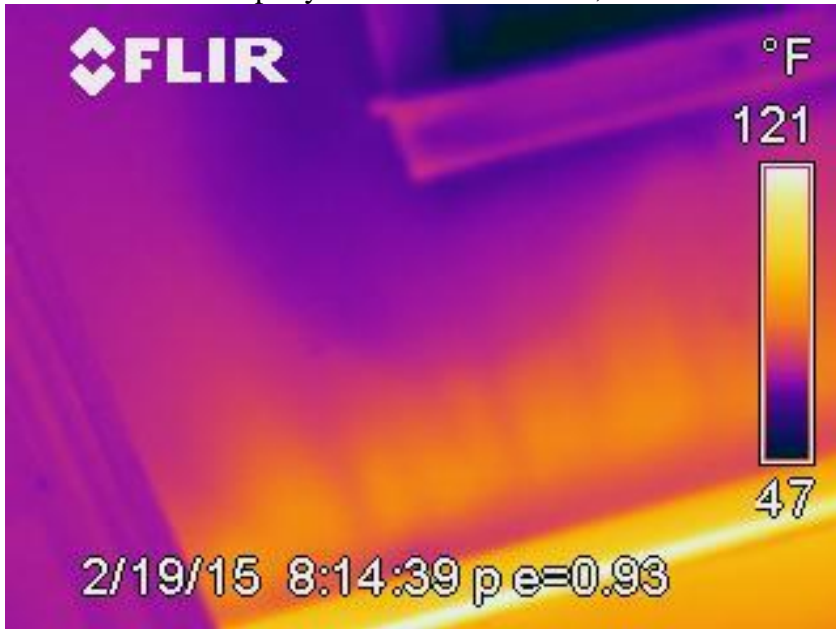


NOREASTER DISASTER RESTORATION, LLC

1912 Pound Hill Road, North Smithfield, RI 02896 Phone (401) 229-2600 NDR CPR.COM

Property Owner: XXXXXXXX, XXXX XXXXXXXXX Cumberland, RI Taken: 2/19/2015

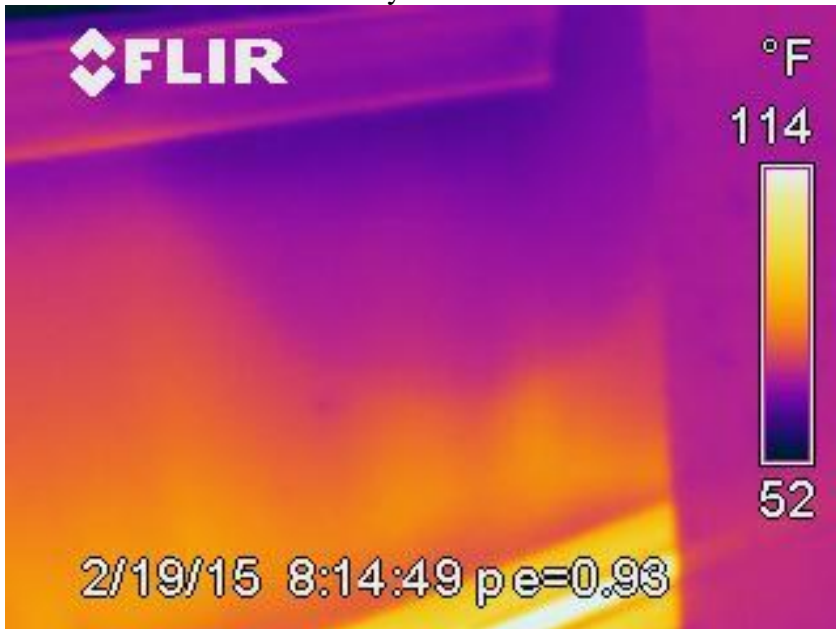


1)

Master bedroom – moisture is likely in a solid state frozen in the wall – moisture meter reading is at maximum



2)



3)

Same Master bedroom window – opposite side

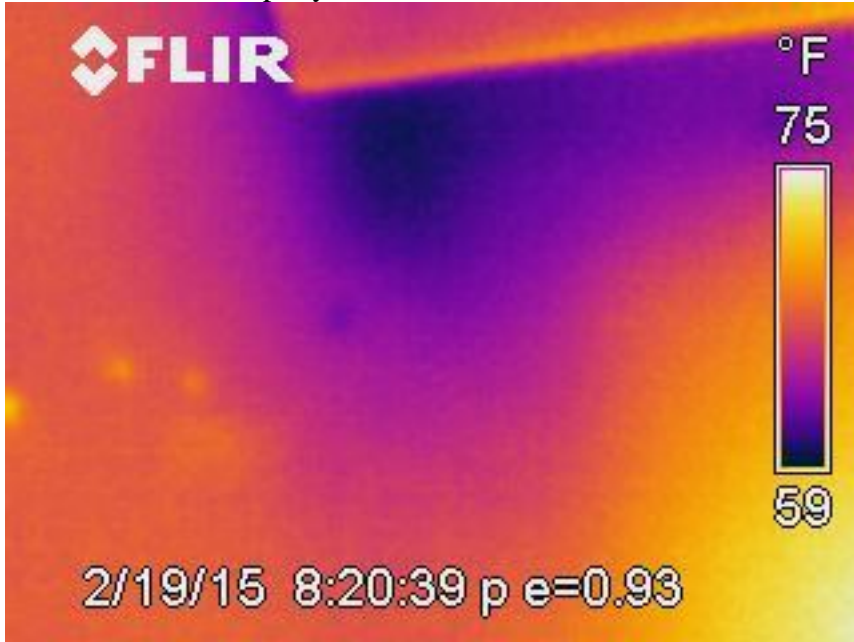


4)

NOREASTER DISASTER RESTORATION, LLC

1912 Pound Hill Road, North Smithfield, RI 02896 Phone (401) 229-2600 NDR CPR.COM

Property Owner: XXXXXX XXXXXXXXXXXX, XXXXXX Drive, Cumberland, RI Taken: 2/19/2015

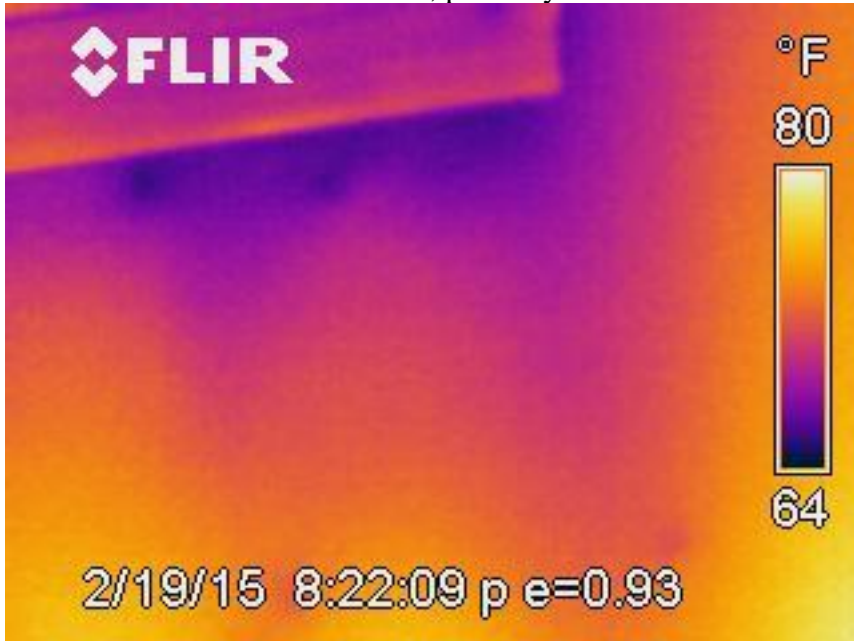


5)

Master Bathroom has extensive water, probably in frozen state and reading at maximum level on the moisture meter



6)



7)

Another second floor bedroom



8)

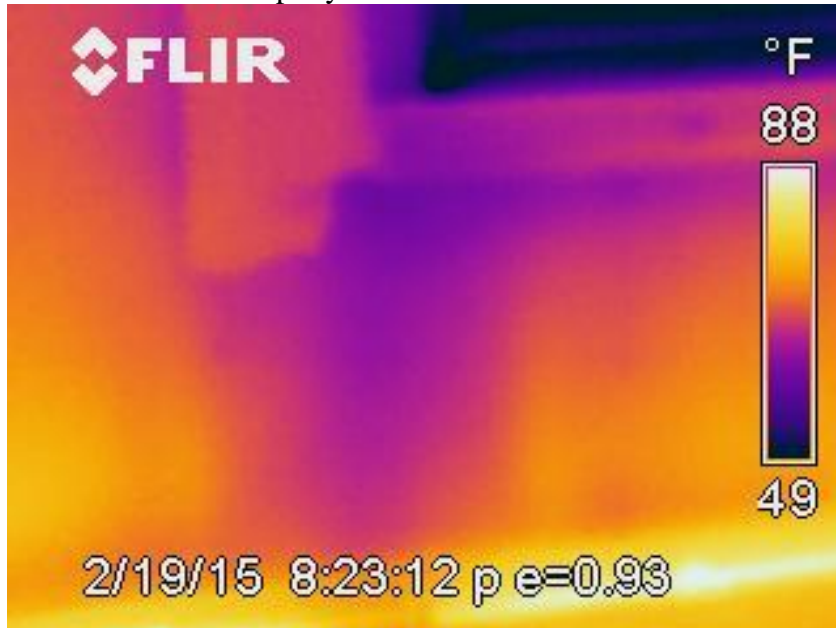
Same bedroom showing very high moisture readings

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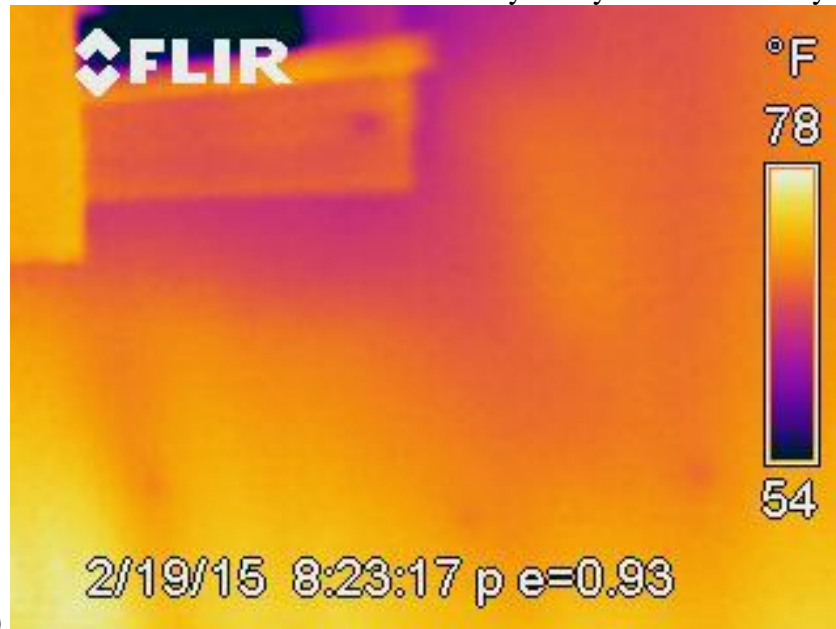
Property Owner: XXXXX XXXXXXXX Drive, Cumberland, RI 02864

Taken: 2/9/2015



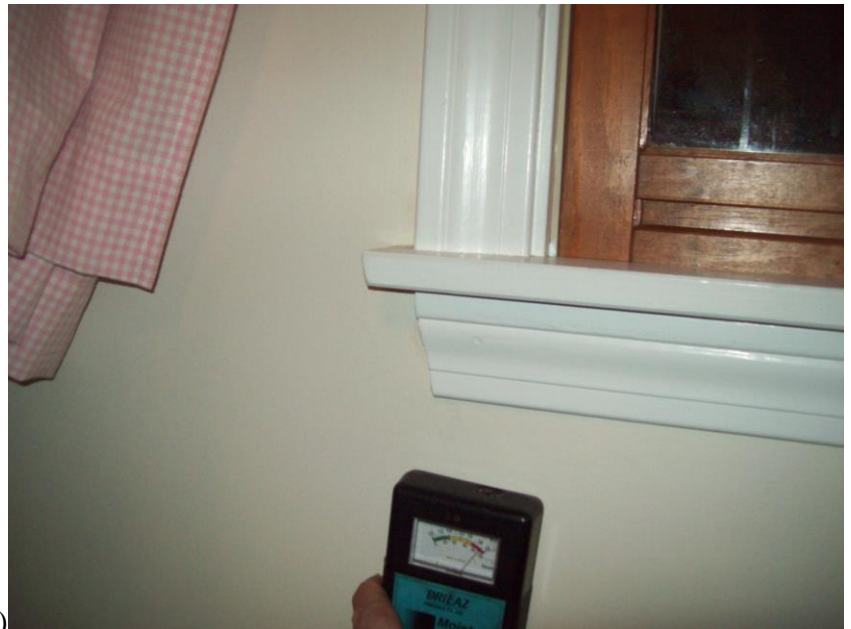
10)

Another second floor bedroom that has very heavy saturation of drywall – again the moisture meter is at maximum level



11)

This is the window right of the bed in the same bedroom

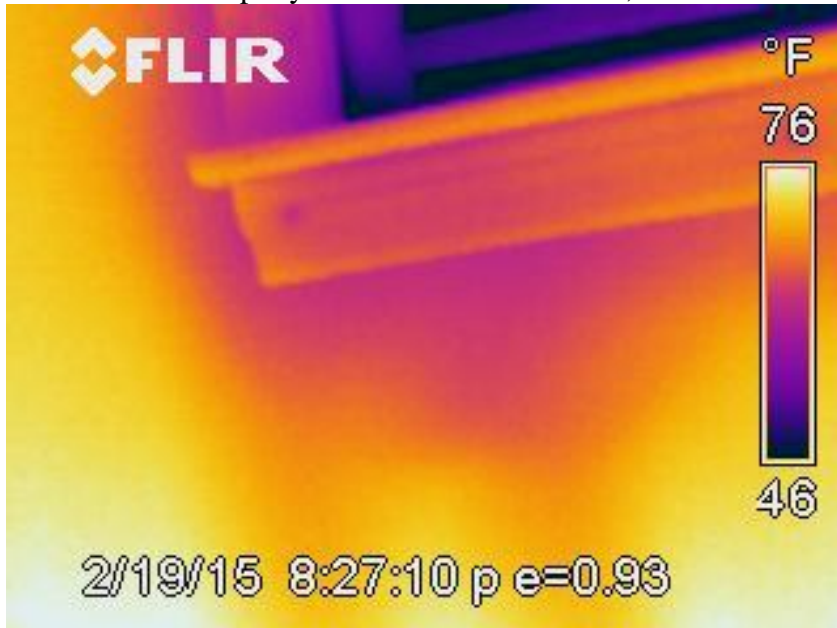


12)

NOREASTER DISASTER RESTORATION, LLC

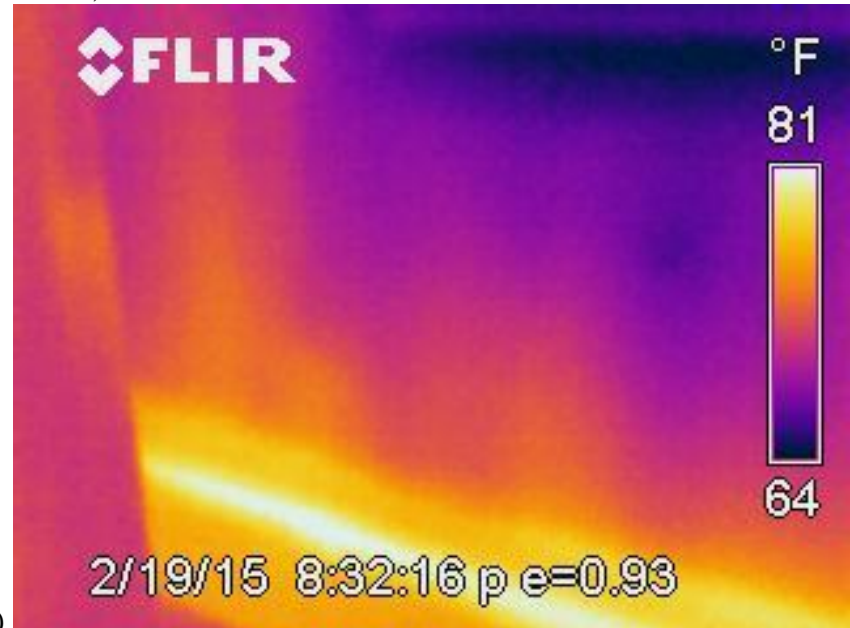
1912 Pound Hill Road, North Smithfield, RI 02896 Phone (401) 229-2600 NDR.CPR.COM

Property Owner: XXXXXXXXXX, XXXXXX Drive, Cumberland, RI Taken: 2/19/2015



13)

This is another bedroom – the homeowners have resorted to placing towels on the bottom of the window sill to absorb water from damaging carpets

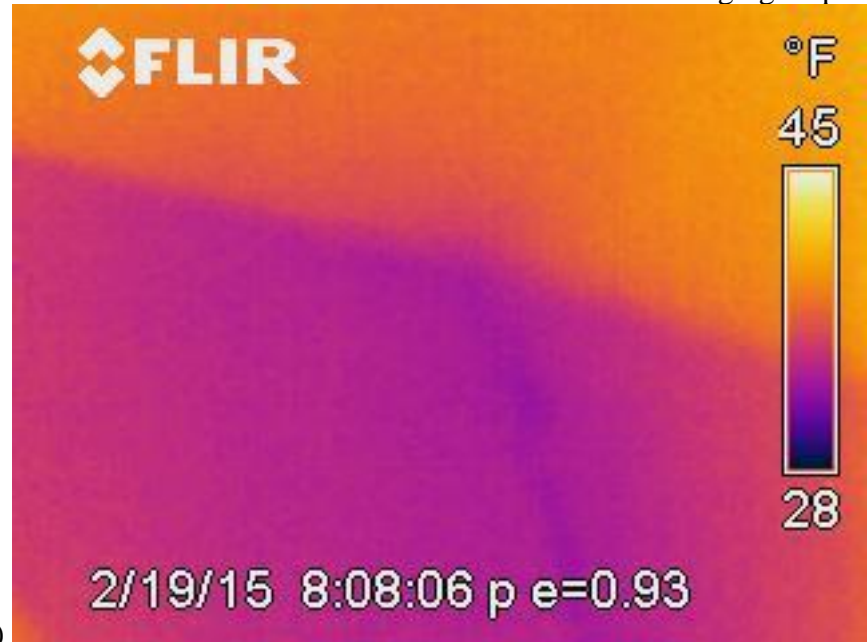


14)



15)

Customer attempting to stop water from reaching the flooring



16)

This is an image of what appears to be an active water stain on the garage ceiling I do not have a digital image of this, but the customers claim rep will see it.

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1912 Pound Hill Road, North Smithfield, RI 02896 Phone (401) 229-2600 NDR.CPR.COM

Property Owner: XXX XXXX XXXXXXXX, XXXXX Drive, Cumberland, RI

Taken: 2/25 & 2/26/2015**during structural dryout



17)



18)



19)



20)

***These images show in progress drying and are supplemental to the original report. 17 & 18 were taken during the dryout of the master bed and bath. 19 & 20 were the other bedroom.



NOREASTER DISASTER RESTORATION, LLC

CONCLUSION & COMMENTS

Noreaster was called by XXXXXXXX for a service call to dry water damage February 17, 2015 but due to massive ongoing workload, Noreaster could not begin to field the assignment request until the evening of 2/19 after hours. We set one Revolution low grain refrigerant dehumidifier in the master bedroom into service – we were trying to be conservative to not use equipment when the loss is in a suspended state with outside temperatures at 6 degrees Fahrenheit at site arrival – therefore the fact that the Tramex Moisture Encounter read heavy extensive saturation makes us suspect that the water has changed its state to solid ice– Only the master bedroom had water running top to bottom on that particular window unit. **THERE IS ACTIVE ICE DAM CAUSED WATER PENETRATION IN AT LEAST FOUR ROOMS TO DATE. RH 58% on arrival inside.**

Owner advised that most snow was removed by XXXXXXXX Contracting (Roofing) at least once.

We agreed to visit the site either Sunday 2/22 or Monday 2/23, or if the forecasted rain/snow/sleet begins to enter the rooms in mass prior.

INTERIM REPORT – THE INSURED’S INSURANCE ADJUSTER has a field inspection set for 2/21/15 that no Noreaster Disaster Restoration can attend, but the morning forecast on 2/21 is for below 0 Fahrenheit until late morning in Northern RI.

SUPPLEMENTAL REPORT 2/27/2015*****

Images 17 & 18 were taken during the dryout of the master bed and bath. 19 & 20 were the other bedroom two days later. This home’s other rooms in the interior of the appeared to be dry. We are removing drying gear on Saturday 2/28/2015. The Garage should have some drywall removed to facilitate ambient drying, and a drywall repair there would be less expensive than heat boosted drying in that location during extremely cold temperatures.

XACTIMATE MITIGATION BREAKDOWN IS BEING SENT TO THE HOMEOWNERS. IT IS OUR UNDERSTANDING THAT THE FIELD ADJUSTER PHOTOGRAPHED THE DIRECTION TO PAY CONTRACT FOR HIS FILE, AND THE PAYMENT FOR MITIGATION/DRYOUT SHOULD BE SENT TO:

Noreaster Disaster Restoration, LLC
1912 Pound Hill Road
North Smithfield, RI 02896

FEDERAL TAX ID IS XXX XXXXXXXX (It is on file with Metlife Auto & Home, as we do a dozen mitigation/rebuilds with their insureds every year.)

**Todd Pascoe, CIE/CIRBST/BPI Certified Building Analyst
Certified Indoor Environmentalist
Certified Infrared Building Science Thermographer**