**ICE DAM RESPONSE:**

Many homes throughout DFW are experiencing the effects of the extreme cold weather. Snow and ice will build up significantly on all exposed structures including roofs. The build-up of ice on a roof can lead to the formation of an *ice dam.* Ice dams generally form at the bottom of a roof slope and/or at the gutter line. The ice dam will impede or completely block the flow of frozen precipitation as it melts and flows down the roof. Ice dams are an **extreme weather condition** and is NOT WARRANTED as discussed in your *Express Limited Warranty* booklet included in your *Home Owner Manual*.

*Homeowners Manual* states the MOST Common NON WARRANTABLE ITEMS INCLUDE:

* ICE DAMS IN EXTREME WEATHER – Although extremely rare, extreme winter weather can occur in North Texas. This includes freezing rain, sleet and snow that in extreme cases can accumulate in large quantities in certain areas on your roof. Landon Homes is NOT responsible for the ice dams that can form on your roof and the damage that can occur as the ice melts.

In our *Express Limited Warranty Booklet:*

**Extreme Weather Conditions definition is on page 4.**

**Extreme Weather Conditions, pages 9, Section 7: Exclusions, item 32:**

“*Extreme Weather Conditions, drought, windstorm, hail, lightning, ice, snow, blizzard…”* are excluded from coverage.

**Pages 13 and 14, Section 9, (H)- Performance Standard for Roofs:**

**Item (1), (b):**

i: “*The Builder shall not be responsible for leaks caused by extreme weather*.”

ii: “*The homeowner shall perform periodic maintenance to prevent leaks due to build-up of debris, snow or ice. The homeowner shall take such action as is necessary to prevent downspouts and gutters from becoming clogged.”*

**Item (1), (c): - A vent, louver or other installed attic opening.**

i: *“The Builder shall not be responsible for leaks caused by extreme weather.”*

Suggestions for Homeowners for this roof condition:

Please clean any snow or ice on the roof that has piled up near windows and directly next to siding areas w/ flashing for roof/wall areas. This can potentially help to prevent further spreading of potential damages. If any damage does occur, the homeowner should contact their Insurance company as soon as possible. Please remember that this is not a warrantable item and this is **NOT** covered by Landon Homes limited warranty.