

Things to consider

When talking to your Roofer's References

Anyone who has been in business for more than a short time will have customers who are happy with his work and are willing to tell you about their experiences with the company. Likewise, they will also have a few (we hope a very few) where things just did not go right. (These customers will never appear on a reference list.)

The following is a list of things that professional roofers do that makes for a job that the consumer will be happy with. This list is not exhaustive, but it will give you, and the person on the other end some place to start. In any situation there are many variables that must be taken into consideration when talking about any and all of these situations.

- Did the contractor provide you with a detailed estimate showing all items to be repaired or replaced.
- Did the contractor show up when he was scheduled? (Taking into consideration the weather in the days preceding the scheduled start date, and any special order items that were delayed beyond the contractor's control.)
- Did the contractor complete the job in the time frame presented?
- Did the workers keep the jobsite relatively clean during the process?
- At the end of each work day, did the crew clean up the area before leaving for the day?
- Did the contractor adjust the schedule to protect against any damage due to changes in the weather?
- Was the roof protected from rain before the crew left?
- Did the contractor ask for money before completing the job.
- Did the crew take precautions to protect lawn and shrubs from damage during the work?
- Upon completion, was the site properly cleaned and all trash removed?
- Did the contractor provide you with a completion certificate along with a written invoice stating what work was done?
- Did the final invoice exceed the estimate? (Except for any hidden damage that you mutually agreed to.)