

# Rolyn



## Corporate Newsletter

*Winter 2012*

Hello,

We wish each of you a Happy and Healthy 2012.

After Fall in the DC Metro area was cut short in late October with the earliest snowfall in over thirty years, we were preparing ourselves for a long brutal winter. However, despite winter's early arrival, the expected blustery cold winter season never materialized. With sustained 60 degree temperatures in January, it seemed more like spring. We are not out of the woods yet, but are enjoying the good weather while it lasts.

We hope you enjoy this issue of Rolyn's corporate newsletter. Please click below on any articles of interest to you. Best wishes to you and your family!

Regards,  
Sam Bergman  
CEO

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**Rolyn**<sup>®</sup>

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# Certified Restorer (CR) Program

Rolyn is proud to announce that two of our employees hold the coveted certification title of Certified Restorer (CR) granted by the Restoration Industry Association (RIA). Norris Gearhart and Eric Huzzy each hold this high acclaim. Additionally, Norris Gearhart is one of only three CR instructors worldwide.

## What is the CR Program?

Established over thirty years ago by RIA, the Certified Restorer (CR) program is one of the three main certification programs that the Association offers to restoration industry professionals seeking to advance their industry knowledge and is considered the “Ph.D” of restoration. With over 600 Certified Restorers worldwide, each is considered to be an expert in the field of restoration.



There are many reasons why you should hire a Certified Restorer for your future restoration project. First, the CR certification program teaches individuals the technicalities when working on specific projects involving deodorization, restoration theory, art and electronics restoration. Candidates learn the specific ways to clean and restore a plethora of surfaces and textiles in addition to learning characteristics of framing and roof systems and HVAC units in addition to furniture, antiques, and Oriental and Specialty rugs. Not only are Certified Restorers technical experts in restoration, they adhere to specific ethical practices and a CR Code of Conduct. You can be sure to trust a CR for your most important restoration projects.

## Who can seek CR certification?

In order to apply to the CR Certification program, Applicants must have worked in the restoration industry at least five years in positions including but not limited to estimator, consultant, inspector, restoration worker, project supervisor, company manager, facility manager, or project supervisor. Additionally, they must be able to provide three

project documents to prove such expertise. The CR certification is awarded only to individuals who do restoration work themselves and is not awarded to product or service vendors. Lastly, only individuals can obtain the certification and not a restoration or construction firm as a whole.

## What does the certification process involve?

Candidates must complete required pre-requisite courses in five domains of knowledge as set forth by RIA, which can be found on RIA's website. These domains of knowledge include a variety of subject matter ranging from basic skills in fire and smoke restoration, to structural and contents restoration, safety and project management. After the pre-requisite courses have been completed, the Candidate must attend a week long CR Prep Course; the 475-question CR exam is administered on the final day. Candidates must pass the written portion of the exam with a score of 80% or higher, which is a higher passing rate than all other industry certifications.

After passing the CR exam, the Candidate is then qualified to complete the final portion of the certification process which is the submission of a CR Formal Report (similar to a thesis). The topic of the report must be approved by the CR instructor and be submitted six months after the initial date when the exam was taken. After all steps are completed, including the approved report, the Candidate obtains their official Certified Restorer number. After certification, the CR must complete continuing education credits, all of which are outlined on RIA's website, and submit a renewal fee every three years.

## CRs at Rolyn

Feel free to contact one of the highly qualified Certified Restorers at Rolyn:

**Norris Gearhart** - [ngearhart@rolyncompanies.com](mailto:ngearhart@rolyncompanies.com)  
**Eric Huzzy** - [ehuzzy@rolyncompanies.com](mailto:ehuzzy@rolyncompanies.com)

In order to obtain more information about the CR program, please visit the [RIA website](#) or contact [certification@restorationindustry.org](mailto:certification@restorationindustry.org).

# 203K Program



Rolyn is a nationwide company that provides 203K FAST-TRACK Construction Services on very tight timeframes. Our 30 plus years of work in emergency and disaster recovery has helped to develop our accelerated construction services so that we can meet quick deadlines with fast turnaround time.

203K loan programs are a creation of the Department of Housing and Urban Development (HUD). This governmental agency recognized that it was common for first or second time homebuyers to exhaust a substantial portion of their savings on the down payment, leaving little for necessary (or desired) improvements. In an effort to address this situation, and with an eye on stimulating the housing market, the FHA created a program guaranteeing certain loans designed to finance both the purchase price of the property and the amounts necessary to repair and/or rehabilitate the same.

The 203K program is a perfect fit for those who have the money for a down payment, meet income eligibility requirements, purchasing a residence at a bargain

price with the intention of rehabilitating the property, but do not have the available cash resources to pay for the improvements all at one time. By basing the amount of the 203K loan on the projected value of the property with the rehabilitation work completed, this essentially allows borrowers to finance repairs as part of the mortgage. Income qualifications still apply, but rates are absolutely competitive with more conventional forms of financing, and there is no reason or expectation of needing to save large amounts of money in order to finance the repairs some years in the future.

To be eligible for the 203K program, the property must be residential with 1-4 units. The 203K program can be utilized for rehabilitation and/or home improvement of an existing residence or a purchase of a new residence. There are two types of 203K loans, Streamline and Standard. Streamline loans allow the homebuyer to finance the purchase of the existing home and make improvements or upgrades up to \$35,000. The Standard 203K loans are used for homes that need major rehabilitation, the repairs must be at least \$5,000 and the loan limits are based on property type and location.

Rolyn is the perfect 203K program partner: construction starts with no “up front” cash required, estimates are completed within three to five days from site visit, 48 hour start time after the 203K loan closes, and proven ability to withstand potential work stoppages arising from challenging 203K draw process. If you have any questions, please contact Ronald Kronthal at [203kcoach@rolyncompanies.com](mailto:203kcoach@rolyncompanies.com) or by phone 240-747-5511.

For more information on this program, please click [here](#) to access HUD's website.

# Saving Historic Fort Monroe

As a leader in historic property restoration, Rolyn was called to respond to historic Fort Monroe late in August of 2011 after the island sustained considerable damage following Hurricane Irene. Built in the early 1800's as a military installation in Hampton, Virginia, Fort Monroe is comprised of 565 acres containing over 170 historic buildings. Having first played an important role in the American Civil War and continued for centuries as a key military base for the United States, Fort Monroe is richly steeped in US history and was recently designated as a National Monument by President Obama.

During the course of the restoration and revitalization work Rolyn performed at the Fort, transitions from military to state control were underway and the island became governed by the Fort Monroe Authority (FMA), hired by the Commonwealth of Virginia. Because of this, Rolyn worked with multiple agencies, namely the Executive Director and Asset Manager for the FMA, FEMA, the US military, the Historical Society, and the island's property management firm to survey the damages and develop protocols regarding how to address the repairs.

Rolyn's first step in the emergency response was to investigate the 31 apartment buildings that still were occupied by renters and perform moisture mapping surveys inside. Since the apartments were located on the ocean side of the island, significant exterior damage was discovered such as siding, fascia and roofing issues, which consequently led to water intrusions in 80-90% of the apartments. Rolyn, used readings from the moisture mapping surveys and worked in conjunction with the current residents to perform temporary roof repairs using a TPO membrane, remove the damaged materials, manipulate contents and furniture, and set drying equipment to prevent further damages.

The next step was to perform assessments of the 174 historical homes and perform emergency services including extracting water from basements, setting drying equipment and temporarily securing roofs. As the main goal was to preserve the historical integrity of the homes, many with original slate and shingle



roofs, Rolyn kept the demolition to a minimum and strategically placed drying equipment to achieve industry acceptable levels of moisture. A few of the homes could not be dried with equipment alone and, on some occasions, required drywall and plaster removal.

Once the emergency services were complete, the Virginia historical preservation society came in to get a handle on the situation. Rolyn met with various groups and the Asset Manager for the State of Virginia to develop protocols for the restoration aspect of the project. The scope outlined a plan where repairs would be made to the apartment housing first and the historical homes second, being as they weren't occupied.

Rolyn began the repair process and started working closely with FEMA, as the State could only cover a percentage of the costs. This required Rolyn to write additional estimates for FEMA to include the portions of the repairs that were not covered in the estimates given to the State.

Now that Fort Monroe is a National Monument and open to the public, turn-key work continues at a steady pace and Rolyn is diligently working with the State and FMA officials to restore these historical homes to their original grandeur.

# Hospital Flood: Water Damage Recovery and Fast-Track Restoration

On Friday, January 21, 2011, Rolyn Companies, Inc (Rolyn) was contacted by a 404-bed regional teaching hospital in Texas to respond to a flood. It was reported that the cause of the flood was a sprinkler pipe break on the 4<sup>th</sup> floor in room A421. In addition to the broken sprinkler, a swimming pool overflow was reported on the second floor in the physical therapy section of the hospital. Upon arrival, Rolyn immediately began to assess the structural damages and conducted a moisture survey to fully assess the loss. Foreseeing that the client's insurance carrier may want to address this as two separate loss events, Rolyn divided into two teams to track and perform the repairs, allowing an expedited work method and a smoother insurance claim process.

Rolyn worked with the facilities staff as well as infection control to establish protocols and recommendations for demolition and repairs in accordance with the initial moisture survey. As the hospital was very full with a high patient census, Rolyn immediately began working in 12 hour shifts, 24 hours a day and on weekends, in order to expedite the repair process and meet the needs of the client. Damages included 52 patient rooms, two elevator lobbies, six corridors, Physical Therapy and the therapy gym, two nurse stations and the Chapel.

Rolyn technicians constructed containment barriers and staged drying equipment in accordance with the moisture survey reports, and placed HEPA air scrubbers to establish negative air pressure in the contained areas. Rolyn healthcare teams then began the water extraction process as well as cleaning, damp wiping and finally applying antimicrobial to the affected areas. Once the protocols for demolition were approved, Rolyn established work phasing plans for each damaged area and built additional containments to establish negative air pressure in accordance with infection control procedures. These phasing plans were developed to accommodate the hospital staff and patients.

All wallpaper was removed and smooth finish paint was applied in all areas. Rolyn then worked with the client's interior designers to select paint, floor colors, patterns

and sheens. One phasing plan included relocating physical therapy and all equipment to an unoccupied area of the hospital to allow for continued treatment of patients. Once the repairs were completed, Rolyn then relocated all contents back to the 2<sup>nd</sup> floor so that patients could resume their rehabilitation with minimal disruption.

The Chapel was also damaged and Rolyn crews were able to meet the needs of the client and reopen this area over a three-day weekend. Rolyn was able to locate and install temporary cabinetry to allow reopening of patient areas, while enabling the client to make permanent selections at a later date. Rolyn worked around the clock and on weekends to accommodate patients and staff allowing the demolition, removal and reconstruction work to be done at a fast-track pace and to the great satisfaction of the client.

As this was the client's first time dealing with such a large scale disaster, Rolyn's knowledge, experience and ability to handle the project in a turnkey fashion with sensitivity towards infection control procedures and insurance claim requirements was highly valued by the client. Additionally, Rolyn was able to relieve the client's concerns and complete the job in an expeditious fashion while taking special care not to disrupt patient care and daily operations.



# Spring Cleaning with a Twist



Spring is just around the corner and, for most homeowners; this is the time of year to prepare your home for the spring season. During the winter, homeowners tend to stay indoors and put projects off until the weather is warmer; therefore many portions of their homes become neglected. The following is a list of some areas of your home that should be highlighted in your spring cleaning checklist as temperatures rise and winter turns to spring. As a twist, also think about “detoxing” your home (or business property).

Start by taking a look around the exterior of your home. This is the best place to start since the outside has taken the brunt of the winter beating. As this was an unusually warm winter, expansion cracks due to temperature differentials may be more prevalent than in recent years past. Walk around your home and replace cracking or old caulk and weather stripping in order to reduce energy consumption and improve your home’s efficiency. Inspect your roof for missing or broken shingles/tiles and clean out gutters and downspouts. This will help to prevent the buildup of water leading to water damage and intrusions. As a twist, for those areas in your home that smell “less than fresh”, you may consider contacting Rolyn for a state of the art reactive oxygen species treatment – which will not only eliminate the smell, but also remove those microorganisms.

The interior of your home also has many areas that may need inspecting. Test the emergency systems in your home: smoke detector, fire extinguishers, home alarm, and carbon monoxide alarms to ensure that they’re working properly. Open windows and doors to air out rooms and storage areas that are not used often, as it is possible for mold to develop even with the absence of any type of water exposure. As the seasons change, temperature differentials can cause moisture in the air to condensate on building finishes and contents. If this condensation occurs in a room or storage area that has little or no air movement or sunlight, you have the perfect environment for mold to form. As a twist, get out your video camera and record all of your household belongings and store your videotape in a fire-proof safe or a safety deposit box. You will now have a record of your belongings in the event that something bad happens to the house (robbery, fire, flood, etc.).

Spring and fall are also great times of year to review your home’s HVAC unit. Maintaining your equipment will prevent future problems and unwanted costs. It will also help keep your system at peak performance. Remember, contractors get busy when summer and winter come, so it’s best to check the cooling system in the spring and the heating system in the fall. Air conditioners can be excellent mold breeding grounds. The condensate line can be a major source of water backup when the systems are turned on for the first time each year. Over the winter material build up inside the pipes will solidify and overflow the condensate pans. Prior to turning on the system proper flow from the condensate pan to the drain should be confirmed. As a twist and to ensure you eradicate any mold growing in your HVAC system (and blowing throughout your home or business), consider using a hydroxyl generator, SteraMist™, or another deodorization, indoor air remediation or sterilization service to kill microorganisms, molds and fungus.

To inquire about Rolyn’s deodorization, indoor air remediation and sterilization services please contact Rolyn at 301-468-1553.

# What's New at Rolyn

## New Hires at Rolyn

Rolyn is pleased to announce the following recent new hires:

Alicia Smith, Job Administrator (MD)  
Bishop Brown, Accountant (MD)  
Charles Rorke, Job Administrator (PA)  
Elijah Dodson, Carpenter (PA)  
Greg Murrell, Carpenter (PA)  
Jim McAnany, Lead Carpenter (PA)  
Mark Trotta, Carpenter (PA)  
Robert Alburger, Job Supervisor (PA)  
Sean Hoffman, Contents Technician (MD)  
Sharon Allgeier, Business Development/Account Manager (MD)  
Shaun Curtis, Project Administrator (MD)  
William Hammond, Office Assistant (MD)



Please join us in welcoming them to the Rolyn team!

## Tim LeBon, Rolyn's Chief Operating Officer Announces His Retirement

Tim LeBon, Chief Operating Officer for Rolyn Companies, announced his retirement this past October effective December 31st, 2011. In 1982, Rolyn and Tim started working together and over the years Tim progressed through the Rolyn "ranks" from a project manager, to Regional Manager, to a Vice President and culminating in his appointment as Rolyn's Chief Operating Officer. During his tenure at Rolyn, Tim helped shape the Rolyn we are today. Although we are fortunate that Tim will remain as a consultant with Rolyn, we will miss his professional expertise and friendship in the office each day. We thank him for his many years of service, congratulate him and wish him nothing but the best in his retirement!