthly for percent of work completed

If the roof leak area cannot be permanently repaired under a dollar threshold determined by the customer, the following process is followed for temporary repairs:

- “Before” and “After” pictures are taken
- Temporary repairs are performed
- Repair actions and material lists are documented on work order report
- Work order information and photos are documented in the Dry Zone database
- Invoices sent to customer monthly for percent of work completed
- Assessment scheduled to determine permanent repairs

When permanent repairs are anticipated to be over a dollar threshold determined by the customer, the following process will be followed:

- Assessment of repair area
- Develop scope of work and project take-off for permanent repairs
- Create budget line item price proposal for customer
- Obtain customer approval
- Perform any necessary design and engineering work
- Develop project manual for competitive price qualification process
- Conduct local contractor pre-bid meeting
- Solicit site-specific pricing for project
- Pass local market savings directly to the customer
- Provide inspection reports throughout performance of project
- Invoices sent to customer monthly for percent of work completed



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Certified Installer for Installation Services on The Garland Company's GSA Schedule.

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