THE ULTIMATE HOMEOWNER’S GUIDE
TO FOUNDATION REPAIR, BASEMENT WATERPROOFING & CRAWL SPACE MOISTURE MANAGEMENT

by Jesse Waltz, Professional Engineer
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## What Do I Do Now?

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THE COMPLETE HOMEOWNER’S GUIDE TO
FOUNDATION REPAIR

What you need to know about your foundation.
Meet Your Home’s Foundation

Out of Sight, Out of Mind

Most of us don’t think about our foundation until there’s a problem. But once you discover that there is a problem, you realize how important your foundation is to your home’s health and safety. After all, your home is built on a foundation. This structure holds your home up, provides stability and is critical to your home’s safety.

Before your home is built, the site where your foundation is installed is dug out. In the simplest terms, your foundation is built into a giant hole. Before laying the foundation, the soil needs to be properly compacted to ensure that it can support the foundation and the weight of the house.

After the foundation is poured, a gap remains between the outside of the foundation and the edge of the hole. This gap is backfilled and needs to be compacted. If either one of the soil compaction steps are skipped by the builder, your home could end up suffering from settlement, which creates a long list of problems.

“Most of us don’t think about our foundation until there’s a problem. But once you discover that there is a problem, you realize how important your foundation is to your home’s health and safety.”
“Your home’s foundation problems typically begin with settlement. A house will settle when the soil it’s built on can no longer support the weight of the house.”

What Causes Foundation Problems?

Soil Matters

Your home’s foundation problems typically begin with settlement. A house will settle when the soil it’s built on can no longer support the weight of the house. Aside from poor soil preparation, moisture is the biggest player in how the soil behaves around your foundation.

Think of the soil like a sponge. When the sponge is wet it expands and becomes soft. The same happens with the ground: the soil will push against your foundation, creating points of weakness. Over time these areas could show signs of wear like horizontal cracks, stair step cracks or bowed walls. Wet soil is caused by:

**Poor drainage and grading:**

If your home doesn’t have a drainage system in place, then all of the water that flows out of your gutters – or off of your roof – will land near your foundation.

(continued...)

poor drainage
Mother Nature:
April showers are great for May flowers but they can also cause problems with your home’s foundation. The extra moisture causes the soil surrounding your home to expand and press against your foundation.

Plumbing leaks:
Most of us think about the damage to the inside of our home when we find a plumbing leak. But those problems can spread to your foundation. Cracks in pipes or water lines leading to your home can not only create a mess out of your landscape but can harm your foundation.

When the sponge dries it contracts. Again, your soil behaves in a similar way and will pull away from your foundation, creating room for movement and settling. Moisture is removed from the soil by:

Dry heat:
Extended periods of drought or a hot, dry summer will evaporate the moisture from the ground surrounding your home. When the soil dries, it contracts, pulling away from your foundation creating house settling problems.

(continued...)
Large trees:
The root ball of a tree is about as wide as the canopy. If a large tree is next to your home and the branches extend over the roof, there’s a good chance that the roots are growing under your foundation. The root system will remove the moisture under your foundation which can create settlement problems.

Another, often forgotten, cause of foundation settlement is poor foundation construction. To save money, builders will occasionally use sub-standard steel in the foundation’s construction. This can result in your foundation moving or cracking.

“Another, often forgotten, cause of foundation settlement is poor foundation construction. To save money, builders will occasionally use sub-standard steel in the foundation’s construction. This can result in your foundation moving or cracking.”
It's important to look for signs of foundation problems since it's easier and cheaper to repair a problem while it's still small. What may seem like a small problem now can be a sign that your foundation needs to be repaired. You can look for foundation problem signs by taking a walk around your home.

When in doubt, call a trusted foundation repair contractor and save yourself the stress.

**Outside of Your Home**

**Cracked bricks**
- Horizontal cracks
- Vertical cracks
- Stair-step cracks

**Chimney Cracks**
- Gap between the chimney and house
- Cracks in the brick
- Leaning chimney

(continued...)
Gaps around doors and windows
- Cracks around the widow or door frame
- A gap between the window or door frame and wall

Cracks in the block foundation
- Horizontal cracks
- Vertical cracks
- Stair-step cracks

Ground sinking around your home
- Sink holes in your yard
- Holes in the soil around your foundation
- Landscaping sinking

Inside of Your Home

Drywall cracks
- Cracks around the corners of windows and doors
- A crack that follows the drywall seam
- Drywall tape pulling away or tearing

(continued...)
Nail pops
- Nails pushed through drywall
- You can see the nail head is raised under the paint
- Cracks around the nails

Cracks in basement floor
- Corner cracks
- Cracks in the center of your basement floor
- Uneven floor

Stuck doors and windows
- Doors and windows stick when you try to open them
- The doors and windows aren’t level
- Cabinet doors swing open

Floor and wall gaps
- A gap between your floor and baseboard
- Sloping floors
- Gaps in hardwood flooring

Uneven floors
- Squeaking floors
- Bowed floors
- Hardwood floor gaps

(continued...)
Don't assume that you can just fix the foundation problem sign. Patching a crack won't solve the problem. The crack will return since the real problem hasn't been fixed: your foundation is settling.

If you find any of these problems in your home, let our foundation repair specialist know. Or you can call us at 866-370-4816 with questions. We're here to help you determine if your home needs foundation repair. After your inspection if we find that your home doesn't require repair, we'll tell you.

“Don't assume that you can fix a crack by putting on a patch. The crack will return and the real problem hasn’t been fixed: your foundation is settling.”
Cracks can show up in a block foundation, brick façade, chimneys, around windows and doors, and in a poured concrete foundation. The cracks in your foundation are giving you a clue to the cause of your foundation problem and the severity.

All cracks start off small and will grow over time. Don’t assume that a small crack isn’t a problem, it could be telling you that your foundation needs help.

Horizontal Cracks
This type of crack is screaming that your home’s foundation is in trouble! The pressure from the soil pushing against your foundation is creating foundation weakness – which is where the horizontal cracks are appearing. Your foundation walls are made to stand up, not lean in, and if you see horizontal cracks or bowed walls then get help immediately!

(continued...)
Vertical Cracks

Let’s face it; your home is going to settle. However, problems appear when your foundation settles unevenly, and that’s when you find foundation cracks. Vertical cracks appear when your home is settling unevenly. These cracks grow over time, becoming wider and letting water leak into your foundation – creating a waterproofing problem.

Stair-Step Cracks

Stair-step cracks are another type of vertical crack and occur when your home is settling unevenly. As your foundation continues to settle the stair-step crack will widen and the wall will start to rotate out.
Foundation problems grow, becoming more expensive to repair. A small crack will grow over time, becoming a large crack. If the foundation problem isn’t fixed then other problems will begin to crop up, creating more costly repairs, affecting the appearance of your home and decreasing your home’s value.

Who wants to live in an ugly house?
Foundation cracks, dry wall cracks, cracked brick and other problems are ugly.

You’re property value decreases
The Real Estate Seller Disclosure Act requires that a seller tells potential home buyers about foundation problems and discount the house 10-20%. So whether you’re staying in your home or selling, to maintain your home’s value, those foundation problems need to be fixed!

(continued...)

If the foundation problem isn’t fixed then other problems will begin to crop up, creating more costly repairs, affecting the appearance of your home and decreasing your home’s value.
Waste of space
Living spaces can be impacted by foundation problems. And if you can’t use a part of your home because of a problem, you’re wasting money and space.

Your safety
Uneven floors are a tripping hazard, and a settling foundation can create even more safety problems. Your foundation can collapse or your chimney can fall!

A crack invites bugs in
Bugs, rodents and other creepy crawlies can get into your home through foundation cracks. Not only is that gross but an invasion of pests creates other problems.
THE COMPLETE HOMEOWNER’S GUIDE TO

BASEMENT WATERPROOFING

& Finishing

What you need to know about your basement.
Before your home was built, a hole was excavated where your basement will be installed. After the hole is dug then the basement footing and walls are installed. Your basement footing is a block of concrete, typically 16-20 inches wide, that your basement foundation sits on. The basement footing is responsible for distributing the weight of your house so that it will not sink or settle.

The soil that your home is built on plays a large part in the type of basement footing that is needed. If you live in an area that has loose soil, then your basement footing will need to be wider.

The footing drain is installed next, and ideally, will help keep your basement dry. After the basement walls are installed the excavated dirt – or backfill – is used to fill the space on the outside of your foundation and over the footing.

Because your basement is below ground, it’s prone to waterproofing problems. But you don’t have to live with a wet basement.
Hydrostatic Pressure

Hydrostatic pressure is the amount of pressure that water exerts when it’s at rest. The hydrostatic pressure pushes the water into the porous concrete and through cracks. Over time the hydrostatic pressure, soil settlement and seasonal changes can result in basement wall cracks or cracks in the poured concrete.

Soil Settlement

The backfilled soil around your basement foundation will settle. As the soil settles it will sink towards your foundation, creating a slope which allows water to run next to your basement foundation, eventually causing hydrostatic pressure.

If your gutters don’t point away from your basement foundation then this can add to the soil settlement. You can help prevent some of the hydrostatic pressure from soil settlement by adding dirt to the areas of sunken soil.
Poor Grading and Drainage

Poor grading around your foundation and inadequate drainage can be causing basement water problems. We all know that water runs downhill so it makes sense that the top layer of dirt surrounding your foundation should be sloped away from your home.

You can easily fix the grading around your home by adding dirt so it slopes away from your home. Make sure that the dirt doesn’t touch your home’s siding and don’t use mulch or sand, which allows water to flow down next to your basement foundation.

We all know that keeping our gutters clean is good for our roof. Did you also know that it’s good for your foundation? When your gutters are full, the water will just puddle next to your basement foundation and create hydrostatic pressure.

(continued...)
Clogged Footing Drain

The footing drain was installed when your basement foundation was built. This drain is designed to keep water away from your foundation and help minimize settlement and soil changes that can damage your basement.

When the footing drain was installed a layer of stone was poured over it to prevent the backfill from clogging the drain. Over time the stones will settle and let the soil in, which will clog the drain. When the footing drain clogs the water will stay on top of the footing and start to collect around your foundation.

Basement Foundation Type

The type of basement foundation your home is built on can make a difference. Poured concrete foundations are found in newer homes and are the most resistant to hydrostatic pressure and leaks. While concrete block foundations and stone foundations are prone to mortar cracks, water leaks and wall cracks.

(continued...)
Underground Water

Water from a spring or a high water table can increase the hydrostatic pressure surrounding your basement foundation. The water has to go somewhere and with enough pressure it will go into your basement, forced through footings or wall cracks.

“The water has to go somewhere and with enough pressure it will go into your basement, forced through footings or wall cracks.”
If you’re not sure if you have basement waterproofing problems, look for these signs inside your home and basement:

**Inside Your Home:**
- Dust mites
- Sticking doors & windows
- Damp & musty carpets
- Buckling hardwood floors
- Condensation/rotting/mold in your attic
- Mold in your home
- Decreased life on roofing materials and paint

**In Your Basement:**
- Water in the cove area
- Efflorescence (white, chalky walls)
- Broken or non-function sump pump
- Condensation on pipes
- Cracked basement floor
- Leaky water heater
- Musty smell in your basement
- Wet drywall
- Wet carpet
- Rusted water heater
Mold, mildew and dust mites love high basement humidity. And they could be the cause of your increased allergy and asthma problems.

Dust mites don’t live in your basement but your wet basement could be the reason why they’ve taken up residence in your home. As the water evaporates in your wet basement, it rises through the rest of your home which also increases your home’s indoor humidity. The high indoor humidity creates the perfect environment for dust mites.

The only way you can get rid of mold, mildew and dust mites is to dry out your basement. Once you’re basement is waterproofed and dry, the dust mites will die and it’s almost impossible for mold and mildew to grow.

(continued...)
What are Those Brown Stains? Acid Damage

Brown, rust colored stains on block or concrete walls are a sign of acid damage. If you live in an area with clay soil, it could be creating problems.

The clay surrounding your home is very acidic. As the hydrostatic pressure pushes the water through the clay and your basement foundation, the concrete acts like a filter, cleaning the water and leaving behind those brown stains. Acid damage compromises the strength of your basement foundation.

Do You Have High Electric Bills?

High electric bills could be a sign that you have high basement humidity. While basement humidity seems like nothing more than a discomfort it can cost you up to 10-15% in high electric bills in addition to creating other problems like wood rot, mold and wet drywall.

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(continued...)
Concrete spalling is the deterioration of the concrete, which causes pieces to chip and fall off. Concrete spalling is caused by high pressure and water damage – both of which occur when you add hydrostatic pressure into the equation. If you find concrete spalling in your basement, get help immediately! If left alone, concrete spalling can lead to serious basement foundation damage like cracked walls or even collapsed walls.

“If left alone, concrete spalling can lead to serious basement foundation damage like cracked walls or even collapsed walls.”
Your Property Value Decreases
The Real Estate Seller Disclosure Act requires that a seller tells potential home buyers about foundation problems and discount the house 10-15%. So whether you’re staying in your home or selling, to maintain your home’s value, those foundation problems need to be fixed!

Your Health
Dust mites, mold and mildew all love a humid basement. If you’re experiencing an increase in allergy and asthma problems, chances are your humid basement has invited dust mites into your home.

Your Safety
Uneven floors are a tripping hazard and a settling basement foundation can create even more safety problems like gapes between the floor and wall or doors that stick.
**Lower Energy Bills**

You could be wasting money on your energy bill because of your humid basement. Damp and humid air takes more energy to cool in the summer, and heat in the winter. Costing you 15-25%!
So, you’re ready to finish your basement? There are a few things that you need to know before turning your ugly basement into a beautiful space.

Is your basement foundation in perfect health?
You don’t want to risk covering up a foundation problem with basement wall panels just to find out that you have to tear the panels down to fix your foundation.

Have you already waterproofed your basement?
If you don’t have a system in place to keep your basement dry, then all of the work and money you’ll spend finishing your basement will be wasted. One leak can undo all of your hard work!

Once you’re sure that you have a strong, dry basement, it’s time to start thinking about finishing options. When you’re looking at finishing options it’s important to think about the R-value of the wall panel.

(continued...)
**What’s R-Value?**

R-value measures the insulation’s ability to resist heat flow. The “R” in R-value stands for resistance, so R-value translates to heat resistance value. The higher the insulation R-value, the better the insulation capabilities.

The type of insulation, material, thickness and density all come into play when calculating the R-value. And depending on where you live, your home may require insulation with a higher R-value.

It’s also important to keep in mind that different areas of your home require a different insulation R-value, so don’t compare the R-value of a basement product to that for an attic, it’s like comparing apples to oranges.

*(continued...)*
Why Should I Care about the Insulation’s R-Value?

If you’re going to spend money on insulating your basement, it’s important to know the insulation R-value. The higher the insulation R-value, the more money you’ll save on your energy bill. By reducing the amount of energy spent heating or cooling your basement, you’ll save money.

For example: You want to install basement insulation panels in your Northern Virginia home, which has a 1,200 square foot basement, and an electric HVAC system.

If you install basement insulation with an R-value of 14, like EverLast with SilverGlo, you’ll save over $376 a year or more than $3,700 over ten years! And if you want to minimize your carbon footprint, you’ll be happy to know that you’ve also reduced your home’s contribution green house gas by 2,226 lbs. year.*

*This is strictly an example of approximate cost savings and reduction of green house gases. Your home may not experience the same savings, or you may save more. Your basement finishing expert will be able to help you determine the approximate yearly savings if you choose to insulate your basement.
Drywall may seem like the best option to finish your basement walls, but think before you buy. The most common finishing option may not be the best choice for your home.

Now think about the installation: it’s messy. The drywall dust goes everywhere and if you try to vacuum it up with your home vacuum, you may end up ruining the vacuum to the point where you need buy a new one.

Drywall is going to absorb any moisture and isn’t resistant to mold. And if you have an open sump pump or inadequate waterproofing system, there’s a chance that the drywall could be damaged by humidity. Damp drywall is a haven for mold. And who wants to deal with that?

You don’t have to use drywall to finish your walls! There are now insulated, finished wall panels that are easy to install, will save you money on your electric bill, and are easy to maintain.

(continued...)
EverLast Wall Panels with SilverGlo

The EverLast Wall System is available with or without insulation. The insulated EverLast Wall System is backed with SilverGlo, a cutting-edge insulation that insulation R-value of R14 – the highest in the industry! Like the panels, SilverGlo is resistant to water, fire, mold and termites, so you have the peace of mind knowing that your basement will stay dry and safe.

ZenWall Paneling

ZenWall is a basement wall panel that waterproofs your basement walls while giving them a finished look. The fiberglass core helps to keep moisture out while making your basement more comfortable. And ZenWall works with your basement waterproofing system to help keep your basement dry.

Give us a call at 866-370-4816. Our team of professional basement finishing experts will work with you to design the finished basement of your dreams. From selecting the perfect basement wall panels to finding the best basement floor tiles, we can help you design a beautiful living space that your whole family can enjoy.
Even if your basement’s dry, laying down wood floor, wood subflooring or carpet directly onto the concrete is a bad idea. The flooring needs to be tough, and made of something that’s mold, mildew and moisture resistant.

Concrete is porous. Over time hydrostatic pressure will push water through the concrete, which evaporates. Since your basement floor is made of concrete, there will always be a little bit of moisture coming through even if your floors don’t look wet.

Try laying a white paper towel in an area of your basement, and leave it for a few weeks. When you pick up the paper towel again, chances are it’ll be damp.

The same thing will happen to flooring laid directly on top of the concrete. The moisture will damage carpet, padding and wood that’s installed directly onto the concrete. Over time the moisture will build up creating the perfect environment for mold and mildew. And who wants to walk on that?

(continued...)
There are basement flooring options that are mold, mildew, and water resistant. These options are also raised off the floor, so moisture can evaporate without harming the flooring while keeping the floors warmer and more comfortable.

**ThermalDry Basement Flooring**

ThermalDry basement floor tiles come in three designs and are a beautiful flooring solution for a finished basement. The tiles are raised above the basement floor, allowing for extra insulation, which keeps the floor warmer. ThermalDry flooring is available in carpet, slate-style tiles, and parquet.

**MillCreek Flooring**

MillCreek flooring is a basement finishing floor option that has the look and feel of hardwood without the hassle. This beautiful flooring system is made from PVC and is waterproof! So if your basement springs a surprise leak, you won’t have to worry about ruined floors.
THE COMPLETE HOMEOWNER’S GUIDE TO

CRAWL SPACE REPAIR

What you need to know about your crawl space.
Your crawl space was designed to promote air circulation through your home and allow easy access to plumbing, wiring and other systems in your home. The air in your crawl space doesn’t stay there. It’s circulated through the rest of your home – this process is also called the Stack Effect.

As you know, warm air rises. As the warm air rises up into the higher sections of your home it creates suction that pulls the cooler air from your crawl space up into your living areas. So, any mold or mildew that may be living in your crawl space is being circulated through your entire home.

Many homes are built on vented dirt crawl spaces because it is cheaper for the builders. While this type of crawl space is popular—and common—it’s also the source of many home problems. The builder’s money saving short-cut ends up costing you more in high electric bills and other crawl space problems.

(continued...)
The exposed dirt in your crawl space acts like a sponge, pulling up moisture from ground water and leaks. As the wet dirt dries, it releases the moisture into the air – a.k.a. humidity – which then rises through the rest of your home courtesy of the Stack Effect.
A variety of factors can impact your crawl space’s health and safety. Humidity is the main source of many crawl space problems, from mold and dust mites to wood rot and high electric bills. If your crawl space has a problem, there’s a good chance that it’s caused by moisture.

House settling and poor construction can also play a role in your crawl space’s safety. If the ground under your crawl space foundation is sinking or the builder didn’t design your home’s support properly, then you could have a serious structural issue on your hands.

Moisture:

One of the biggest crawl space problems is moisture. As the water in your crawl space evaporates it rises, going through your insulation, floor and throughout the rest of your home – creating a trail of destruction.

Humidity problems are caused by a vented crawl space, dirt floor, the type of foundation your home is built on and Mother Nature.
Older homes’ crawl spaces are typically concrete block or stone. These types of crawl space foundations are prone to cracking along the joints or mortar.

Vented Crawl Space:
A vented crawl space lets in moisture, which creates the perfect environment for wood rot or mold, mildew and dust mite growth. And a vented dirt crawl space can raise your heating and cooling bill 15-25%.

Dirt Crawl Space:
The exposed dirt in your crawl space adds a lot of water vapor to your air. As the damp soil dries, it rises through your house, changing the relative humidity inside your home – contributing to heating and cooling costs.

Type of Foundation:
Older homes’ crawl spaces are typically concrete block or stone. These types of crawl space foundations are prone to cracking along the joints or mortar. The cracks let in water. And the cracks will grow over time, creating a structural problem.

Mother Nature:
The rainy season and a humid summer can wreak havoc on your crawl space. If your crawl space leaks then that water will eventually evaporate and rise through your home, creating problems like wet insulation, mold or dust mites.

(continued...)
Your home’s crawl space problems can also be caused by house settlement. A house will settle when the soil it’s built on can no longer support the weight of the house. Aside from poor soil preparation, moisture is the biggest player in how the soil behaves around your foundation. The soil surrounding your crawl space foundation can be effected by:

**House Settling**

Your home’s crawl space problems can also be caused by house settlement. A house will settle when the soil it’s built on can no longer support the weight of the house.

**Poor Drainage and grading:**
If your home doesn’t have a drainage system in place, then all of the water that flows out of your gutters – or off of your roof – will land near your foundation.

**Mother Nature Strikes Again:**
While Spring showers are great for your landscaping, they can create problems for your home’s crawl space. The extra moisture forces the soil to expand and press against your crawl space foundation, eventually causing cracks. At the same time, extended periods of drought or a hot, dry summer will evaporate the moisture from the ground surrounding your home. When the soil dries, it contracts, pulling away from your crawl space foundation creating house settling problems.

(continued...)
Plumbing Leaks:
Most of us think about the damage to the inside of our home when we find a plumbing leak. But those problems can spread into your crawl space. Aside from internal plumbing leaks, cracks in pipes or water lines leading to your home can be a problem. External plumbing problems not only make a mess out of your landscape but can harm your foundation, and create water damage in your crawl space.

Poor Construction
The construction of the support system can play a major role in the stability and condition of your crawl space. If the pier columns aren’t spaced properly it can cause sagging floor joists which result in squeaky floors, uneven floors and sagging floors.

The type of crawl space foundation also effects your crawl space’s environment. Some crawl space foundations let in more water and air, creating problems and headaches:

Concrete Block:
Block walls are the easiest and cheapest type of foundation to install. They also let in the most water and air, causing mold, water and wood rot problems.
Poured concrete:
Is a solid surface. This type of foundation is common in newer homes and unless there’s a hole or crack, they don’t allow air or water into your crawl space.

Stone walls:
This type of crawl space is found in older homes. The mortar is prone to cracking and crumbling, which lets water and air leak into your crawl space.
Even if your basement’s dry, laying down wood floor, wood subflooring or carpet directly onto the concrete is a bad idea. The flooring needs to be tough, and made of something that’s mold, mildew and moisture resistant.

Concrete is porous. Over time hydrostatic pressure will push water through the concrete, which evaporates. Since your basement floor is made of concrete, there will always be a little bit of moisture coming through even if your floors don’t look wet.

Try laying a white paper towel in an area of your basement, and leave it for a few weeks. When you pick up the paper towel again, chances are it’ll be damp.

The same thing will happen to flooring laid directly on top of the concrete. The moisture will damage carpet, padding and wood that’s installed directly onto the concrete. Over time the moisture will build up creating the perfect environment for mold and mildew. And who wants to walk on that?

If you’re not sure if you have crawl space problems, look for these signs inside your home and in your crawl space:

**Inside Your Home:**
- Sticking doors & windows
- Damp & musty carpets
- Buckling hardwood floors
- Sagging floors
- Mold on the baseboards or cabinets
- Increased problems with allergies or asthma
- Increased heating & cooling bills
- High indoor humidity

**In Your Crawl Space:**
- Condensation in your crawl space or attic
- Decreased life on roofing materials and paint
- Wet insulation
- Water in your crawl space
- Over-spanned floor joists
- Wood rot
- Bugs and rodents

If you find any of these problems, or have other questions, don’t hesitate to call us at 866-370-4816. We’re here to help you!
Your crawl space problems may seem small now, but if left alone they will continue to grow. A small leak turns into a big leak, which then becomes a humidity problem. If your crawl space problem isn’t fixed then other problems will start to appear, creating more expensive repairs while decreasing your home’s value.

Your Property Value Decreases
The Real Estate Seller Disclosure Act requires that a seller tells potential home buyers about foundation problems and discount the house 10-15%. So whether you’re staying in your home or selling, to maintain your home’s value, those foundation problems need to be fixed!

Your Health
Dust mites, mold and mildew all love a humid crawl space. If you’re experiencing an increase in allergy and asthma problems, chances are your humid crawl space has invited dust mites into your home.

(continued...)
Your Safety
Uneven floors are a tripping hazard and a settling crawl space foundation can create even more safety problems like gaps between the floor and wall, or doors that stick.

Lower Energy Bills
You could be wasting money on your energy bill because of your dirt crawl space. Damp and humid air takes more energy to cool in the summer, and heat in the winter. Costing you 15-25%!
Foundation repair, basement waterproofing and crawl space repair need to be done by trusted local experts, with industry experience, extensive training and special equipment. Don’t trust the safety of your home to just anyone. When looking for a repair contractor, make sure to ask:

**Is the contractor licensed and insured?**

Licensing protects you, the customer, from contractors who aren’t experienced or have unscrupulous business practices. Your city’s licensing board is a trustworthy source to check on your contractor’s credentials: the licensing committee keeps a record of unresolved complaints and has the ability to shut down contractors who are operating unethically.

Insurance is important! Your contractor needs to have insurance, if they don’t and a worker is injured on your property, you can be held responsible.

(continued...)
Are you comfortable with the contractor?
The contractor you hire will be working in and around your home. It is important that you feel comfortable with this person and their ability to complete the job. They should be professional and able to clearly communicate what the job entails and answer all of your questions.

Do they provide references?
All contractors should provide you with references. If they don’t provide you with references then they’re probably hiding something. You can always check online on consumer review sites like Angie’s List and Yelp!

Is the contractor respectful?
There isn’t always a “one-size-fits” all solution to every problem. Your contractor should work with you to create the perfect solution to your home’s problem; not try to sell you products and services that you do not need. Sometimes this means the contractor doesn’t have to do the work and can provide you with the information to do the job yourself.

The contractor should also be respectful of your home and time: arriving on time and cleaning up during and after the job.

(continued...)

"Your contractor should work with you to create the perfect solution to your home’s problem; not try to sell you products and services that you do not need."

(continued...)
Are sub-contractors used?
Farming the work out to sub-contractors can affect the quality of work performed in your home since sub-contractors are temporary employees and do not receive the extensive training that an employee of the company does.

Has the company been around for awhile?
An established company is likely to be around if you need to contact them about products and services that have warranties.

What is the company like?
A company is only as good as the people it employs. Does it screen potential employees for criminal history and run drug testing? Does the company offer opportunities for continued education, train all of their contractors and continually update them on job site safety practices?

(continued...)
How are customer complaints handled?

Every company strives to be the best but sometimes people make mistakes. Customer complaints should be responded to quickly, politely and professionally. If the contractor becomes defensive and argumentative this is a good indication that they handle all areas of business in this manner.

Do they provide a professional, written contract?

The contract should be presented on a formal document, not a hand written ticket, and should outline what services and products are provided while listing limitations and exclusions. All contracts contain exclusions however keep an eye out for broad exclusions that can result in costly repairs for you, the homeowner, such as “the contractor is not responsible for any damage outside of the home.”

Protect your home by getting sound advice from local trusted experts. When in doubt, give us a call at 866-370-4816. We want to help you keep your biggest asset safe – your home.
The JES Difference

We’re Here To Help You

There’s a good reason why we’re known best for being better. And it starts with integrity: we don’t believe in hard sales and pushy salesmen. We’re here to help you find the best solution, not force you to purchase a product that you don’t need. We want to help you put your mind at ease by finding out if you have a foundation, basement or crawl space problem. And if there’s no problem to fix, we’ll tell you.

Every inspector has experience in construction, engineering or some other area of the housing industry. We don’t hire sales people, we hire experts who know how to find the source of the problem and provide you with the best solution.

When you request an inspection with JES, you’ll receive a comprehensive evaluation by one of our highly-trained repair experts. We want you to feel comfortable, so when you request a free inspection, here’s what to expect:

(continued...)
When you call you get a person, not a recording.

Your call is important! When you want help, you want it now and you want to talk to a person. Our office is staffed to answer your call and help you.

We value your time and will confirm your appointment not once, but twice!

You’re busy and schedules change. We’ll work with you to set your free foundation inspection for the time that works best for you. Sometimes that time changes and that’s okay. That’s why we’ll confirm the free inspection with you by phone and email.

You get to know your inspector before the appointment.

Before your inspection, we’ll send you information on the inspector and their training, along with a photo. So you’ll get to “meet” the inspector before they even visit your home.

(continued...)
Your inspection is an inspection, not a sales call.
We don’t hire pushy salesmen. After all, we’re here to help you find the source of your home’s problems. Our inspectors are extensively trained by our team of Professional Engineers, to find the source of your home’s problem and offer the best solution. If you don’t have a problem we’ll tell you.

The inspection is comprehensive.
The inspection involves more than just looking at the problem sign. The inspector will thoroughly examine your home, from inside and outside, look inside your home’s living area for other problem signs, and look around your property for the source of the problem.

Precision is critical.
During your inspection, JES uses precision tools to find the source of the problem and provide accurate information. After all, you don’t want someone to just look at the problem and offer a solution without taking measurements and performing tests.

(continued...)

"We don’t hire pushy salesmen. After all, we’re here to help you find the source of your home’s foundation problem."
We explain the problem.
If your foundation needs to be repaired, we’ll explain why there’s a problem and provide you with all of the information you need so that you can make the best decision for home. We use a state-of-the-art computer program that creates a model of your home; it shows the problem and the solutions available for that problem.

You’re in control.
You are in complete control over the final estimate. After the inspection, the inspector will work with you to determine the best solution for your home. We’re here to help and don’t want to pressure you into purchasing a solution that you’re not comfortable with.

We’re happy to work with you to make sure you’re comfortable with the entire process. We can complete part of the job now, and then complete the rest of the job later, when the time is right for you.

(continued...)
You get the quote at the inspection.
At the end of the inspection you’ll have the estimate and proposal in hand. It’s important that you have the estimate in hand so that you can make an educated decision. You don’t want to waste your time tracking down a contractor so you can get an estimate and proposal. We respect your time and don’t want to waste it, so if your home needs repairs we’ll always provide you with the information you need to make an informed decision.

Your opinion matters!
After your inspection we’ll follow up with you to make sure that you’re inspector answered all of your questions and gave you the proposal. If you have concerns, please let us know. Your feedback helps us improve our services.

We have several financing options.
While repairing your foundation, basement, or crawl space isn’t fun, it may be necessary. We’ll work with you to create an economical option that works within your budget. And don’t forget: we’ll tell you if your home doesn’t need repairs or if it’s something you can fix.