

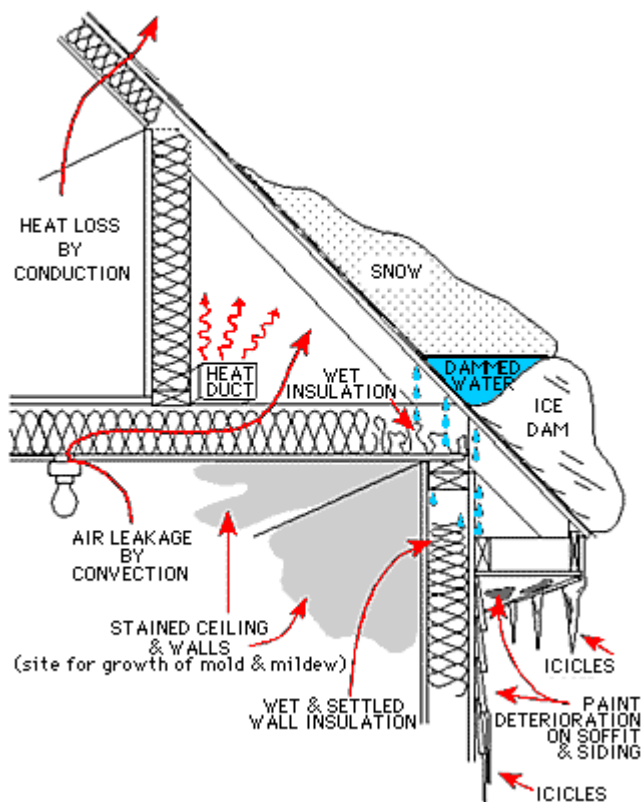


Hassle Free Home Services, Inc.

P.O. Box 59619
Potomac, MD 20859-9619

What is an Ice Dam?

An ice dam is the formation of ice at the edge of the roof, usually at the gutters or soffit. When it forms the water then backs up behind the ice dam and creates a pool of water. The pool of water can leak into your home and cause damage to walls, ceilings, insulation, and other areas, usually spotted first by stains on the ceiling at the top of walls on the other walls of the house.



What Causes Ice Dams?

Ice dams are usually caused by heavy snowfall and improper ventilation in the attic. This causes warmer areas in your attic which melt the snow, even when the outside temperature is well below freezing. As the accumulated snow on your roof starts melting, it runs down your roof underneath the snow until it reaches a "colder" section like the soffits or the gutters and freezes again. This process of thawing and refreezing is what causes an ice dam and prevents the water from leaving the gutters.



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What do I do about the Ice Dam?

Trying to remove an ice dam can be very dangerous and often causes more damage than it prevents. Once an ice dam has formed, the best way to remove it is to wait for the warmer weather.

What do I do to stop the leaking inside

While there is little that can be done to stop the leak until the ice dam has thawed, you can control it and minimize damage. If you start to see water staining on the ceiling or have water dripping, use a screw driver or similar object to poke a hole in the drywall and allow the water to run into a bucket. This will prevent the water from spreading across the ceiling and potentially causing further damage or even possibly causing part of the ceiling to collapse. Once things have dried out, patching the small hole or holes you have made is a very simple repair.

What should I do if my gutters come down or are damaged?

You should not try to re-secure or remove the gutters yourself, especially if they are still partially attached to the house. Contact us immediately, and we will have our roofers out to inspect and give us an estimate to repair/replace the damaged gutters once the ice is gone. Also, take pictures of the roof/gutters etc to facilitate any insurance claims.

What do I do if water is coming in the house?

First step is to control and contain the water that is entering the house as close as possible to the entry point. The water will find location in floors and ceilings that are at the lowest point and start to appear. If a bucket/pan/bowl can be placed where the water is dripping to collect the water then do so. You may have to make a hole in the ceiling/drywall to allow the water to come out. This will also move the water to a single location and will you will be able to control the water and collect it. It is very important that you allow the water flow out of the walls/floors so it does not remain in those locations.

Who do I call if I have questions?

You can call your Home Manager at any time, we would be happy to speak with you and/or come out and take a look at what is going on and complete an evaluation.