

IMPORTANCE OF ROOF LEAK SERVICE AGREEMENTS

FOR FACILITIES MANAGEMENT



 **TEMA** *roofing services*

Facilities management is all about ensuring the functionality, efficiency and safety of a given environment, whether it be one building or an entire complex.

And, as any facilities manager understands, emergency planning is a necessary part of the job and helps to create an established process when one is needed most. That's where TEMA Roofing is happy to assist, offering facilities managers and business owners valuable roof leak service agreements that provide timely response to leaking roofs, day or night!

Emergency Management & Business Continuity

The best way to deal with a leaking commercial roof is to plan for it before it occurs.

If your building's roof encounters a leak unexpectedly, how can you ensure a prompt response from a reliable contractor when you need to prevent water damage to your facility and its contents?

Remember, it's risky to locate a contractor by calling around until you find one with availability:

- Will they be experienced with your type of roof?
- Will they inadvertently create more damage or void your existing roof warranty?
- How long will you have to wait?

When a problem arises, it's up to the facilities manager or the business owner to create order from the chaos (keeping the business operating as-usual, if possible) and use that situation to create a repeatable framework to address the issue, should it ever happen again.

With TEMA's roof leak service agreement, you can rest assured that unexpected roofing issues will be addressed quickly and professionally—with the flexibility of determining the level of urgency that your situation requires.

It's all part of being proactive to keep your roofing asset in the best possible condition by addressing issues as they arise instead of allowing them to worsen over time. In fact, repairing leaks and performing preventative maintenance on your roof can result in significant savings over time!

Unmaintained – 28,000 Sq. Ft. Roofing System						Maintained – 28,000 Sq. Ft. Roofing System					
Age of Roof	Installation Price	Costs of Repairs	Maintenance Costs	Cost Per Year	Total Costs	Age of Roof	Installation Price	Costs of Repairs	Maintenance Costs	Cost Per Year	Total Costs
Years 1-2	\$65,000	-	-	\$32,500	\$65,000	Years 1-2	\$65,000	-	-	\$32,500	\$65,000
Years 3-5	-	\$2,500	-	\$13,500	\$67,500	Years 3-5	-	-	\$2,900	\$13,580	\$67,900
Years 6-10	-	\$8,400	-	\$7,590	\$75,900	Years 6-10	-	-	\$5,100	\$7,300	\$73,000
Years 11-15	-	\$14,900	-	\$6,054	\$90,800	Years 11-15	-	\$3,500	\$6,100	\$5,473	\$82,100
Year 16	\$89,475	-	-	\$11,267	\$180,275	Year 16	-	\$600	\$1,250	\$5,246	\$83,950
Years 17-20	-	\$3,000	-	\$9,163	\$183,275	Years 17-20	-	\$1,900	\$4,075	\$4,496	\$89,925
Years 21-25	-	\$9,600	-	\$7,175	\$192,875	Years 21-25	-	\$3,800	\$7,450	\$4,047	\$101,175
Years 26-30	-	\$18,600	-	\$7,049	\$211,475	Years 26-30	-	\$4,200	\$7,450	\$3,760	\$112,825

Repairing leaks and performing preventive maintenance on your roof can result in significant savings.



Contact

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RLSAs with TEMA Roofing Services

With a TEMA service agreement in place, you gain the value-added benefit of having one of the most notable roofing service experts in the country oversee the quality of your repairs at no additional fee.

TEMA Roofing's on-demand roof leak services program offers three defined levels of service, maintained by a 24-hour emergency answering service. Depending on the service level selected, a technician can be on-site in less than four hours. And, there's no upfront cost.

RLSA Service Levels

With an RLSA agreement in place, you can define the urgency of your individual roofing situation, and rest assured that TEMA professionals will be on-site to address the issue in a timely manner. We offer three RLSA service levels:

Priority Level A: Emergency

Defined as anything that could physically endanger an employee, customer, the physical building, and/or cause an extreme product loss. Customer Priority Level A: Emergency service calls are to be responded to (on-site) within 4-8 hours, as specified by the customer's contact person. This includes all service calls made on weekends or holidays by the customer contact person.

Priority Level B

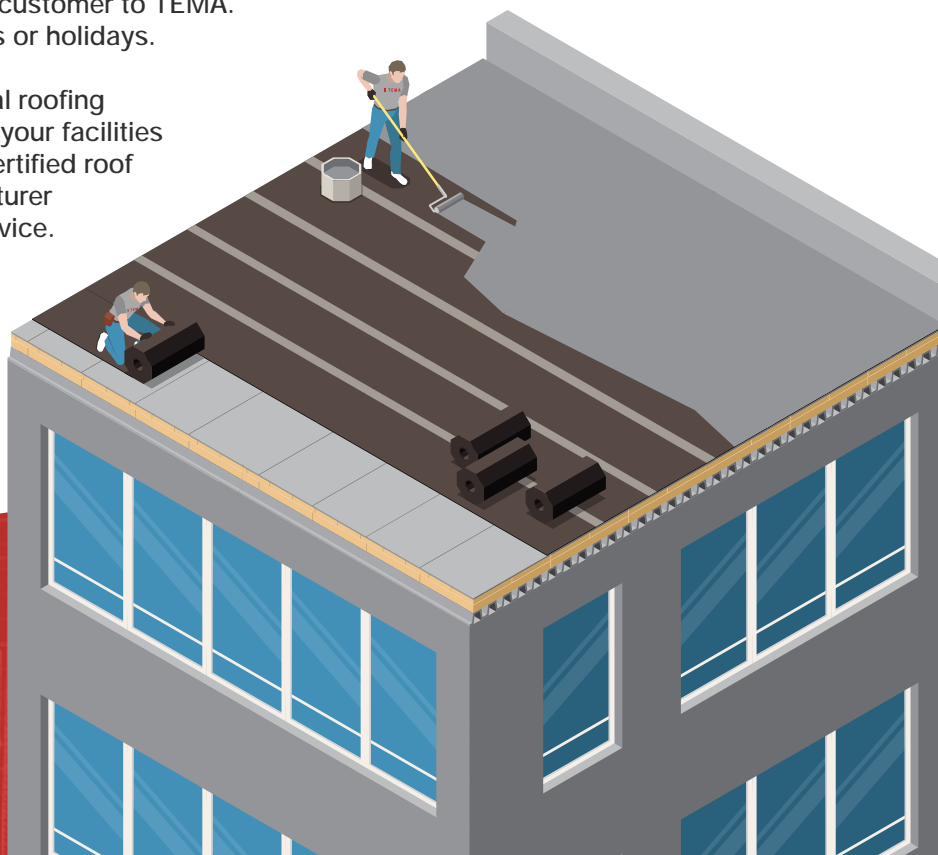
Defined as anything that is not classified under Priority Level A: Emergency. Customer Priority Level B service calls are to be responded to (on-site) within 24-48 hours, as specified by the customer's contact person. This includes all service calls made on weekends or holidays by the customer contact person.

Priority Level C

Defined as anything that is not classified under Priority Level B. Priority Level C is a roof leak condition requiring a response time up to 30 days as specified by the customer to TEMA. This includes all service calls made on weekends or holidays.

TEMA's more than 50 years of proven commercial roofing experience are certain to set your business (and your facilities management department) up for success. Our certified roof technicians are fully trained in all major manufacturer roofing systems and provide prompt, reliable service.

Even more, real-time data downloads about your roofing asset are available to you 24/7 via our web-based portal. Service reports are submitted to the portal at the completion of each roof leak service visit detailing the work completed and any recommendations for additional work.



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Benefits of a Roof Leak Service Agreement

In addition to several other noteworthy benefits, a well-managed roof leak service program can reduce the number of roof leaks by more than 50 percent. What means most to your business?

Reliable Roof Asset Protection

Regardless of whether you have one building, a regional portfolio or a national facility footprint, TEMA Roofing Services offers roof leak service agreements that deliver certified roofing technicians to your door 24/7, any time you have a leak. Our service agreement program is approved by virtually all major roofing manufacturers and meets their individual warranty requirements—so you can be confident that your repair will be performed to OEM standards.

Predictable Costs for Unexpected Service Needs

With all TEMA service agreements, “not to exceed” caps are established for future service visits, so you’ll never be caught by surprise with an unexpected bill. Our service technicians perform repairs up to the agreed-upon amount and advise you if additional work beyond the cap may be needed. At that time, you choose to authorize (or not authorize) any additional work.

Round-the-Clock Data Access and Reporting

TEMA provides a secure, proprietary web portal to aid in cost analysis, budget planning and decision making for facilities management. This additional “intelligence” provides a holistic view of your roofing assets: historical inspection reports, project history with images, roofing repairs and expenditures by location or portfolio, roof warranty management assistance, real-time technical data, and connection to your TEMA service team.

Getting Started with a Roof Leak Service Agreement

Like what you see? Getting started is as easy as 1-2-3! To learn more or establish your own roof leak service agreement with TEMA Roofing Services, we simply need the following information:

1. Site plans and general mapping of the buildings that are to be covered by the RLSA agreement
2. A maximum “Not to Exceed” (NTE) repair limit, so that we can begin repairs upon arrival and stay within your expected budget
3. Any warranty information for proper deployment and management of the roof leak service

Additionally, TEMA’s roof evaluation team will assemble and review any available roofing background information, including roof leak logs, repair history, roof issues, as-built drawings and warranties.

At TEMA Roofing, we’ve built our reputation through trusted partnerships and reliable, experienced service. See what our professionals can do for your facilities management operations. We look forward to working with you!



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