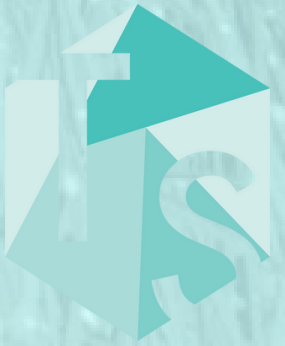




**TSR VIRTUAL COFFEE BREAK**

# WELCOME!



- **Questions?** Type them in the chat or Q&A window at anytime. We'll have time at the end. For everything else, contact [Sales@TriStateRestores.com](mailto:Sales@TriStateRestores.com).
- **We are recording!** Links to view the video & PDF presentation will be shared with you tomorrow morning. *Visit [TriStateRestores.com/VCB](https://TriStateRestores.com/VCB) for a complete archive.*
- **Starbucks Gift Cards:** NEW! First 100 Attendees today will receive a \$5 Gift Card!
- **After the VCB:** Please complete the post-event survey to share topics you'd like us to cover in our next VCB. *March 30!*
- **Liked this Presentation?** Share a review of TSR on Google for \$25 (Subject to Google Review/Approval)
- **Stay till the end** – ONE lucky attendee will **win a \$50 Starbucks gift card!**







# WHO WE ARE



## **FAMILY OWNED - LOCALLY OPERATED - ESTABLISHED FIRM**

Tri State Restorations LLC® is an independent commercial and residential disaster recovery firm based in the Washington D.C. Metropolitan area (MD/DC/VA). We specialize in the mitigation, remediation, removal, cleanup and restoration efforts of large and small water, fire, mold, biohazard, lead & odor caused damages.

Our company's mission is *Turning Disaster Into Peace of Mind®* because we're committed to easing the burden of handling your property disaster by providing you with the best customer experience and services available.





# SUITE OF SERVICES

We're Your Local DMV Area Commercial & Residential Disaster Recovery Experts.



Water Mitigation &  
Restoration



Mold Remediation  
& Lead Abatement



Fire/Smoke  
Restoration & Odor  
Control



Biohazard &  
Trauma  
Disinfection



Sewage Mitigation  
& Cleanup



# LICENSED + INSURED + RELIABLE

- IICRC Certified Firm
- EPA Lead Safe Certified Firm
- IAQA SMART Mold Firm
- 5-Star Rated
- All TSR Employees are Infectious Disease Control Certified
- 2 EPA Licensed Asbestos Inspectors on staff



AVAILABLE 24-7





A blue-tinted photograph of a snowy park. In the background, the Washington Monument stands tall. The foreground is covered in snow, with several leafless trees and a few people walking. The overall scene is wintry and serene.

# **What Are Wintertime Property Hazards In the DMV?**





# **WE'LL BE FOCUSING ON THE FOLLOWING PROPERTY HAZARDS:**

- 1. ICICLES & ICE DAMS**
- 2. ROOF DAMAGE**
- 3. HEATING EQUIPMENT & ELECTRICAL FIRES**
- 4. CHIMNEY FIRES & PUFF BACK**
- 5. FROZEN PIPES & PIPE BREAKS**
- 6. FOUNDATION/STRUCTURAL DAMAGES**



A blue-tinted photograph of a snowy forest path. The path is covered in a thick layer of snow and leads into the distance. On either side of the path, there are trees with thick trunks and branches heavily laden with ice and snow. The overall scene is serene and wintry.

# Icicles & Ice Dams





**No, Not This Type of Dam**





**This is an Ice Dam**







# WHAT IS IT?

- Ice Dams occur when heavy snow buildup melts during the day, then refreezes when temperatures drop overnight. Melting roof snow and ice flows into gutters and through down spouts prior to refreezing and expanding.
- Make every effort to clean your gutters to allow thawed snow and ice water a place to migrate away from your roof and keep snow on your roof to a minimum.
- Prevent Ice Dams from forming by adding attic insulation, keeping your property's temperature above 68° and clearing your roof after snowfall.





**Below Freezing Temperatures  
Outside**

SNOW

TRAPPED WATER

ICE DAM

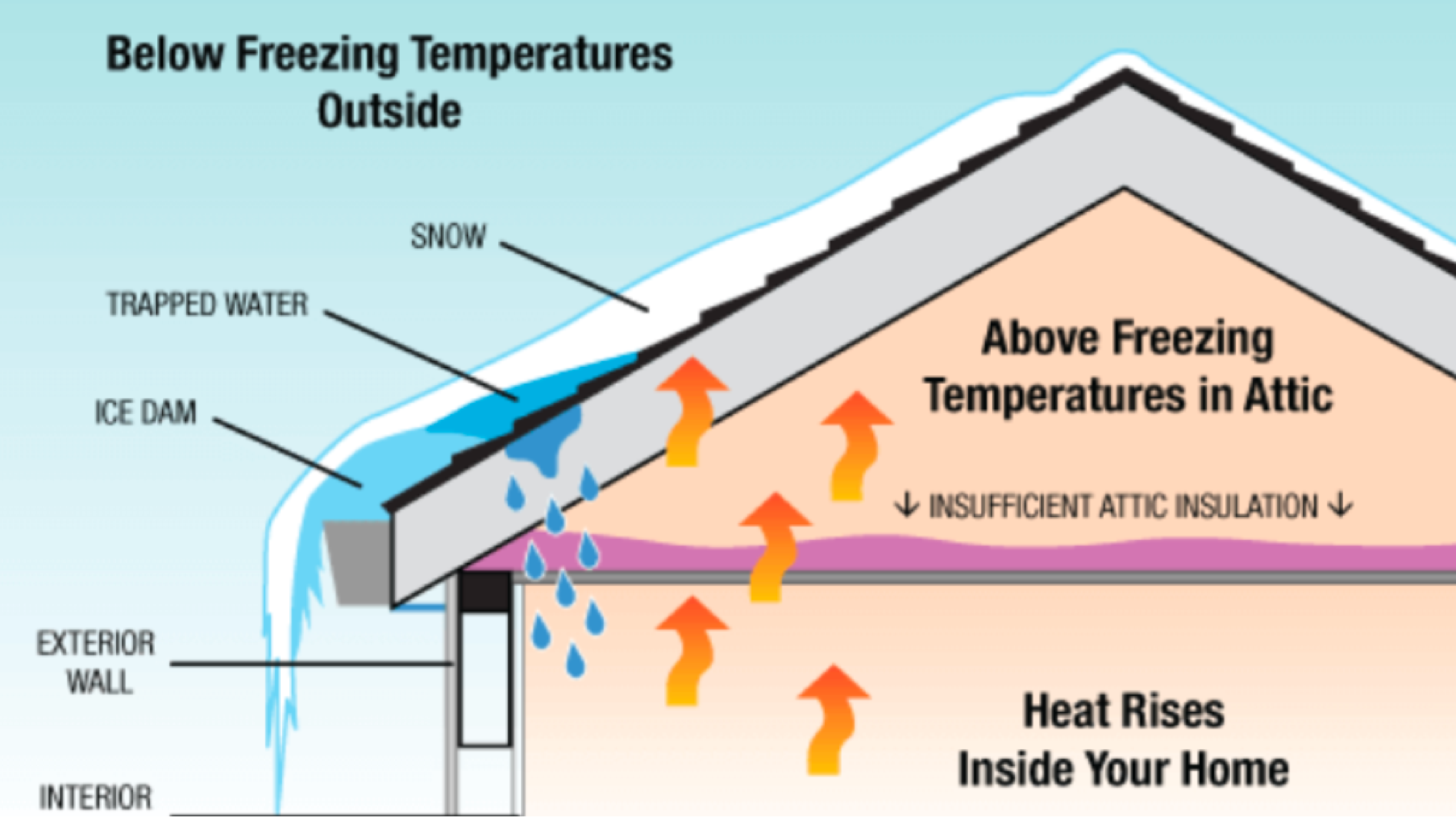
**Above Freezing  
Temperatures in Attic**

↓ INSUFFICIENT ATTIC INSULATION ↓

EXTERIOR  
WALL

INTERIOR

**Heat Rises  
Inside Your Home**



A photograph of a house with a snow-covered roof and icicles hanging from the eaves, illustrating roof damage. The image is overlaid with a semi-transparent blue filter. The text "Roof Damage" is written in a large, bold, white font across the lower portion of the image.

# Roof Damage



# PREVENT ROOF DAMAGE



- **Ice is very heavy!** 1 inch of ice = 1 foot of snow. The total weight of two to four feet of snow could be as much as 60lbs per sqft!
- Ice, snow and wind can weaken trees and branches, creating potential or damage and possible injury. Trim branches to prevent damage.
- Use a broom or specialized snow scraper to remove snow safely from your roof and awnings.
- Check that the structural integrity of your roof and awnings annually. Keep shingles in top condition, and replace any that are cracked, split, or loose.
- Caulk around skylights, pipe stacks, chimneys, and other roof openings to prevent snowmelt from entering the home.
- Clean your gutters twice annually.





**METAL ROOFS PROVIDE  
YOU WITH THE BEST  
PROTECTION AGAINST  
SNOW AND ICE DAMAGE.**





# Heating Equipment Fires





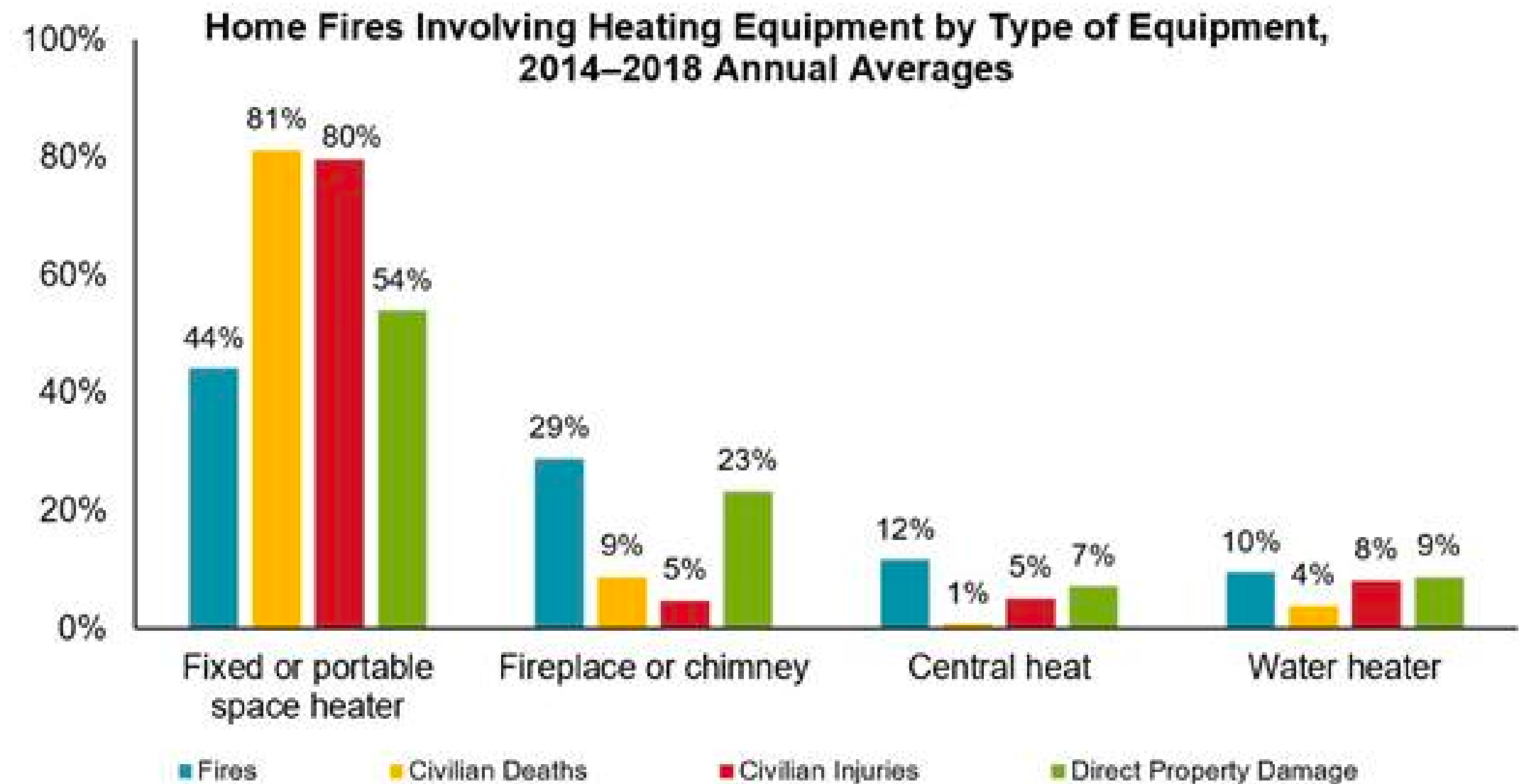
# FAQS

- Heating equipment caused **one in seven** home structure fires (14%) that took place in 2014–2018 and 19% of home fire deaths.
- Over half (54%) of the home heating fire deaths were caused by having heating equipment too close to things that can burn, such as upholstered furniture, clothing, mattress, or bedding.
- A vast majority of home heating fire deaths (81%) involved stationary or portable space heaters.
- Nearly half (48%) of all home heating fires occurred in January, February, and December.



Heating equipment is the second leading cause of home fires in the United States

More than 65,000 home fires are attributed to heating equipment each year.







**abc** NEWS





**A FAULTY SPACE HEATER IS THOUGHT  
TO HAVE LED TO A FIRE LAST MONTH  
THAT KILLED 17 IN THE BRONX**



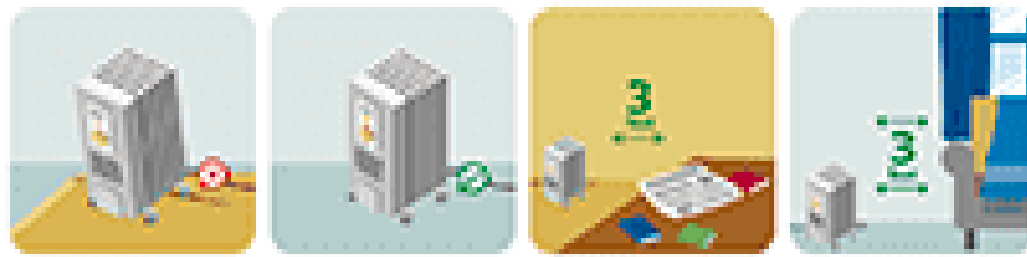
A close-up photograph of a severely damaged door frame. The door is open, and the interior of the frame is exposed, showing a dark, charred, and crumbling material. The surrounding wall is also damaged, with peeling paint and exposed insulation. The text is overlaid on the right side of the image.

**AN OPEN DOOR  
ALLOWED SMOKE TO SPREAD  
THROUGHOUT THE BUILDING**

## Heater Fire Safety



Follow these heating safety tips to help keep your home fire safe this winter.



- Make sure your heater has been tested by a recognized testing laboratory.
- Make sure your heater has an automatic shut-off, so if it tips over, it shuts off.
- Keep anything that can burn, like bedding, clothing and curtains, at least 3 feet away from your heater.
- Place space heaters on a solid, flat surface.
- Turn heaters off when you go to bed or leave the room.

# SPACE HEATER FIRE PREVENTION TIPS



Before plugging in a space heater to keep warm, be sure you know how to operate one safely. Always keep anything that can burn at least three feet away from the heater.

They should always be placed on flat, level surfaces on the ground.

Never plug a heater into an extension cord or power strip, as this can cause the device to overheat and cause a fire.

Always turn off and unplug space heaters before leaving the room or going to sleep.





# **ELECTRICAL FIRES**





# NOT LIMITED TO SPACE HEATERS!

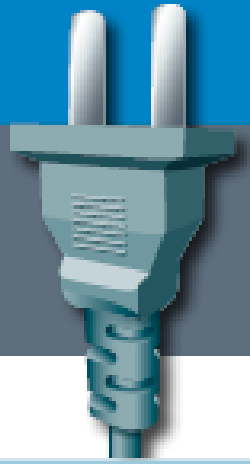
Each year, electrical malfunctions account for 35,000 fires causing over 1,130 injuries, 500 deaths, and \$1.4 billion in property damage.

Many older homes can't handle the electrical demands of today's appliances and devices.

To avoid overloading your electrical system, label your circuit breakers to understand the different circuits. Have your home inspected by a qualified electrician if it's older than 40 years or has had a major appliance recently installed.



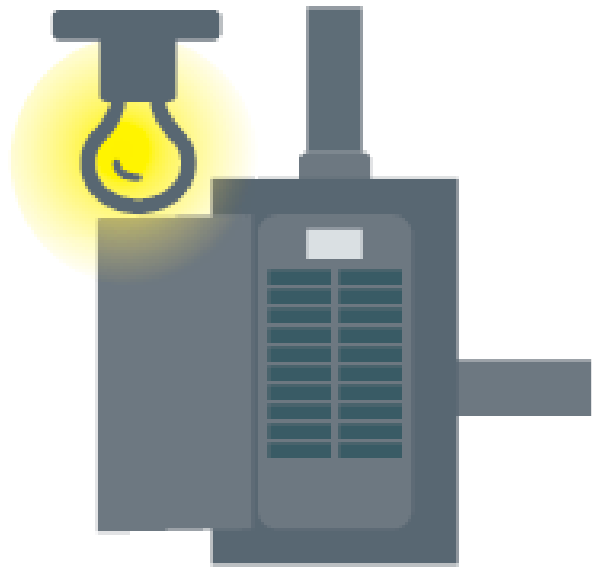




# Be fire smart

with electricity in your home.

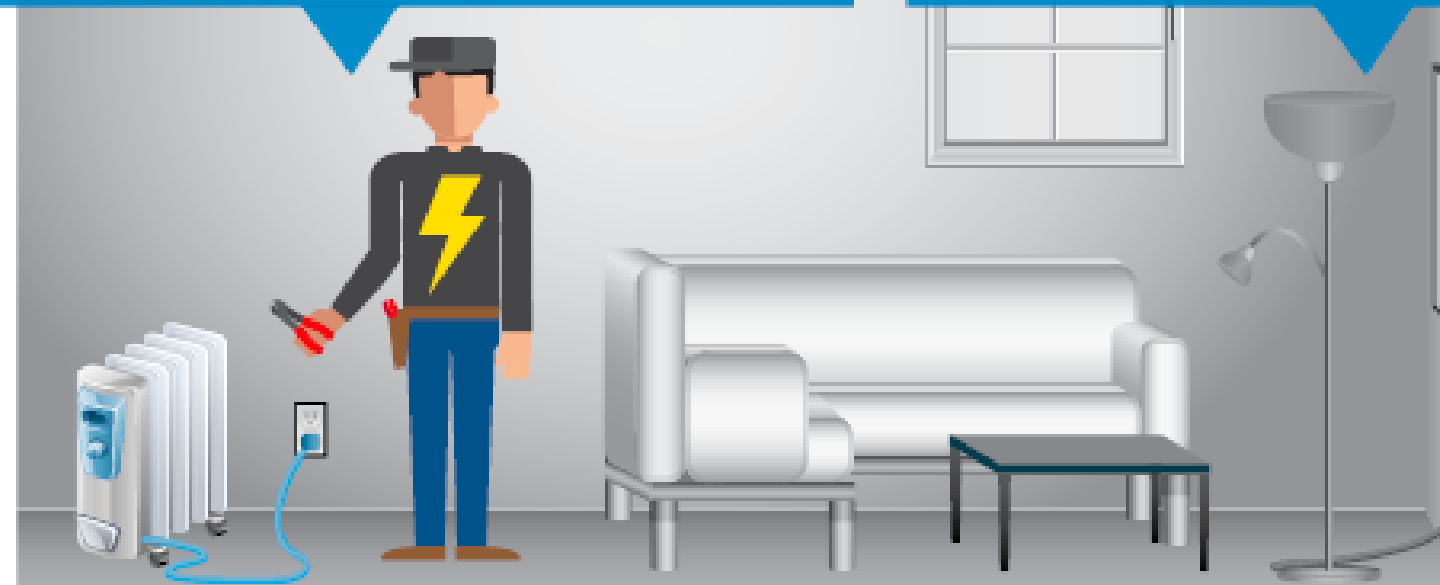
**Did you know?**



**Half** of all home electrical fires involve home wiring or lighting equipment.

Have an electrician install additional wall outlets where you need them.

Use light bulbs that match the recommended wattage on the lamp or fixture.



U.S. Fire  
Administration





# Chimney Fires







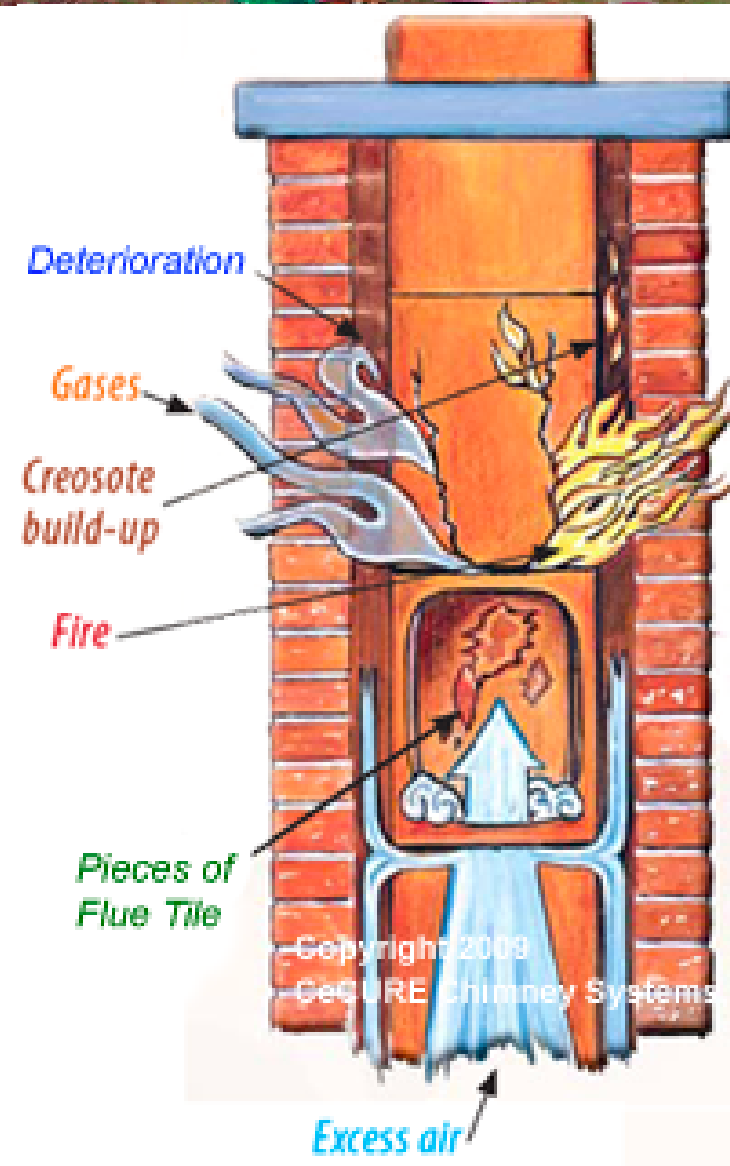
# CHIMNEY FIRES

The National Fire Protection Association (NFPA) recommends that fireplaces and chimneys be inspected annually.

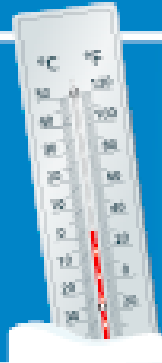
The leading factor contributing to home heating fires (25%) was failure to clean, principally from solid-fueled heating equipment, primarily chimneys.

Professional chimney sweeps can help identify potential dangers and help to ensure fire safety and peace of mind.

*\*\*Wood stoves and other appliances that have pipe chimneys can experience chimney fires, too.*







Put  
a

# FREEZE

## on Winter Fires



**Did you know?**



**1 in every 7**  
home fires and  
**1 in every 5**  
home fire deaths  
involve heating  
equipment.

**As you stay cozy and warm this winter, stay fire smart!**



Have a qualified professional  
clean and inspect your chimney  
and vents **every year.**



Store cooled ashes  
in a tightly covered  
metal container and  
keep it **outside at  
least 10 feet** from  
your home and any  
nearby buildings.



U.S. Fire  
Administration







# How can you tell when you are having a chimney fire?

Chimney fires can be fast-burning or slow-burning. Fast-burning chimney fires are extremely obvious, as fire rapidly consumes flammable residue on the inside of the chimney flue. You may detect:

- A loud, crackling or popping noise from the chimney flue (imagine the sound of a large bonfire)
- A lot of dense, thick smoke coming into the fireplace or out of the top of the chimney
- Flames or things that are on fire (pieces of flaming creosote) coming from the top of the chimney
- A strong, intensely hot smell
- A roaring sound, often described as being like a freight train or airplane

***If you see or hear any of these things, get out of your house immediately and call 911!***





# KEEP SPECIALIZED EXTINGUISHERS HANDY!



## KNOW YOUR FIRE EXTINGUISHERS COLOUR CODES



WATER	DRY POWDER	CO <sub>2</sub> CARBON DIOXIDE	AFFF FOAM SPRAY	FIRE BLANKET	WET CHEMICAL
SAFE FOR USE ON WOOD, PAPER, TEXTILES ETC. DO NOT USE ON LIVE ELECTRICAL EQUIPMENT DO NOT USE ON FLAMMABLE LIQUID FIRES DO NOT USE ON FLAMMABLE METAL FIRES	SAFE FOR USE ON WOOD, PAPER, TEXTILES ETC. SAFE FOR USE ON FLAMMABLE LIQUID FIRES SAFE FOR USE ON GASEOUS FIRES SAFE FOR USE ON ELECTRICAL FIRES	SAFE FOR USE ON FLAMMABLE LIQUID FIRES SAFE FOR USE ON ELECTRICAL FIRES DO NOT USE ON WOOD, PAPER, TEXTILES ETC. DO NOT HOLD HORN WHEN OPERATING	SAFE FOR USE ON WOOD, PAPER, TEXTILES ETC. SAFE FOR USE ON FLAMMABLE LIQUID FIRES DO NOT USE ON LIVE ELECTRICAL EQUIPMENT DO NOT USE ON FLAMMABLE METAL FIRES	FOR SMOTHERING FIRES SAFE FOR USE ON CHIP PAN FIRES DEEP FAT FIRES WASTE BIN FIRES SAFE AND SUITABLE FOR WRAPPING AROUND SOMEONE WHOSE CLOTHES ARE BURNING	SAFE FOR USE ON WOOD, PAPER, TEXTILES ETC. SAFE FOR USE ON COOKING OILS & DEEP FAT FIRES DO NOT USE ON LIVE ELECTRICAL EQUIPMENT DO NOT USE ON FLAMMABLE LIQUID FIRES DO NOT USE ON FLAMMABLE GAS DO NOT PUT NOZZLE INTO FAT/OIL



## Chimney Fire Extinguisher\* Extinguishes Chimney Fire in Seconds!

Independent testing shows that Chimfex® extinguishes\* a chimney fire in an average of **just 22 seconds**.  
(See other side for details)



UniqueFireSafety.com  
Toll Free 1 855-836-5465

The **Original Chimfex® Chimney Fire Extinguisher\*** is the first line of defense for controlling chimney fires:

- Safe, Quick, Easy to use
- Great for use in fireplaces or wood-burning heaters
- Allows the homeowner to react quickly and effectively to a chimney fire
- It's the same top-quality product used by professional firefighters nationwide – proven effective for over 40 years
- Chimfex® is accepted by the CSIA
- Made in USA
- Ships as an ORMD Consumer Commodity





A close-up photograph of a heavy, ornate metal safe door. The door is set into a wall and features a glowing orange-red line along its inner edge, suggesting intense heat. A large, dark metal handle is attached to the door. The text "PUFF BACK" is overlaid in white with a teal shadow at the bottom.

**PUFF BACK**





# PUFF BACK

A puff back occurs when an oil burner doesn't ignite right away and as a consequence fumes build up in the furnace. The fumes cause an explosion inside the burner chamber, which vaporizes and expels soot throughout a home or business, covering walls, baseboards, furniture and floors in oily toxic soot.



Prevent puffbacks by:

1. Keeping your oil heating system free of dust.  
Your Oil Heating System Free of Dust. Keep the area around the heating system clean and dust free. ...
2. Check for Oil Leaks and Soot. ...
3. Inspect and Service Your Heating System Annually.





# **Frozen Pipes & Pipe Breaks**





# 9 WARNING SIGNS OF A BUSTED WATER PIPE



1. An open faucet that produces a slow trickle—or no water at all—is a good reason to suspect that a pipe has frozen.
2. Fluctuating Water Pressure. A burst pipe can result in wacky water pressure at your house. ...
3. Discolored, Smelly Water. ...
4. Clanging or Dripping Noises in the Walls. ...
5. Mold Problems. ...
6. Puddles Under Sinks. ...
7. High Water Bills. ...
8. Water Marks.
9. Also check the water meter; if it shows movement when all water fixtures are off, it is likely that a pipe has burst.





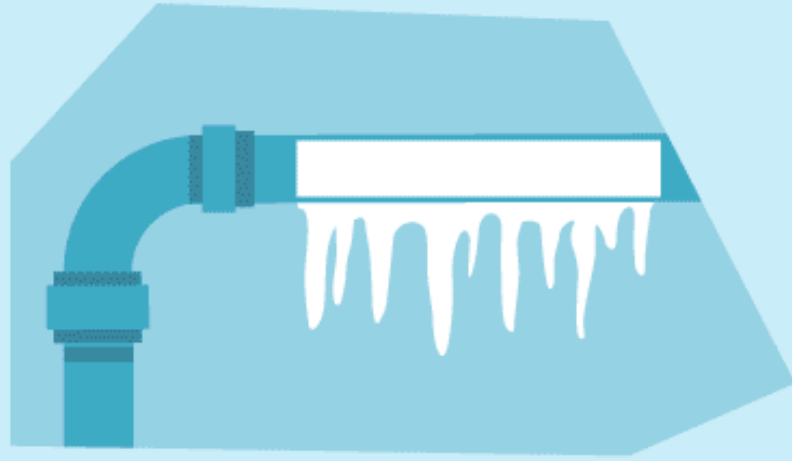
# HOW TO THAW FROZEN PIPES

1. Turn on the faucet. ...
2. Apply heat to the section of pipe using an electric heating pad wrapped around the pipe, or a portable space heater (kept away from flammable materials), or by wrapping pipes with towels soaked in hot water.
3. Keep the faucet open. As you treat the frozen pipe and the frozen area begins to melt, water will begin to flow through the frozen area. Running water through the pipe will help melt ice in the pipe.



# Tips to Thaw a Frozen Water Pipe

## LOCATE THE FROZEN PIPE



## OPEN THE FAUCET



## BEGIN NEAR THE FAUCET



## AVOID USING AN OPEN FLAME



## THAW EXPOSED PIPES WITH

- Hair Dryer



- Hot Towels



- Portable Space Heater



- Heat Lamp



- Electrical Heating Tape







# What is a Covered Cold Weather Loss?





# ARE ICY PROPERTY DAMAGES COVERED?

American Association of Insurance Services (AAIS) forms list the weight of ice, sleet and snow as named perils—which means that damage from the weight of ice, snow or sleet to a building or property contained in a building is covered.

One of the messiest and most costly home repairs is fixing a burst, frozen pipe. Luckily, freezing conditions such as burst pipes or ice dams are typically covered. However, you must prove that you took reasonable steps to prevent these losses by keeping your property warm (it is your responsibility to maintain a livable temperature and safely winterize your property.)





# TYPICAL COVERAGE

Accidental water damage that occurs as a result of a sudden, unexpected occurrence like a burst pipe, is often covered by a homeowners insurance policy. In addition, cleaning, repair or replacement of wood flooring, drywall and even furniture due to water damage as a result of a burst pipe typically are covered.

**Surprisingly,** Some homeowners insurance may even help cover cold weather damages to your yard, including trees, shrubs, plants and surrounding structures.

**Read your policy annually to verify your property's coverage types and limits!**







**Be careful how you present your damages, if you say your pipe was frozen and burst, but you have not been properly maintaining your property, you may be denied coverage due to negligence.**





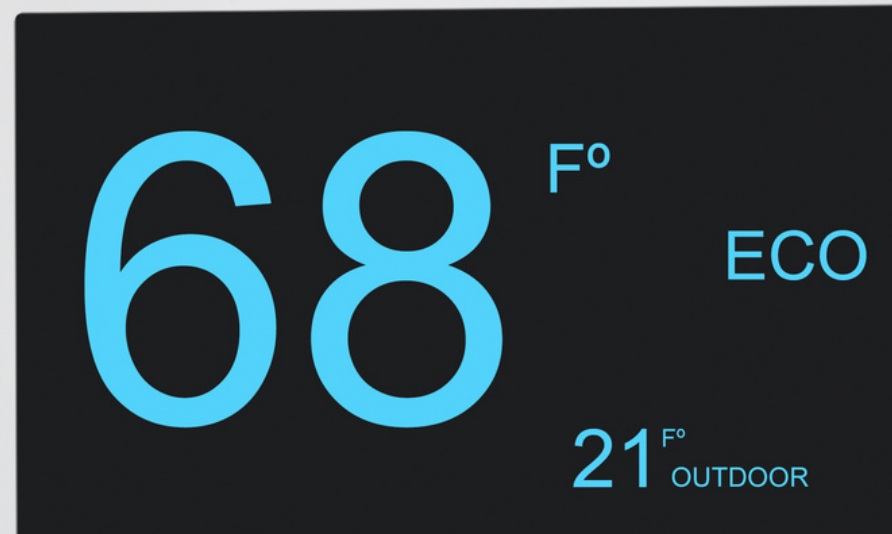
# PREVENTING FROZEN PIPES IN YOUR COMMUNITY

- Install and maintain insulation in key areas to prevent frozen pipes. The most vulnerable pipes in a commercial building run along the building's exterior. Thoroughly wrap pipes with a sleeve or electrical heat tape.
- Require that garage and exterior doors are kept closed during winter months.
- Check for signs of small leaks or fatigue before and during periods of below-freezing temperatures. Early discovery of leaks, fatigue or freezing pipes can allow for preventative action and save thousands of dollars in damage.





# PREVENTING FROZEN PIPES FOR YOUR COMMUNITY



- In extreme cold, have residents run water at a slow drip to relieve pressure on their pipes and prevent a catastrophic failure.
- Check your shut off valves and levers bi-annually.
- It's important to maintain a well-heated property during periods of extreme cold. Ask your residents to maintain a "livable" temperature (typically at least 68 degrees Fahrenheit) in their units during winter months. If managing vacant units, set the thermostats to 68.



The background image shows a close-up of a grey concrete foundation wall. A white, ribbed downspout runs vertically along the left side of the wall. To the left of the downspout, there is green grass and some leafy plants. The wall itself shows signs of wear, with some dark staining and a small crack visible. The overall lighting is somewhat dim, giving the image a slightly moody appearance.

# **Foundation/Structural Damages**





# THAWED SNOW & ICE MIGRATES THROUGH CRACKS IN YOUR FOUNDATION

- When moisture in the soil freezes after a snow, melts then refreezes, it creates enormous pressure against your foundation walls. This can cause hidden cracking and structural problems that won't be seen until the spring thaw.
- Prevent mold and microbial growth from forming in warmer weather. Check your foundation for cracks in the spring and fall to prevent water intrusion damages from occurring. Foundation cracks caused by soil pressure are generally horizontal cracks or stair-step cracks.

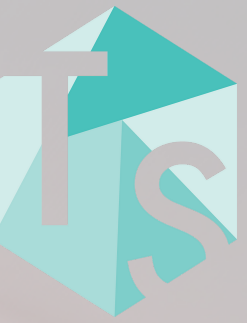




# ADDITIONAL COLD WEATHER HAZARD PREVENTION RESOURCES:

- **National Fire Protection Agency:** Put a Freeze on Winter Fires  
<https://www.nfpa.org/Public-Education/Fire-causes-and-risks/Seasonal-fire-causes/Put-A-Freeze-on-Winter-Fires>
- **Electrical Safety Foundation International (ESFI)**  
<https://www.esfi.org/home-safety/seasonal-safety/>
- **Chimney Safety Institute of America**  
<https://www.csia.org/homeowner-resources/the-facts-about-chimney-fires-your-questions-answered/>
- **Community Association Institute (CAI)** <https://blog.caionline.org/?s=cold>
- **Ready.gov – Winter Storm Preparedness**  
<https://community.fema.gov/ProtectiveActions/s/article/Winter-Storm>





**SAVE LIVES!**

**TEST YOUR SMOKE AND CO2 ALARMS  
TWICE A YEAR**

**IF YOU DO NOT HAVE THESE  
INSTALLED, THERE IS NO BETTER TIME  
THAN NOW.**



# IN CLOSING...

If you suspect you have a property hazard, or require our assistance with water, fire, smoke, lead or biohazard damages, give us a call! We're available 24/7 to help with your disaster:

**866-818-1949**







# QUESTIONS?

Enter them into the Q&A or chat box now!





# GRAND PRIZE DRAWING TIME!







# HELP US PLAN FUTURE COFFEE BREAKS!

What would you like for us to feature in 2022? Let us know by completing the post-event survey! *As always, today's recording and past VCBs can be found at [TriStateRestores.com/vcb](https://TriStateRestores.com/vcb)*



# LIKED THIS PRESENTATION?

Let us know by reviewing Tri State Restorations on Google, Facebook or Angi and we'll send you a \$25 Amazon gift card!

*Note: Google will not accept reviews that do not comply with their terms, visit: <https://support.google.com/local-guides/answer/7400114?hl=en> to learn more*





24-HOUR EMERGENCY LINE

**866-818-1949**



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**SEE YOU MARCH 30!**