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10

**Questions
You
MUST
Ask
Your
Contractor!**



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10 Questions You Must Ask Your Contractor!

Purchasing a new roof for installation is a big financial as well as an emotional investment.

It can also be a big investment of your time, especially if you want to be closely involved in the decision-making.

Knowing what to expect before the project gets started will help you better prepare for the process. Here are the 10 questions that you should always ask your roofer before starting a new roof project.

1. What is our schedule for our roof project?

A schedule is more than just a start and end date. Having a schedule that outlines tasks and timing will give you a big-picture view of sequencing and deadlines for things such as roofing materials delivery date as well as knowing (in advance) the completion date and what date will the workers arrive?

By having a Installation Project Schedule, it will give you a benchmark so that you know if work is being completed in a timely manner or if things are slipping by and the projected completion date will be late!



Don't start your roofing project without know what days and times workers will be on site.

2. Who will be here on the job site every day?

Depending on the size and structure of the company you hire, the answer could vary widely. Many roofing companies use a lead supervisor who is responsible for day-to-day work on-site, and often swings a hammer as well. Ask your roofing company direct questions about who will be responsible for supervising subcontractors (if any) on the job site and who can you call if you have any questions during the project.

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3. How will you protect my property?

This is a conversation best had before demolition, not after you come home and find dust all over the house and debris all over your yard. There are a number of dust-containment measures that can be taken, and talking about it ahead of time will provide you with a clear idea of how the construction area will be cordoned off from the rest of your home and how you'll be able to move around your home.

Sometimes, there's also the issue of roof access. It's helpful to remove any vehicles or pets or other items that may be exposed to the workers.

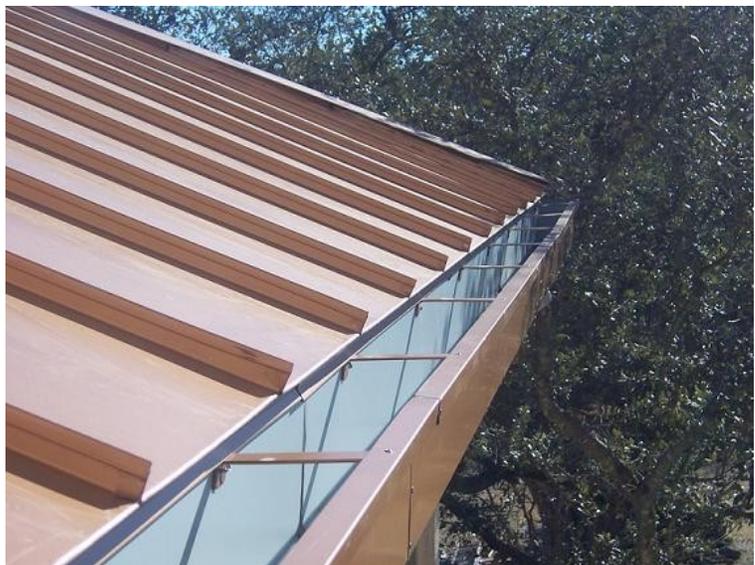


It's always better to know up front what is expected from the home owner and move and relocate any issues all at once and know that everything near the job site is safe and sound.

4. How will you communicate with me?

With every mode of electronic communication at your fingertips, you may have some ideas about how you would like to receive information about your project. Your roofing company likely has specific ways he or she likes to communicate, too — daily emails, cloud-based schedules or maybe just phone calls.

Make sure you understand how you will be contacted and receive updated information. If the contractor's format doesn't give you what you think you'll need, agree on a method and format so that you're not in limbo on a daily basis. By having weekly meetings at a specific time are an effective way to make sure you see your roofer in person to get your questions answered.



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5. What part of my project concerns you?

There's always something unknown about a new roof project, or an area that is most likely to trigger an immediate change order. Odds are, your roofer already knows what that is.

Talking about it upfront and running some worst-case-scenario numbers or doing some early, selective demolition to get more information could be the best way to get a handle on what may be ahead.



6. What will happen if there is a change order?

Change orders can be easily handled in your construction contract. A common way to document change orders is in writing, where the change in scope of work and the price are noted and signed by the client and roofing contractor. Some contracts also note the change in schedule, if applicable.

Make sure you have a plan in place to document the unexpected and expected changes that happen along the way.

7. How will you let me know I need to make a decision?

There are many ways to organize a list of decisions — from spreadsheets, to lists, to notes on a calendar. But all of these methods focus on the same outcome: giving you clear direction about what and when you need to make a decision on something. Asking for a list and deadlines will help you keep organized and ensure you are able to shop for materials and make the RIGHT decisions in time to meet your roofer's work schedule.



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8. How do I reach you after hours?

Knowing how to reach your contractor on an emergency basis is just as important as your contractor being able to reach you. Exchange all your numbers — work, cell and landline — so that contacting each other won't be a crisis in itself.

9. When do I need to be available to meet?

Even if you set up a regular weekly meeting, there may still be necessary additional meetings.

Most roofers will let you know as they progress, if they will need to meet with you during the project. It's also possible to have your architect or designer attend those meetings as well you are employing one.



10. What kind of documentation will I receive when the project is done?



Contracts frequently call out for end-of-project paperwork — lien releases, marked-up plans, copies of inspection reports, etc. But there may be additional items you will find valuable: a full set of photos before and after insulation, the warranty papers for type of roofing materials that were installed, (and a personal lesson about warranty and or the maintenance and care of your new roof), a list of subcontractors that were used (if any) and the roofing company contact info, etc.

Confirming that you will receive these things before you get started will help ensure that you will finish the new roof project with all the information you need.

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By asking these simple questions up front and before you sign a new roof contract, you will know that you have done your homework and will be pleased with the outcome of your New Roof!



Need a New Roof? You Have Options!
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