

Our focus for diagnosis usually starts with water intrusion. So all those symptoms of staining, of drips, of blisters, bubbles, cracking that's associated with water, sweating, the building sweating, lots of condensation. Those happen real fast, and then the bigger they are, then it turns into brown water staining from framing that's already decayed and then even the structural settlement where a deck that's cracking off and falling off the building. And so it starts with a water issue usually and then leads from there. So we're keeping our eyes open for water-related issues.

The point people realize they need a consultant is very similar with that doctor analogy. You have Band-Aids and Neosporin and pain pills in you're in your cabinet, but especially if you have kids and the level of the scream and the level of the knock, you just know that we're going to the emergency room right now. So where is that process? For the bigger items, typically call a consultant. And so, but for the little stuff we're not here to solve every little issue. Call a contractor for that. Call a good maintenance guy. But then even the maintenance guy or the contractor will open it up and go, "Whoa, Whoa, Whoa. This is bigger than I thought it was." So time to get somebody else involved.

We've got lots of specific stories of that. And the most frequent one last week was a roofer was called out to put on a new roof because they had a roof leak. They started peeling the roof back to find the roof leak. The entire roof sheathing and framing was gone. And then they went over to the other side of the building to see what's wrong with the flashings. They pulled the flashings off and a chunk of the wall came with it. So the roofers think, "Wait a minute. We get paid to put roof membrane down. We can replace a couple of pieces of plywood here and there, but this is way more advanced than what we're used to. Call J2. Tell them to come out and diagnosis this. Once they have a set of plans and specs together, we'll be happy to come back out and help you."