Winter is Coming

Who is Charter?

- 41 years in business
- Experts at working on occupied buildings
- Great documentation and communication
- Top-notch, committed employees

Winter is Coming

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Planning

- Things to consider
- What aspects of my community are impacted by weather?
- How am I managing the rain?
- What are items we haven't looked at in a while?
- Schedule your regular maintenance items
- Ask your vendors for help (they will be more than happy to do so)

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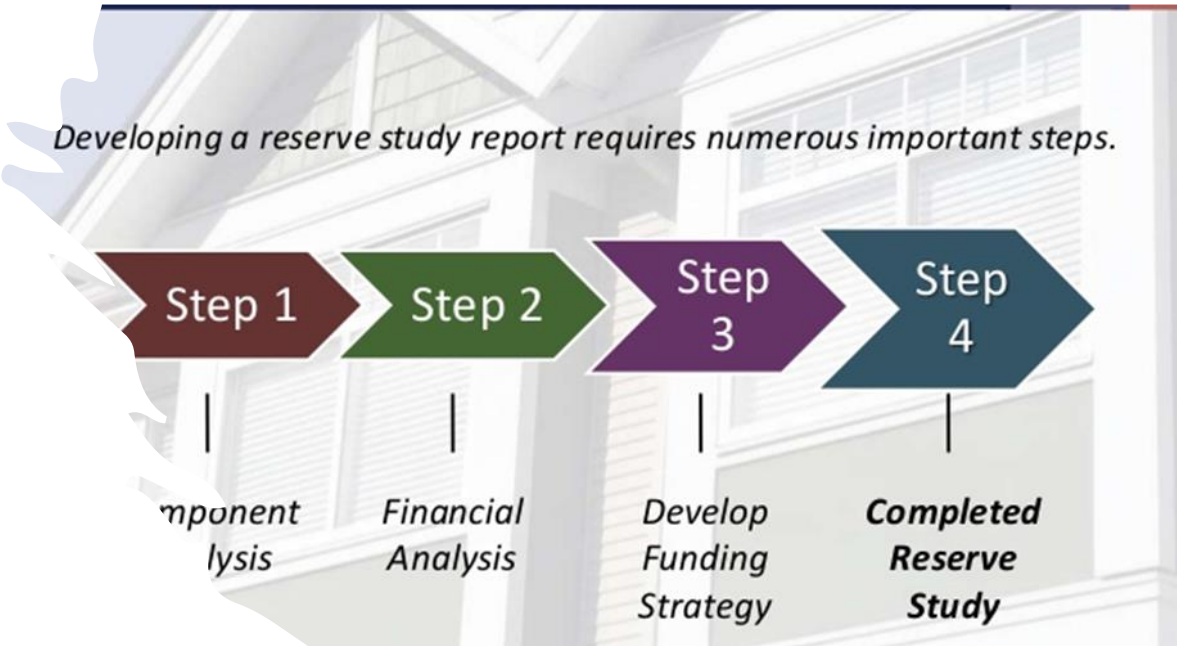
Preventative Measures

- Call your vendors
  - Ask for Bids – Free Estimates/Property Walk throughs
- Prepare in the Fall Months
- February is usually the coldest (Busiest) Month
- Lawn/Irrigation Inspections
- Building Envelope Inspections
- Roof Inspections

Reserve Studies/Maintenance Plan

- What maintenance items are in my reserve study that we should plan for?
- What items need to be added?
- Do prices need to be updated because of scope/inflation changes?



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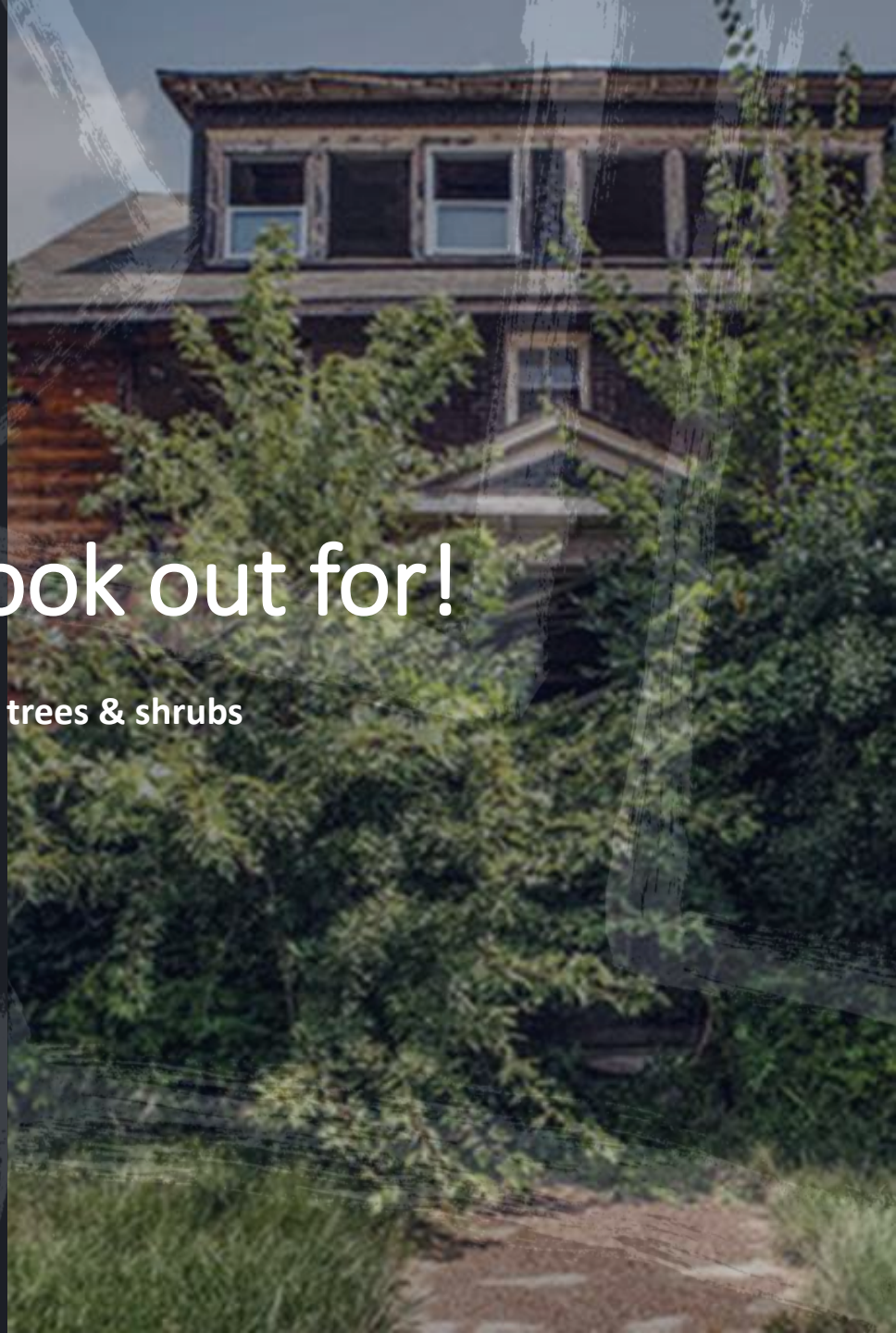
Things to look out for!

- **Overgrown trees & shrubs**



Things to look out for!

- **Site Drainage**

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Things to look out for!

- **Site Drainage/Gutter Downspouts**

Things to look out for!

- **Irrigation Shut off & backflow Valves. Locate and know to shut off in an emergency!**

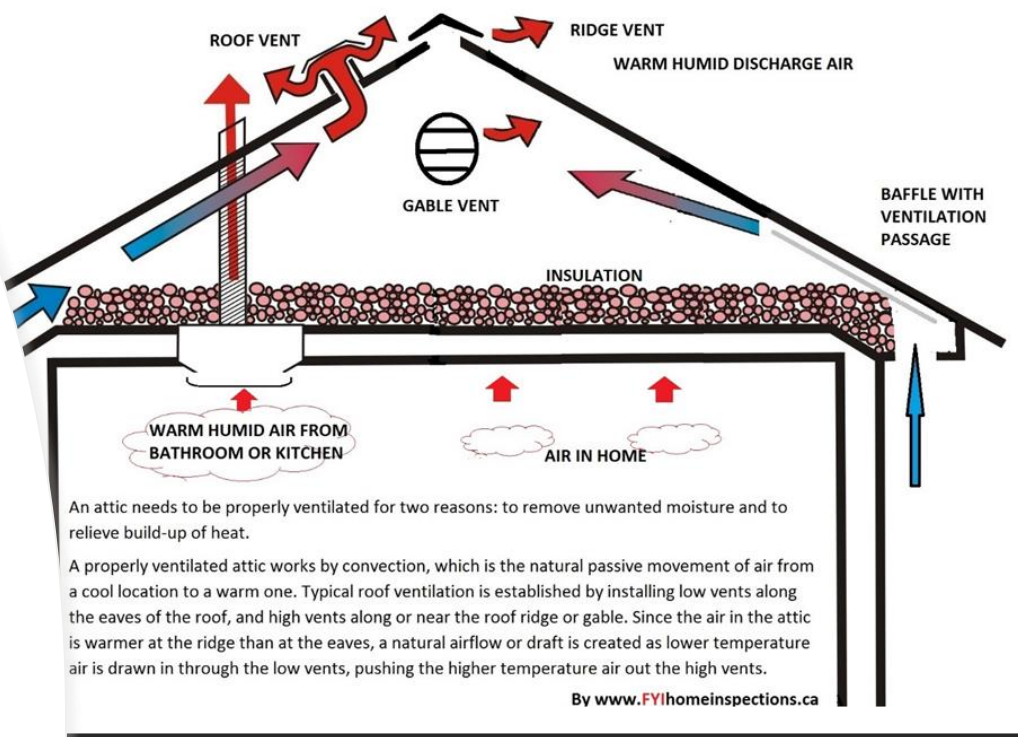
Windows & Doors

- Regular Cleaning/Maintenance
- Sill Tracks
- Weather stripping

What Type of De-Icer Should You Use?

- Chlorides
- Acetates
- Other

Properly insulated & vented attics!



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Things to look out for!

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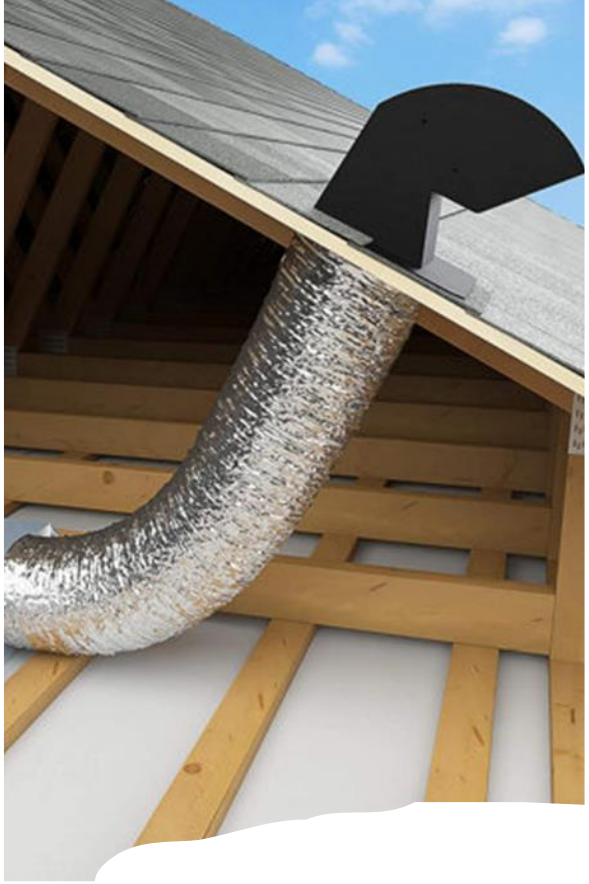
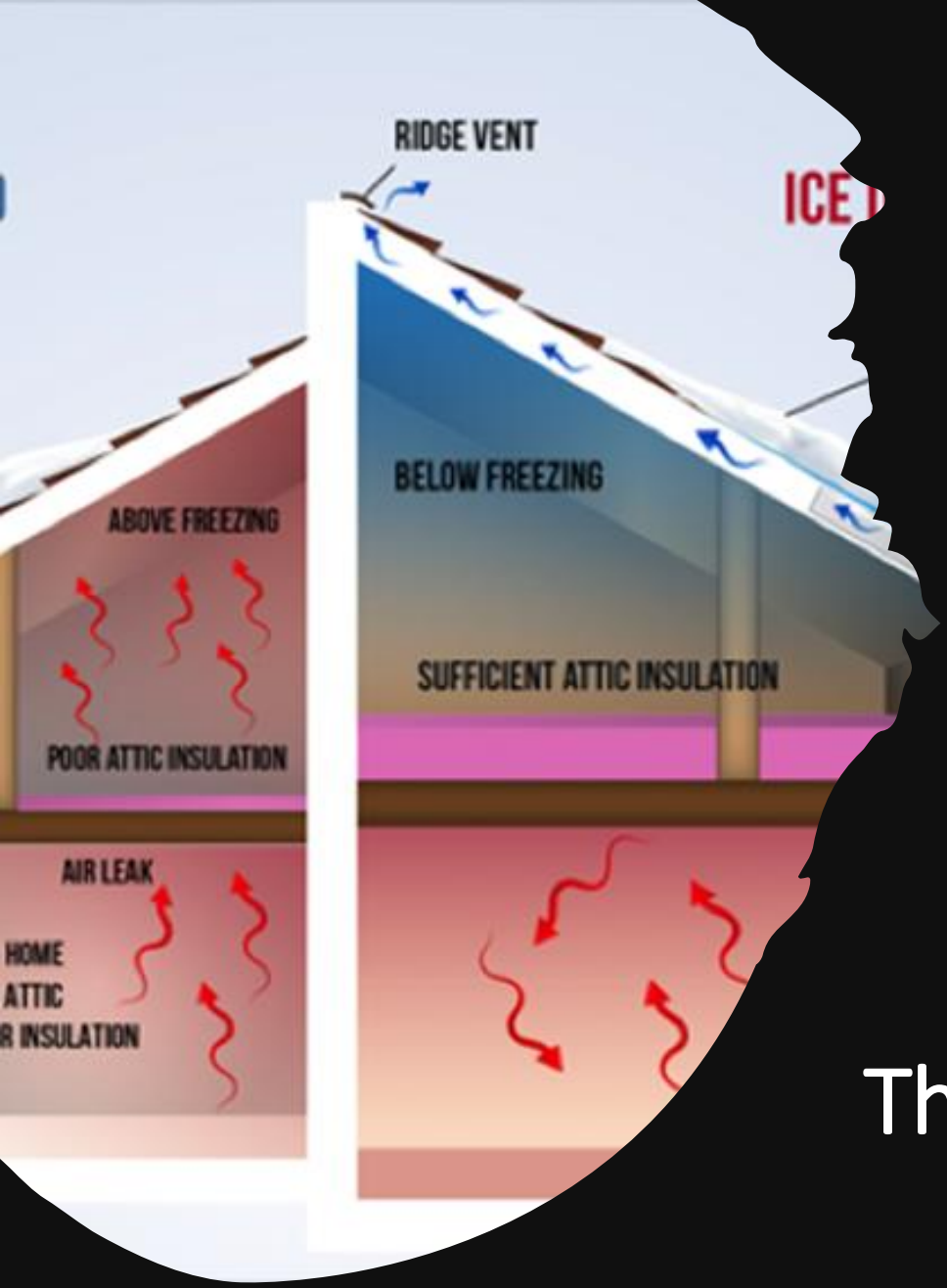
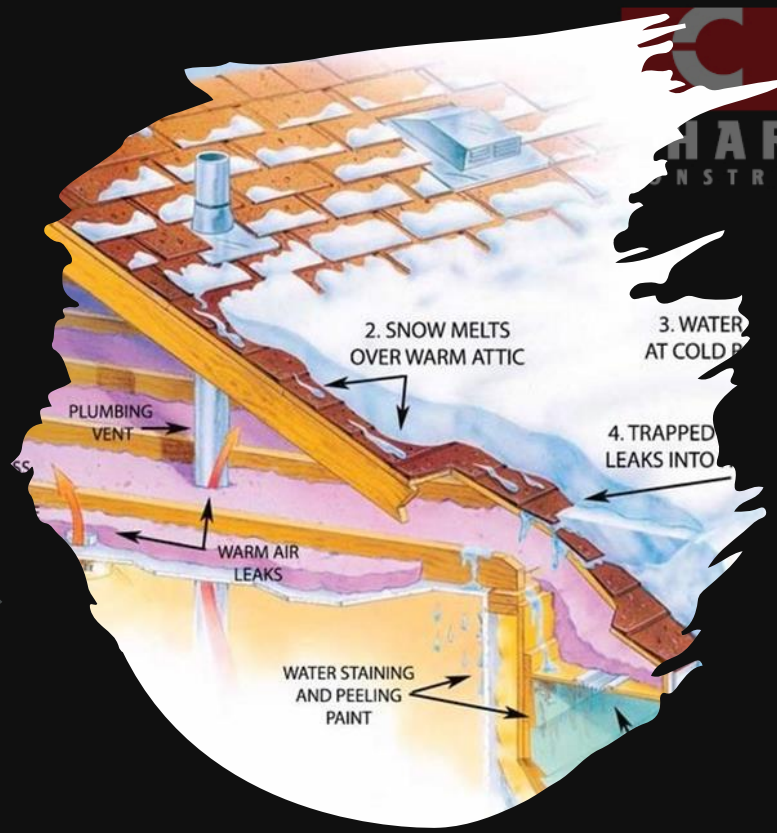


Things to look out for!

Properly installed vents and ducting





Things to look out for!

Ice Dams!

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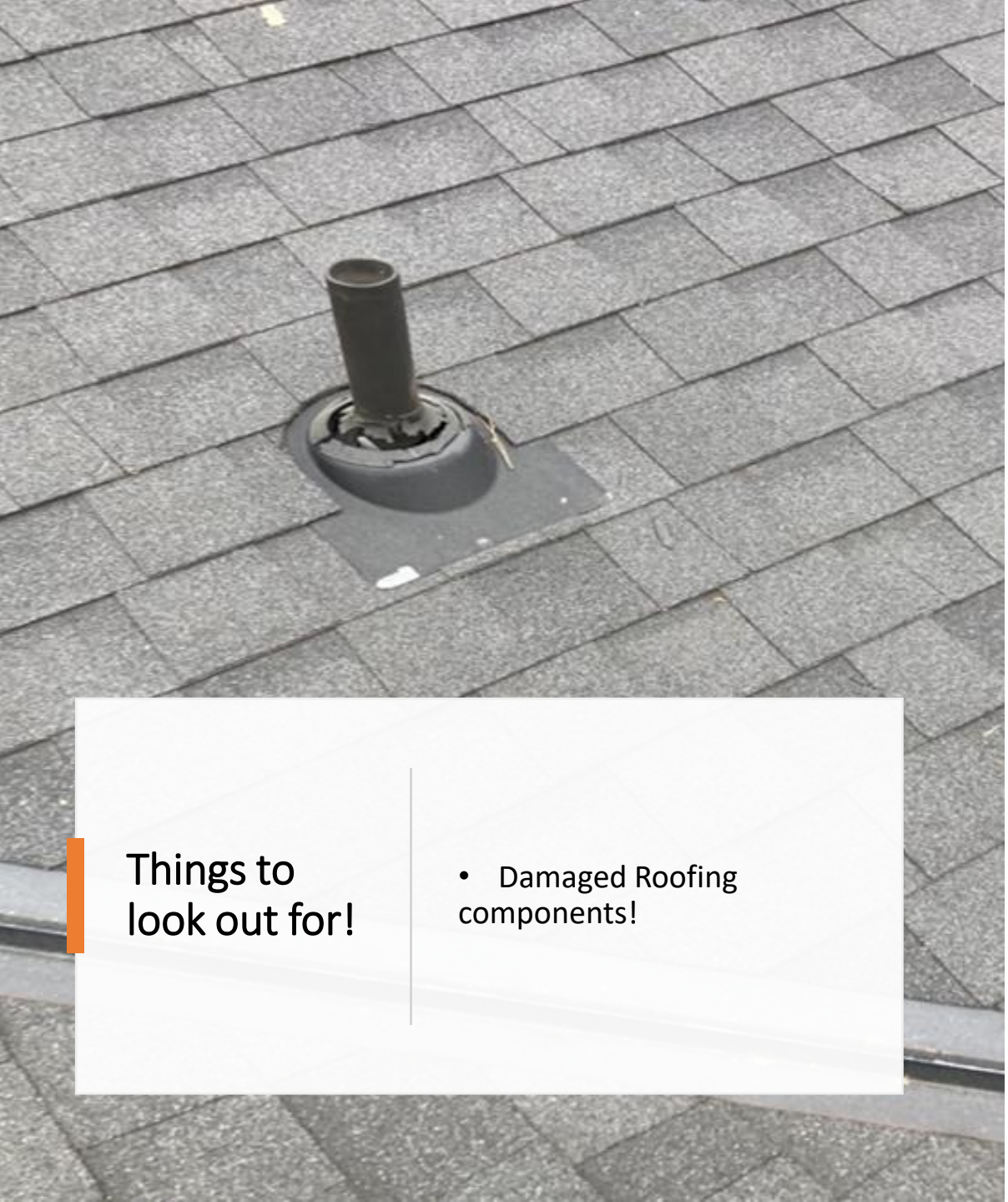
Things to look out for!

Damaged Roofing!



Things to look out for!

- Damaged Roofing components!

Things to look out for!

Clogged deck drains & gutters. Should be inspected and cleaned multiple times a year.

Things to look out for!

- Clogged scuppers & roof drains. Should be inspected and cleaned multiple times a year.

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Things to look out for!

Unprotected hose bibs!

Things to look out for!

Insulate existing or install frost resistant hose bibs!

Things to look out for!

- Properly insulated water lines in attics, crawlspaces & parking garages!

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Things to look out for!

- Riser rooms that require heater & thermostat should be in working order before freezing temperatures hit!

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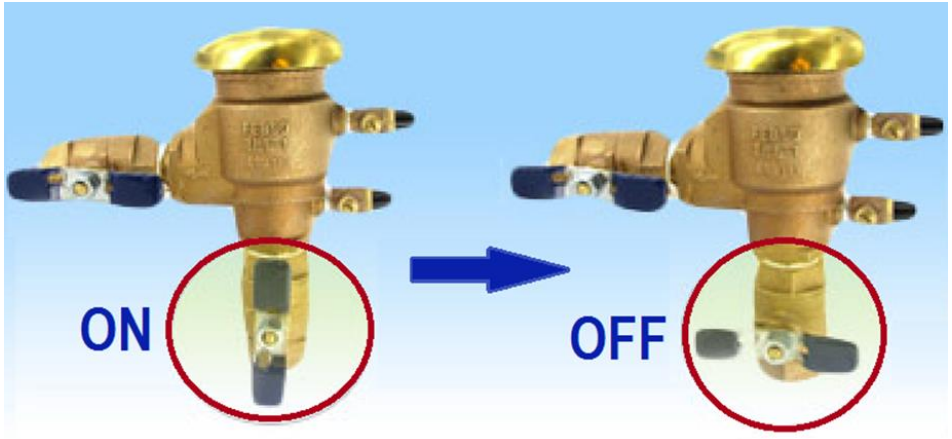
Things to look out for!

Fire sprinkler shutoffs. Know location and how to turn off system in an emergency event!



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Things to look out for!

Foundation vents & covers!

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Things to look out for!

Vacant units with heat turned off should be monitored during freezing temperatures!

Important Steps to Take Following a Loss at Your Home or Business:

1 | Safety First

- ☑ Confirm with authorities that it is safe to re-enter the property
- ☑ Avoid touching or disturbing any damaged areas or items
- ☑ Document visible damage with photos or videos (before cleanup begins)

2 | Notify the Right People

- ☑ Contact your insurance company to begin a claim
- ☑ Notify your utility providers (gas, electric, water)
- ☑ Contact your landlord or property manager (if applicable)
- ☑ Let key contacts or clients know about temporary closures (for businesses)

3 | Secure Important Information

- ☑ Gather essential documents (ID, insurance, medical records, etc.)
- ☑ Secure valuables, medications, and emergency supplies
- ☑ Request a fire report from the local fire department (if applicable)

4 | Begin the Recovery Process

- ☑ Schedule a site inspection with a licensed contractor or restoration team
- ☑ Board up or secure any exposed areas (windows, doors, roof)
- ☑ Begin temporary repairs to mitigate/stabilize further damage (if safe to do so)
- ☑ Discuss your restoration and rebuilding options with your contractor

5 | Organize for Insurance & Repairs

- ☑ Create a detailed inventory of damaged items (include photos/descriptions)
- ☑ Keep receipts for any emergency repairs, lodging, or replacement items
- ☑ Maintain a log of conversations with your insurance adjuster and contractor

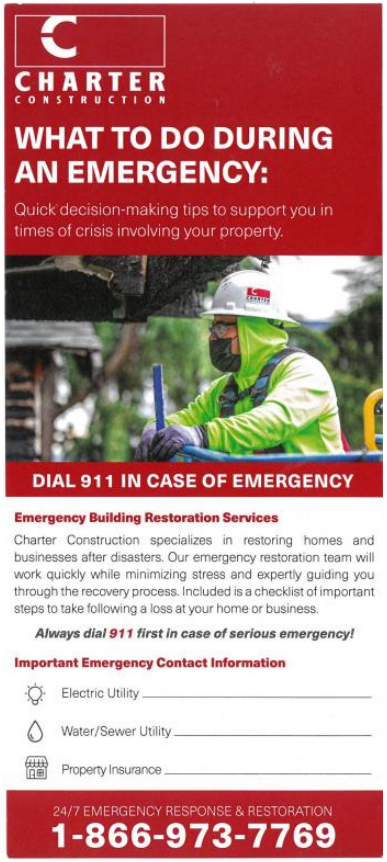
6 | Take Care of Yourself

- ☑ Reach out to local support services or disaster relief organizations
- ☑ Make temporary housing or relocation arrangements, if needed
- ☑ Take time to process and ask for help if you're feeling overwhelmed

7 | We're Here to Help

- ☑ Contact Charter 24/7 via our emergency number to board up and secure your home if you experience a property loss
- ☑ If you have questions or need immediate support, please don't hesitate to reach out to our team

24/7 EMERGENCY RESPONSE & RESTORATION
1-866-973-7769



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WHAT TO DO DURING AN EMERGENCY:

Quick decision-making tips to support you in times of crisis involving your property.

Emergency Building Restoration Services

Charter Construction specializes in restoring homes and businesses after disasters. Our emergency restoration team will work quickly while minimizing stress and expertly guiding you through the recovery process. Included is a checklist of important steps to take following a loss at your home or business.

Always dial 911 first in case of serious emergency!

Important Emergency Contact Information

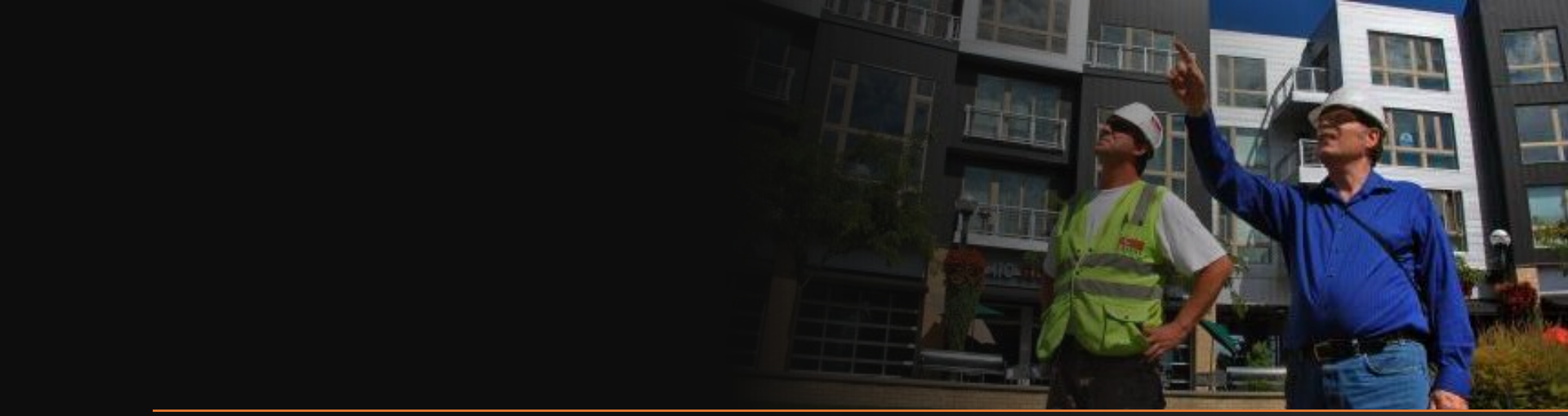
- Electric Utility _____
- Water/Sewer Utility _____
- Property Insurance _____

24/7 EMERGENCY RESPONSE & RESTORATION
1-866-973-7769

Emergency Response Plan!

Thank you!

QUESTIONS??



- Charter Construction
- 3747 SE 8th Ave., Portland, OR 97202
- www.chartercon.com

- 503.546.2600

- 24/7 Emergency Response Team:
- 866.973.7769