

The Partnering Solution that works BEST for Roof Repairs



It is not unusual for hailstorms to occur in West Texas. It *is* unusual when two separate hailstorms with very large hail strike the central business district of two cities within weeks of each other. In April of 2020, Del Rio was struck and then in May, San Angelo was struck. Both cities, as well as the Del Rio Housing Authority, suffered extensive and widespread

damage, necessitating temporary repairs and the need for project management to oversee numerous roofing projects.

For members of the Pool, there is an option to utilize the Pool's BEST Roofing Program, which at no cost to the member, provides a roofing consultant, Scott Franklin, and his company 4T to assist with procurement and project management for all roofing projects necessitated by a covered loss. The consultant works with the member to provide the best options for replacement based on the use of the building with consideration of future maintenance costs and energy savings. For more detailed information on the BEST Roofing Program, click [here](#).

With the BEST Roofing Program, the member retains control of all decisions and works directly with the consultant to arrive at the best solution. The member contracts directly with the contractor through the procurement process, chosen by the member. The consultant provides oversight to the project and works with the member and contractor to resolve any issues which arise during the project. It is a great solution whether the member is replacing one roof or multiple roofs following a loss.

When the hailstorm hit Del Rio, the Del Rio Housing Authority suffered losses at every location including both multi-family and single-family homes. They utilized BEST and here is what Isidro Fernandez had to say about the program, *it has been a pleasure working with Scott Franklin, 4T Partnership. Mr. Franklin is very professional and knowledgeable. He takes the time to explain the process and answers all the questions we have. I always relied on him and he was able to follow through every step of the way. He made sure we got the best contractors*

and the best quality of material and work. Mr. Franklin and the 4T Partnership team have been very instrumental in completing this massive project.

San Angelo was also faced with damage to multiple buildings, including a large building that housed many state agencies. These buildings leaked badly due to the damage. The BEST program was a new approach, but time was of the essence, so they agreed to utilize it on the large building. It was so successful that they decided to use BEST for the remainder of their projects.

I greatly appreciate the work Scott and 4T Partnership is and has provided. Though it has created some turbulence internally as this process is a change to our past, change can and is beneficial. My level of technical knowledge on the roofing process has greatly improved while working with Scott, making me better at what I need to be doing as well. His knowledge of the roofing, business, and insurance industry has helped us to improve our City while reducing future costs to us and the risk pool. Charles Hagen, City of San Angelo.

The BEST Roofing Program can also assist with emergency temporary repairs after a covered loss.

The BEST Program harnesses the power of partnership, providing an advocate who can handle everything from contractor negotiation to material selection and on-site project guidance. For more information on the BEST Roofing Program, please contact the Property Claims Department or your Member Services Manager.