



H A V E N G C

What to Expect when Re-Roofing Your Home

Thank you for trusting Haven Roofing & General Contracting to re-roof and repair your home from the storm damage it has sustained. Our goal is to keep you satisfied through clear communication and excellent customer experience. Our experienced team will efficiently manage all aspects of your job in order for your new roof and other repairs to be completed as promptly and skillfully as possible. Our considerate crews are professional and take every precaution possible to insure a safe and damage free installation.

We make every possible effort to ensure you're re-roofing and repair experience as pleasant as possible. Many Homeowners don't realize that re-roofing a home is a major construction project and you should expect some minor inconveniences anytime that your home becomes a temporary construction sight. Therefore, we would like to make you alert of certain job-related situations that will require your attention and cooperation.

Signs

Visibly placing a company sign on your property is one of the first steps to re-roofing and repairing your home. We are proud of the work we do and like to showcase it.

Access to your home

It is not necessary for someone to be home during the installation of your roof or other agreed upon repairs; however, we will require access to the entire perimeter of your home. This includes access to your entire driveway to place pallets of roofing materials and to stage our waste receptacle to prepare to haul off old shingles and debris. Please relocate any and all vehicles, toys or other items that may restrict access, to the driveway area during construction. Your Contract price was computed based upon access to driveways, walkways, and/or side access yards for trucks and equipment while your project is being performed.

Additionally, we will need access to the entire perimeter of your home and adjoining yards to clean up after ourselves. Please have gates unlocked. For the protection of your lawn and a safer, cleaner work area we request that you not run any lawn sprinklers the day before the job starts and until we are finished.

All equipment used to remove debris including dump trucks/trailers and waste receptacles are all rated for residential application. **Haven Roofing & General Contracting is not responsible for cracked driveways or flat work due to the use of these vehicles.**

Children and Pets

Our foremost concern is the safety of your family. Realize that a construction job-site has inherent dangers present; therefore, keep all children away from the work area during the entire job. Your backyard gate will likely need to be opened and closed throughout the project; therefore, we highly recommend that dogs be placed inside your home during the project. In fact, boarding your pet reduces the stress on them with strangers banging, sawing, etc... in their territory, also eliminating the possibility of someone accidentally allowing pets out of the fenced in area. Haven General Contracting expressly accepts no responsibility if your pet accidentally gets out of any fenced in area once your project begins.

Your Attic

When we do a complete tear-off of a roof including old cedar shingles or rotten decking, some debris may fall through to the attic space. We recommend that you either remove or cover all contents that you may want to protect, especially valuables. In the event that you have house wiring draped (telephone lines, security alarm lines, and/or air conditioning lines) across the rafters, you will need to hire our handyman service or other service to rewire your attic. This is a violation of city code and a definite fire hazard. Any wiring work is not included in the roofing contract and will require additional funds to correct, whether using another contractor or us. We cannot be held responsible for ANY damages of incorrectly installed electrical lines, air conditioner copper lines, gas lines or plumbing lines within three inches of the decking.

Occasionally, heater, stove, sewer, or water heater exhaust pipes will be incorrectly installed; therefore, at times the pipes can become separated (Without the crew having any idea). So always have the crew chief or project manager check the pipe fittings upon completion of your job to assure that they are secure and functioning.

Noise, Vibration and Dust

Again, noise is an inherent aspect of re-roofing, even more so if re-decking. Prepare yourself and your family for the sound of continual hammering during the project. You may wish to plan for a day, or two if needed, away from home while the project is under way. This is not uncommon. Additionally, our crews typically start work very early and continue until dark in order to minimize the risk of an open roof to the elements.

Since several crewmembers will be walking around on your roof, you will also feel the vibration that occurs when they are removing old shingles, nailing, sawing, hauling and stacking roofing materials. We highly recommend that you remove all loose, delicate, or fragile items from your walls and wall shelves that are not firmly attached. Paintings or pictures, mirrors, clocks, fine china or plates, light fixtures, keepsakes, and figurines should be secured, because hammering will cause vibrations that may very well shake these items off the walls. If you are in doubt, take it down! We are not liable for damage to the same. Vibration may also create airborne dust to fall from the attic area through your air vents, light fixtures or other openings in your ceiling. If you or any family member is allergic to dust, is asthmatic or has reactive airway disease, make arrangements for alternate lodging during the installation process.

Circuit Breakers

Usually we utilize power tools during the project. If we do, we will need access to an electrical outlet. If there is not an outside electrical outlet available to us, we will need to run one of OUR heavy-duty extension cords to an interior outlet. Once we have completed your roof, double check your circuit breaker box to assure that no breakers have been tripped and are operating correctly. We will also need access to your circuit breaker panel in the event that a breaker is tripped and needs to be reset to continue using our equipment.

Satellite Dishes, Skylights, and Solar Panels

We will remove and reinstall any television antennas up to twenty feet in height if you request. If, in the case that you request as such, we cannot be held responsible for poor reception or any damage sustained during the process. ***During the installation you will experience an outage due to the removal of your satellite dish. Please contact your service provider to schedule re-installation of your dish. We apologize for this necessary inconvenience.***

In reference to skylights, take appropriate measures to protect your privacy while anyone may be on your roof. Additionally, many times we will be required to remove the skylight frame and Plexiglas to properly seal around skylights. Sometimes, the bedding and paint stuck to the skylight will crack. Drywall dust may fall through the opening. Take care to properly protect any household contents below skylights. Haven Roofing & General Contracting is not liable for the same since they are beyond our control.

We cannot roof around solar panels; they will have to be moved to properly roof under their location. Removal and reinstallation of any solar panels are strictly the responsibility of the homeowner and are not part of the typical roofing contract, unless stipulated in your insurance claim adjustment. We will handle solar panel issues for an additional fee as per your adjustment.

Delivery of Materials

When the materials are delivered to your home, we will have to place them in a convenient location for the roofer to access them. Typically, on one side of the driveway close to the dwelling.

Normally, we order more materials than we need to prevent any delays. In these events, any surplus material remaining on the job-site remains the property of Haven Roofing & General Contracting.

Outdoor Furniture, Potted Plants, etc.

Please remove any objects or articles from around the perimeter of your residence before the project begins. This includes outdoor furniture, barbecue grills, potted plants, clay pots, gardening equipment, bicycles, covering your pool, etc. Roofing debris (and rarely, even a bundle of shingles) may fall off your roof while the project is underway. No matter how careful our crews are, blooms and leaves may occasionally be knocked off plants, flowers and shrubs adjacent to the work area during the project. Unfortunately, a few nails and small pieces of felt or shingles may occasionally fall, hidden in your shrubs or grass. We do however make every attempt to get all the debris we can find, which includes running a magnetic nail bar over your lawn upon completion of your job. Use caution the first time you mow your grass after we complete your roof since a few nails may be missed. Trees can cause premature wear and tear on a roof if allowed to overgrow and scrape against your new roofing shingles. We will trim those limbs that limit our ability to do an effective, workmanlike job. If you are particular about the shape of your tree, you may want to contract with a tree surgeon or trim back any limbs yourself that may limit our access before the project begins.

Gutters

If your gutters are not being replaced, read this paragraph. Haven Roofing & General Contracting takes special care to protect your home and gutters from damage during your project. However, occasionally some minor scrapes may still occur to your gutters when our crews place their ladders against the edge of your roof. Gutter screens may come loose when we remove the old shingles.

Vaulted Ceilings

If the sheetrock/drywall attached to the vaulted ceiling roof rafters crack due to hammering or installation vibrations, this is beyond our control.

Decking and Rafters

Shingles will adapt to the shape of the decking that they are being placed upon and will show any imperfections that may be there. If your decking is warped, sagging or your rafters are not correctly braced, new shingles will **NOT** mask this condition. If you have a concern about your roof in regard to any of these pre-existing conditions, please address this with our representative prior to beginning your project. These matters are not included in a typical roof contract and additional expenses will be incurred to correct these conditions.

Inclement Weather

To further minimize risking your home to the elements, we always schedule re-roofing around the weather. We watch the local weather reports closely, and we make every attempt to not tear off more roofing than we can replace in the same day. In the event that it rains or threatens rain, your roof will obviously be delayed. Your understanding and patience are appreciated.

Breaking In Your New Roof

The warmth of sunlight seals a sealant strip the manufacturer places on the lower underside edge of composition shingles, which helps protect your roof from shingles being blown off in moderate to high winds. If the weather is cold or cloudy, additional time will be necessary to seal down the lower edge of these shingles. In such occasions, it is not unusual for the lower edge of the shingles to not lie down smoothly, giving your roof a 'ruffled' appearance. This situation will correct itself after a few weeks/months of warm days.

Final Inspection

After each re-roof, a job administrator will pick up excess material and perform an in-depth inspection. We routinely order extra materials over-and-above what are needed to complete the project so that there will be no installation delays in the event of under measurement. As stated before, these extra materials remain the property of Haven Roofing & General Contracting after the work is complete. But if in the case that there is a partially used bundle of shingles left over, we will be more than happy to leave that opened bundle with you for extras.

2 Yr. Warranty

A workmanship warranty for a period of two years will be given to you at the completion of your project. This guarantee applies to workmanship only; the manufacturer's warranty covers all materials. This guarantee includes all roof installations, with the exception of cedar shingles, cedar shakes, and low slope roofs less than 5/12 pitch. This warranty does not apply to partial roof replacement, any and all damages to said roof caused by any act of God, act of war, riot, civil commotion, fire, flood, tornado, or by the occurrence of any other event beyond the control of Haven Roofing & General Contracting, including, but not limited to damages caused by wind storm, lightning, hail, foundation settlement, material failure, warping or cracking of the rafters or roof deck, faulty construction of framing or other parts of the dwelling. If the roof is damaged by reason of any of the above, then this warranty shall be considered null and void for that occurrence.

We hope that this letter gives you some awareness of what to expect from us in reference to your roof job and offers you a heightened opportunity for a pleasant experience with us. Thanks again for your confidence in us.

Sincerely,

Haven Roofing & General Contracting
Management