

How to choose the **Right Contractor?**

for your project

It's important to recognize that your projects success is not simply how many shingles, and how much labour, and the price you paid. It's in the preparation process before and after. You are trusting this to the contractor, and before you spend your hard earned money we strongly recommended that you read this guide book before beginning your **contractor selection process**.



Remember!

You are trusting your most expensive asset to a contractor who is **TEARING** the roof off of your home!

MOST COMMON BBB COMPLAINTS:



33%

of the time the contractor does not respond to complaint.



7%

of the time contractor

cannot even be found or contacted to request a response!



SOME IMPORTANT QUESTIONS TO ASK:



Are they using employees or subcontractors?

Insurance is very important. Subcontractors are not insured by the company. They may provide an estimate that **SAYS** they will only use fully insured sub-contractors, and even show a copy of the agreement their make their subcontractors sign. However, neither of these is a confirmation that the contractor is actually presently insured! This goes for manufacturer certifications as well!



Ask for proof!

Do not feel uneasy asking for this, as it is not unreasonable for you to be concerned. The professional contractor will be ready to have this information available. The true professional will appreciate that you are an educated customer that values the extra measures they have taken to protect YOU - the home owner.

This is the significant factor in the wide range of costs associated with your roofing project and therefore before calling any companies to do your estimate you have to decide if you wish to take all the risk and EXPOSURE to save a bit of money.

Most manufacturers have a certification program for their brand. To be certified contractors must pass product knowledge and installation tests, be informed on warranty terms, as well as part of the pre-screening process applicants have to meet strict insurance and workers compensation requirements.

Selection Guidelines for homeowners

Contractor Selection Checklist

- ☒ Check to make sure the contractor has a business address, and GST number. Most complaints about contractors come from Low bid, undercapitalized contractors.
- ☒ Insist on seeing the contractor's proof of WCB and Insurance - they should be willing and able to provide specific name and phone number of broker. Many home owners have been harmed by uninsured contractors!
- ☒ Check BBB, and see how complaints are resolved - complaints happen to the best company, how they are handled is more important.
- ☒ Insist on a detailed written proposal, not a price on a business card, and how they plan to complete the work, what materials they will use, complete descriptions of products and colors selected and payment terms. Communicate the start and completion date, and their plan for bad weather.
- ☒ Ask about local building code requirements and the builder's intent to adhere to those codes. Such as ice and water or ventilation.
- ☒ Ask the contractor about their workmanship warranty. The more common reason for leaks and problems with the roof have to do with the installation, and the warranty is predicated on the product having been installed properly and could void your warranty.
- ☒ Ask for References, and call them!

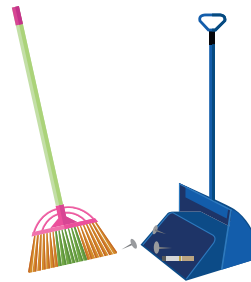
How to speak to references?



as the sales people, and if what the sales person promised is what the crew delivered.



Ask if the workers took special considerations to protect landscaping and the facade of the house.



Did they leave the home as clean as they found it? Were there nails and cigarettes left in the driveway



Was the price higher than the price they were originally quoted? And why?

Insurance Questions



How much "general liability" insurance?

Are you covered if the ladder falls on your car, or goes through a window?
What if your house, frame, or personal belongings are damaged by a roof leak?



Workers Compensation Insurance

This protects the contractor and the home owner if the worker is hurt on your property.
Roofers are **#5 on the list** for workplace related fatalities!

A Professional roofer is not going to be put off by these questions, the professional roofer will be proud of their accomplishments.



**SARGEANT'S
— ROOFING —**
YOUR HOMES BEST LINE OF DEFENCE