



ROOFCRAFTERS

**Roof Inspection
Preparation Guide**





We know, you've got a few questions right now...

Trust us, **we get it.**

- ✔ What happens during my roof inspection?
- ✔ When will you start, and how long will it take?
- ✔ What happens during a RoofCrafters repair job?

And the list goes on...

Rest assured. In this guide, we're going to answer all of the questions you have about your upcoming roof inspection, and break down the repair process for you.

Our main goal is to help you feel comfortable with RoofCrafters, as well as confident and knowledgeable in your upcoming roofing project.

We want to work with you together as a team. So, the first thing we'll do is provide you with a timeline of where we're at in the grand scheme of things. Then, we'll address common questions that many homeowners have in advance of the inspection, so you can save your more pressing inquiries in person for your contractor.

We'll see you soon!

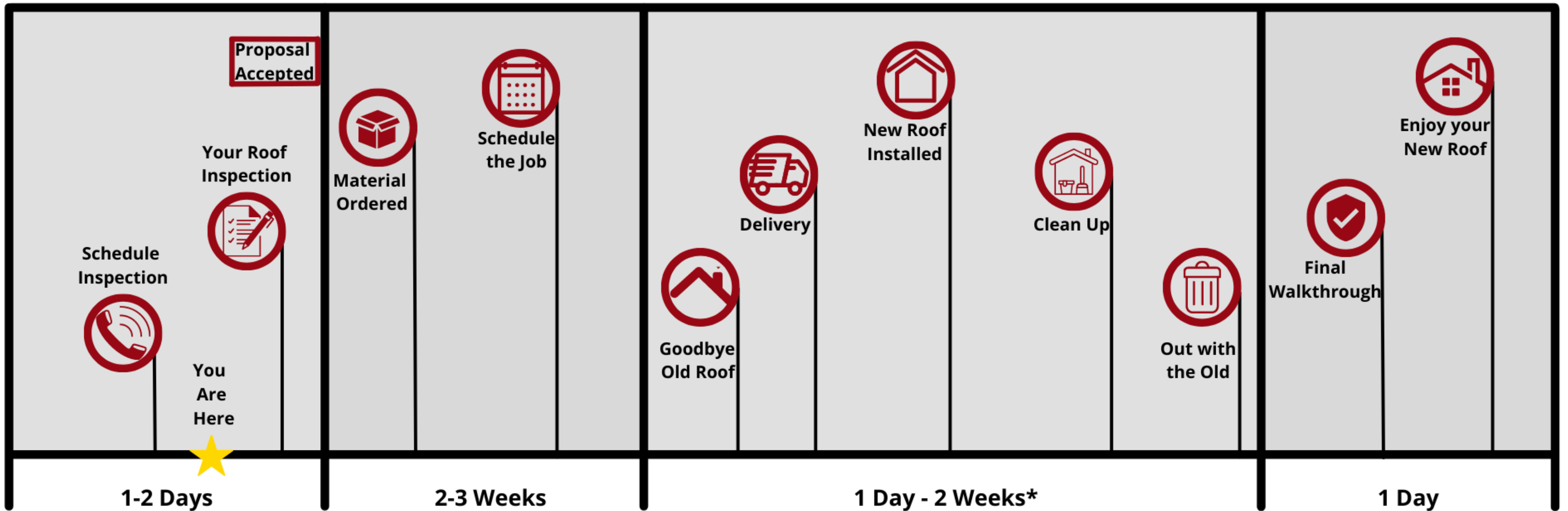
Where Are We At In The Process?

INSPECTION & ESTIMATION

PRE-PRODUCTION

PRODUCTION

POST-PRODUCTION



*Dependent on Size of Home

Before We Get Started, Let's Address Your Biggest Worries

01

02

03

04

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☑ **Q:** Will there be a direct line of communication during the project?

A: Being on the receiving end of a large home improvement project can be nerve-wracking, especially if you are uncertain if there will be a direct line of communication between yourself and the contractor throughout the project. A reputable company trusts that their contractors and on-site managers will be in contact with you as often as you may need, no matter the time, no matter the place.

☑ **Q:** If Additional Work Arises, How Will They Handle Change Orders?

A: Sometimes roof damage can be more extensive than the contractors originally thought during the estimation process. It is the company's responsibility to keep you up to date on any new or unexpected developments during the project.

☑ **Q:** What's the plan for project safety, management, and clean-up?

A: Project safety precautions, management, and clean-up protocols will vary from company to company. No matter what policies the company you hire follows, it is their job to explain the steps they take in a clear and concise manner. Your contractor should always keep you up to date with the measures they take.

Before We Get Started, Let's Address Your Biggest Worries

☑ **Q:** What's the close-out and invoicing process?

A: Once the project is completed, reputable contractors provide walk-through inspections with the homeowner to ensure the job was done correctly. Any additional costs should've been covered prior to invoicing. Your property should be left clean and free of debris and without damage. Ultimately, you should be completely satisfied with the work completed on your home.

☑ **Q:** What happens if I have any issues after the project is done?

A: The company you choose should be completely transparent when it comes to their insurance and warranty policies. Should you have any issues following the completion of the project, contact the company with any questions. The company will have a specific process they follow when handling this type of service. At any reputable company, you will be their main priority and they should handle any dissatisfaction within a timely manner.

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Keep reading for more information.



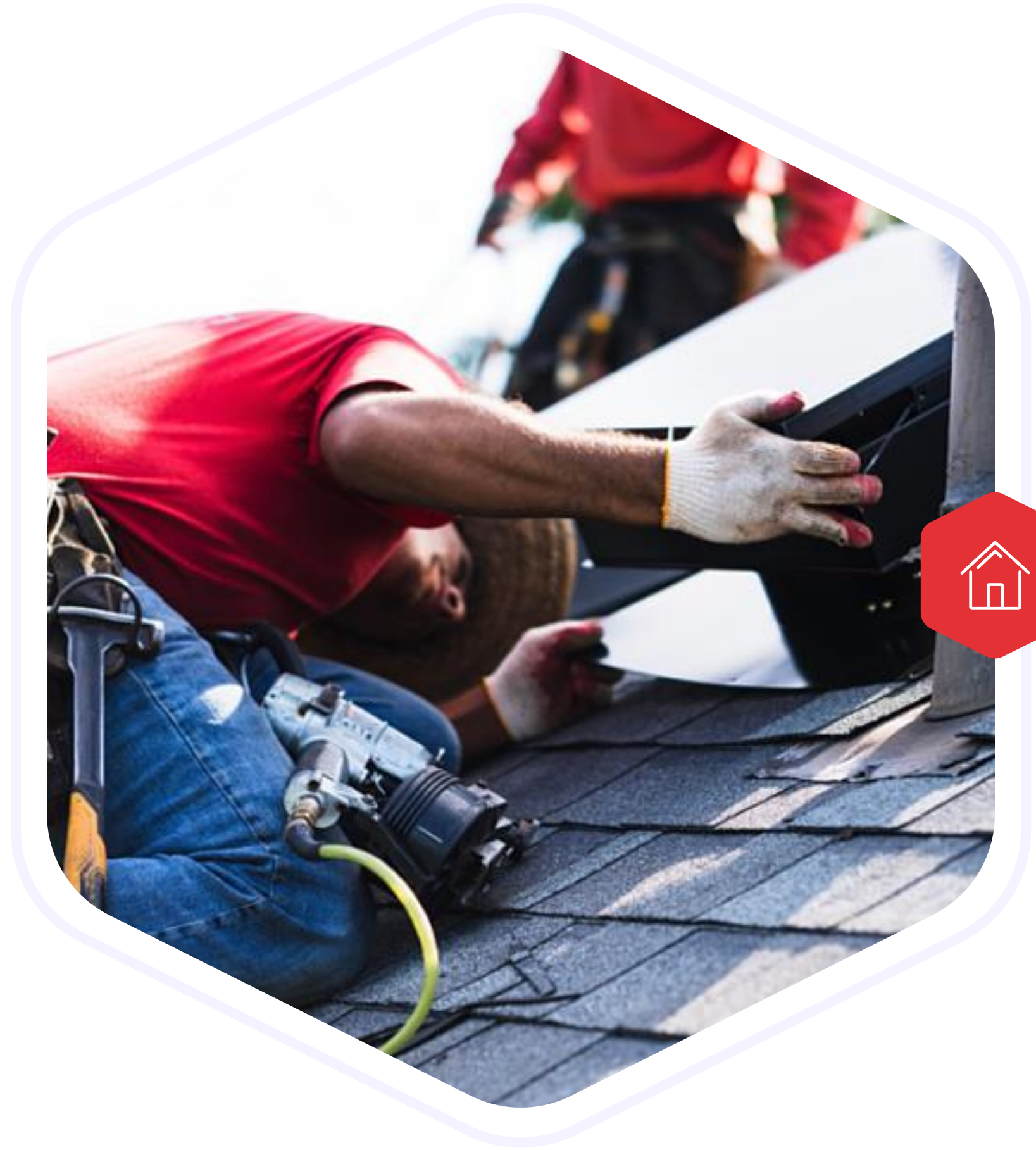
Roof Inspection Prep Guide for Homeowners

Your Next Biggest Questions...

- 01 How Can I Have the Best Roof Inspection with RoofCrafters? P. 6
- 02 When Can RoofCrafters Start and How Long Will it Take? P. 9
- 03 What Can I Expect from RoofCrafters Replacement or Repair Process? P. 12
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Chapter 1

How Can I Have the Best Roof Inspection with RoofCrafters?



How Can I Have the Best Roof Inspection with RoofCrafters?

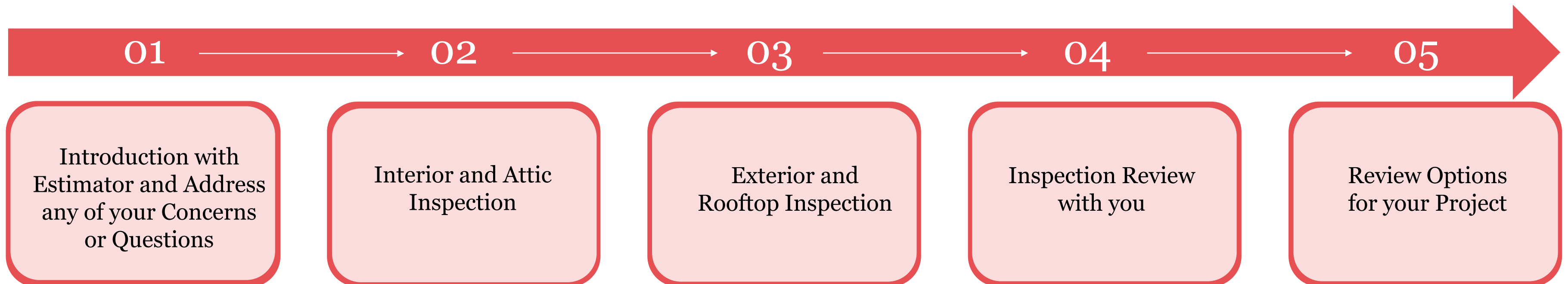
- ✓ Allow up to 2 hours for the assessment
- ✓ Make sure all key decision-makers are present
- ✓ Roof and attic should be accessible
- ✓ Don't be concerned about cleaning/tidying up
- ✓ Prepare your questions not answered in this guide
- ✓ Watch videos your estimator sends prior to appointment.



Be Prepared,
but Don't Stress...

How Can I Have the Best Roof Inspection with RoofCrafters?

RoofCrafters Roof Inspections Include 5 Steps





Chapter 2

When Can RoofCrafters Start and How Long Will it Take?



When Can RoofCrafters Start and How Long Will it Take?

Homeowners Want to Know When RoofCrafters Can Start...



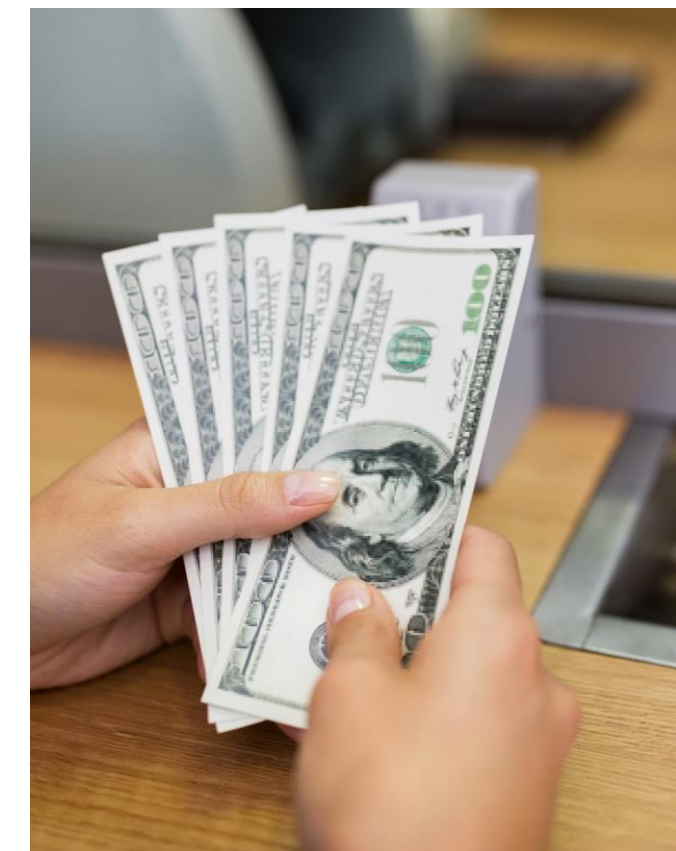
01

On average, work can begin 2 - 3 weeks after proposal acceptance.



02

Don't fret. It's important to remember that if your roof repair issues are not emergencies, it is safe for you to stay in your home until the necessary repairs are made.



03

A 40% deposit is required for any job.

When Can RoofCrafters Start and How Long Will it Take?

How Long Does a Typical Roof Installation Take?

- ✓ Average-sized homes can take up to 1 - 2 days.
- ✓ Larger-sized homes can take up to 2 weeks.

What About a Roof Repair?

- ✓ Average-sized homes can take up to 1 - 2 days.
- ✓ Larger-sized homes can take up to 3 - 5 days.

We will be more specific with the details during your roof inspections

Chapter 3

What Can I Expect from RoofCrafters Replacement or Repair Process?



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At Your Home, Above All Else...

“Our commitment is to provide you with the "RoofCrafters Experience", which is exceptional customer service, and high-quality repairs and installations that won't break the bank.”

- *Nicole Corson, RoofCrafters LLC*

What Can I Expect from RoofCrafters' Replacement Process?

Pre-Job Happenings

Believe it or not, we start working on your project before we even arrive at your home. In the weeks leading up to your project start date, we will complete and schedule the following tasks:

- ✓ Initial job acceptance and call so you know your job was received.
- ✓ Job is reviewed and approved by our production team to ensure the estimator communicated your specific needs and/or requests for your roofing project.
- ✓ Material order is placed and lead time is provided from the supplier.
- ✓ Field supervisor, lead foreman, and crew assigned to your job.
- ✓ A call to you to schedule the job.



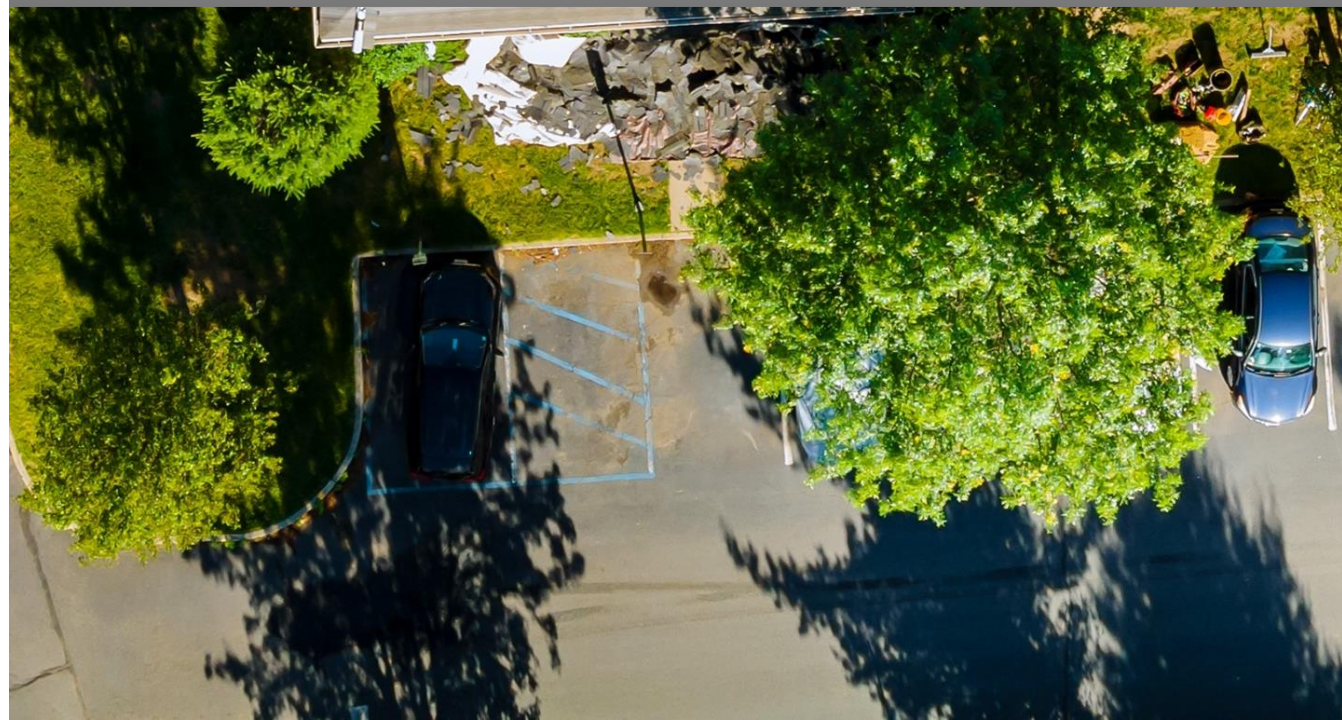
These aren't things you'll have to concern yourself with. We're just keeping you in the loop.



What Can I Expect from RoofCrafters Replacement Process?



What's The Big Idea?



Phase 1: Pre-Production

The first step in your roof replacement process is to have all of the required permits from your state and local building departments.

This may also include any special HOA (home owner association) or ARB (architectural review board) permits. Some community HOA's or ARB's regulate the type of roofing materials allowed as well as the colors you are able to select.

The permit process is in place to let your contractors know any specific material and installation requirements that are needed for your particular geographic area. We promise we're not just jumping through hoops for nothing.

The last thing you'd want after having a new roof installed is to later discover the material type or color isn't permitted in your community. Yikes! Having all permits in place assures you, your family, and your contractor that this won't happen.



Phase 1: Pre-Production

Setting Up Shop

The first thing your contractor will do when they arrive is set up your jobsite by moving items that could get damaged such as outdoor furniture, grills, and plants.

Your contractor will also ask you to move any vehicles out of your garage or driveway that you will need access to while the roof replacement is being completed.

This will keep your outdoor items or vehicles from getting damaged and give you access to your vehicle should you need to leave your home for any reason.

Staying Safe

One of the most important jobs your contractor has to do is make sure you and everyone on your property is safe. This requires setting your job site up with the right equipment.

First, the most important thing is to make sure no one gets injured on your property. Next is to make sure your property does not get destroyed during the tear off process.

The crew having the right safety equipment for your roof project along with the proper set up of barricades and tarps will ensure that the job site stays safe during the tear off process.

What Can I Expect from RoofCrafters Replacement Process?

Phase 2: Production Phase

Sayonara, Old Roof

During the tear off portion of the project, the roofing crew will use special tools designed to pry up the old roofing materials. The crew will go over your existing roof with one of these tools and remove all the old materials section-by-section to prepare the decking for your new roof installation.

The tearing off will also include removing the old components such as metal eave drip, underlayment, pipe boot flashing and any metal or plastic vents that may be on the old roof.





You've Got a Delivery

Your contractor will schedule the new roof material to be delivered the day your roof replacement starts. Coordinating the new materials to be delivered once the old roof has been torn off will keep your contractor from loading new material on your old roof that will have to be moved again to tear the old roof off.

This requires a little more effort and communication with the local supply house scheduling but saves both time and money. Depending on your roof type and the complexity, your contractor may choose to ground set the materials if it makes your roof replacement process run smoothly.

New Roof, New You

After your old roof is torn off and your new roof materials are delivered, your contractor will begin to install your new roof system. To ensure you get a high quality installation, they will follow all state and local building codes, as well as the roofing manufacturers installation requirements.

The roof will be installed section by section with all the roofing components that make up the entire roof system being installed in their correct order. Having both experienced installers and using quality materials will ensure that you get the most lifespan from your new roof replacement.



What Can I Expect from RoofCrafters Replacement Process?

Phase 2: Production Phase

Clean Up Time

After your new roof is installed, your contractor will start the final clean up. They will begin by cleaning all the debris from the new roof and gutters. Once the roof and gutters are clean, they will start cleaning the ground. You can expect this to take an hour or so depending on the size of your home.

The crew will remove all the tarps and pick up all the roofing debris from around your home and in your landscaping. Once all the debris is removed, the crew will run magnets to pick up the loose nails around the perimeter of your home. This usually needs to be done a few times to make sure any existing nails are picked up and disposed of.



Garbage Day

Most roofing materials that are removed during the replacement process will need to be taken to special construction dumps that are designed to handle all the different materials used in the roofing products, like the petroleum in asphalt shingles.

These materials need to be handled by labor to be put into dump containers and then transported by a CDL class driver. Once the job site is completely clean, your contractor will remove the dump container and clean around where it was positioned on your property.





What Can I Expect from RoofCrafters Replacement Process?

Post-production

That's a Good Lookin' Roof

After your roof has been installed and the property has been cleaned up, your contractor will have a quality control supervisor come out and do a complete walk through to double check for top-notch quality.

The supervisor will get on the roof and inspect the installation to make sure that you will be left with the highest quality workmanship possible for the materials you invested in. They'll be sure to double check the areas that are most prone to leak such as, chimneys, skylights, pipes, vents and around all roof to wall details.

What Can I Expect from RoofCrafters Repair Process?

The Pre-Start Checklist Includes...

Within the first 30 minutes of arrival, we will:

- ✓ Get to know each other better.
- ✓ Address any concerns you have about your project.
- ✓ Inspect all areas of concern inside your home and perform attic inspection.



What Can I Expect from RoofCrafters Repair Process?

Different types of roof damage call for different types of repairs. However, the general process always includes:



01

Assessing the damage

We'll pinpoint which part of your roof needs to be repaired.



02

Coming prepared

After the initial inspection, we'll come prepared to your home with the proper equipment and materials to repair your roof.



03

Starting and completing your project

We'll start and finish your project in a timely manner. Some projects may require more time than others.



04

Cleaning up.

Once your project is complete, we'll double check our work and clean up any areas affected by the repair process.

Just like that, we're out of your hair.



Who Will be Working
on My Home and How
Are They Qualified?



Our team of experts has more than 28 years of roofing experience



Nicole Corson, CEO



Dave Owens, Visionary Leader

RoofCrafters Team Leaders



**Mark Kane,
Tampa**



**Kyle Conaway,
Georgia & South Carolina**



**Kevin Mills,
Jacksonville**

Chapter 5

Will I Know How the Project is Going?

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How Will I Know How the Project is Going?

- ✓ RoofCrafters values communication, and keeping you in the loop throughout the duration of your project is important to us.
- ✓ Your field supervisor will communicate any issues that may arise that cause additional costs or delays.
- ✓ At the end of each day, we'll give you general updates and let you know how much longer the project is expected to take so that you can anticipate us getting out of your hair.



Chapter 6 What Makes RoofCrafters the Best?



What Makes RoofCrafters the Best?

RoofCrafters has the highest level of certifications available to provide you and your family protection long after your project is complete.

We own the details and educate you so you can make the most informed decision.

We use only the highest quality building products in the industry.

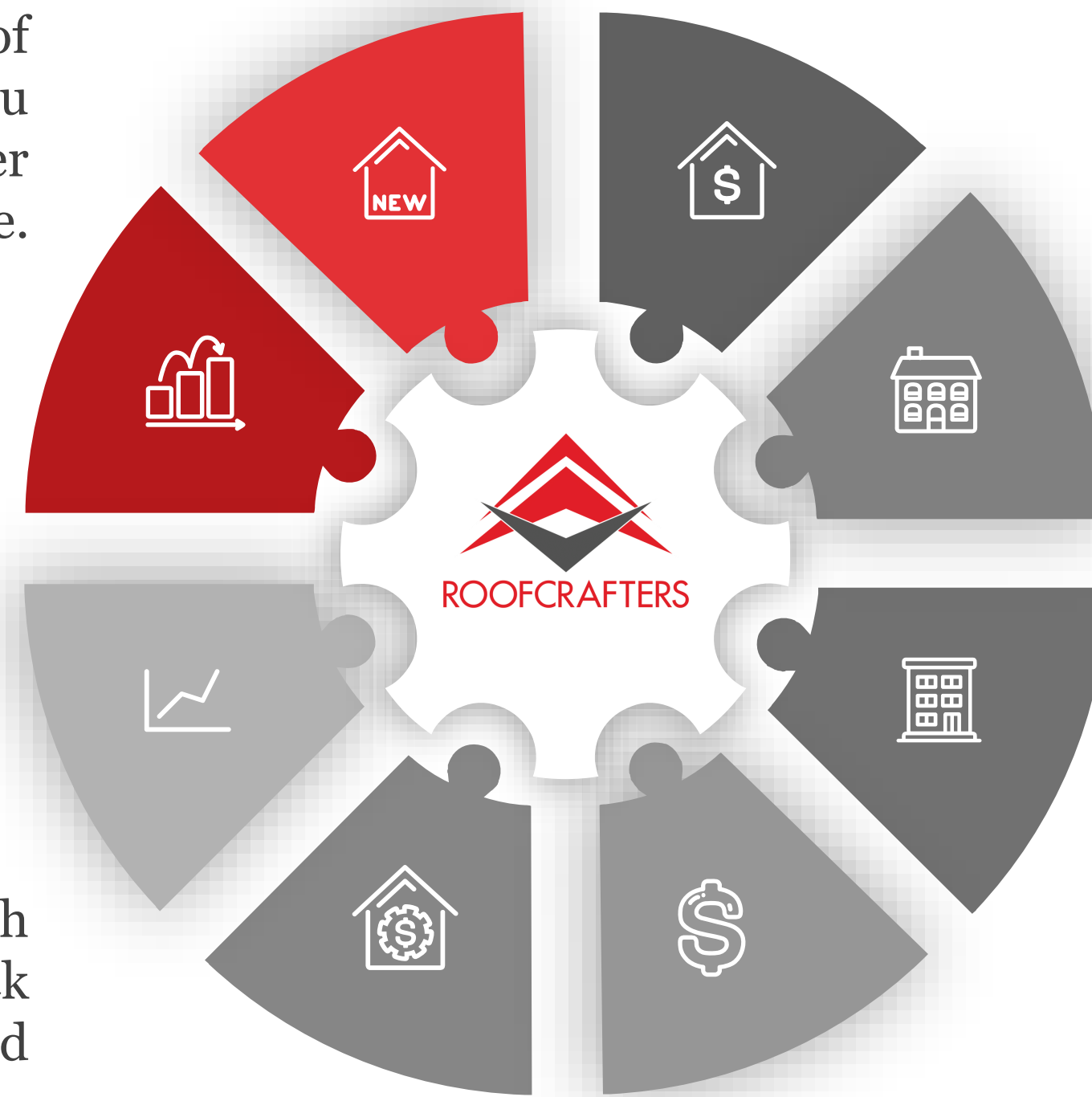
Once we complete your project you become part of the Roofcrafters family.

Our experts have 30 years of roofing experience.

We always keep an open line of communication before, during, and after your project.

Our team provides thorough inspections with honest feedback about your current roof condition and life expectancy.

We pride ourselves on cleanup and making sure you are happy with your investment.



What Makes RoofCrafters the Best?

Radiate with Passion

Own The Details

Operate at Our Best

Find a Way to Self Improve

Stay True to The Mission

When you work with RoofCrafters, you become instant family. A family that always has your back, and keeps your best interest at heart. One that radiates with passion to help others in our community.

When we're operating at our best, we'll complete your roofing project to the highest standards. What we strive to provide is the highest quality of work and installations, as well as customer service.

We are always finding a way to self-improve, whether that's gaining more experience, or paying special attention to our industry needs, we put in the work.

Our mission at RoofCrafters is to provide job opportunities for others to thrive and grow and make a meaningful impact within our communities.

Whether we're helping you with our roofing services, or you see us out in the community volunteering at charity events, you feel that warmth from us. We stay true to the mission.

Chapter 7

What's RoofCrafters Lifetime Warranty and Service Agreement?

What Warranties Does RoofCrafters Have?

What Warranties Does RoofCrafters Offer?

When you choose RoofCrafters, your roof will have warranties. There are different levels available and typically involve two types. These are known as:

- ✓ Manufacturer warranty
- ✓ Workmanship warranty

Manufacturer warranties are offered in the ballpark timespan of 25 years and sometimes more. Different manufacturers offer different warranties. These will be specific and unique to the homeowner and cover your roofing materials.

Workmanship warranties offer the homeowner protection for labor and installation. It essentially offers peace of mind, and lets you know that your roofing contractor stands by their work.



What Warranties Does RoofCrafters Have?

More about RoofCrafters Warranties...

RoofCrafters offers both manufacturer and workmanship warranties. We are certified by the top manufacturers in the United States, meaning we are able to provide top-level warranties to homeowners we work with.

Manufacturers hand-pick the companies that they wish to do business with. In fact, less than 2% of roofing contractors in the United States can offer the warranties that RoofCrafter's does.

Okay, so, this is a lot of information to throw at a person. We know! During your inspection, your contractor will explain the warranties that you'll be eligible to receive, how they work, and so on and so forth.



Chapter 8

When and How do I Pay RoofCrafters?



When and How do I Pay RoofCrafters?



Payment Terms for RoofCrafters

As part of our terms and conditions, we ask for a 40% deposit down.

Payment should be made easy. When your project is finished, the final payment will cover the remaining balance after deducting the deposit. Simply make your check out to RoofCrafters, and we'll be out of your hair in no time.

Chapter 9

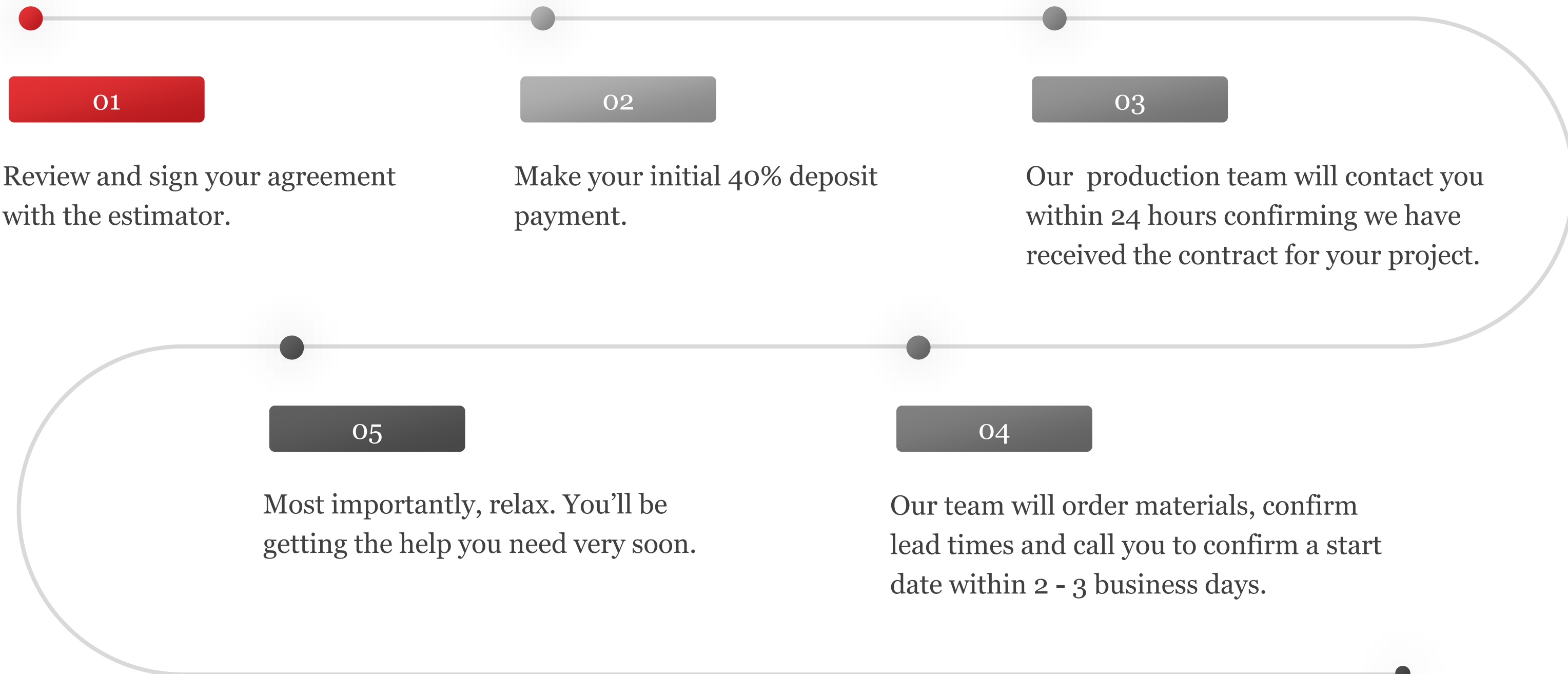
What Happens After My Roof Inspection?

How Do We Get Started?



What Happens After My Roof Inspection? How Do We Get Started?

What Happens After the Visit...





We Are Honored for
The Opportunity to
Earn Your Trust.

Thank You!

We recognize that with most products and services, you have an array of options available to you. The same goes for RoofCrafter's contractors in Florida, Georgia, and South Carolina.

We place the highest priority on your comfort level and satisfaction and want you to feel satisfied and knowledgeable about your RoofCrafters roofing project decisions.

Our mission is to provide you with exceptional roofing solutions, along with clear and concise communication to make for a stress-free experience.



*If you need to reach us before your roof inspection, give us a call at **(877)-676-6373***