



The Roofing Process

Everything you need to know – from getting a fair estimate to clean up and warranties.

If you're not a roofer, it can be hard to tell a bad roof job from a professional one. Most of the time, problems with installation or short cuts taken to save time and money don't show up immediately. By then, some roofers aren't in business, much less able to honor the workmanship warranty.

Whether you're ready to reroof now or you're getting an estimate to help with planning and budgeting, we're sure you will find this information useful. The more you know about the roofing process upfront, the fewer problems you'll have down the road.

THE ROOFING PROCESS FROM START TO FINISH

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Getting an Estimate

Never pay for an estimate. Question the motives of any roofer that charges for an estimate—no legitimate company will. Signature Roofing’s estimates are free, no obligation.

Know who will be coming to your home to measure your roof. This is a safety precaution since most roofers require the homeowner to be present.

Before allowing any contractor on your property, at a minimum you should confirm the following:

1. The contractor license is valid and in good standing, and that the name of the individual coming out to do the estimate is shown either on the personnel or salesperson list on the Consumer Affairs Department website. All this information can easily be checked at:

<https://www2.cslb.ca.gov/OnlineServices/CheckLicenseII/LicenseDetail.aspx?LicNum=686668>

2. The contractor is a longstanding BBB member with a good track record. You can verify this at:

<http://www.bbb.org/greater-san-francisco/business-reviews/roofing-contractors/signature-roofing-in-belmont-ca-63777>

You can have confidence in Signature Roofing, as we have hundreds of references from satisfied homeowners in your area and are in good standing with the BBB, the Contractors State License Board and the City Building Department. We are bonded, insured, and covered by workers compensation coverage. Our rating with the BBB is A+. We have been a BBB accredited business since 1993 and have an excellent, complaint-free record.

We do our estimating a little differently. Our owner, George Belden, and Assistant General Manager, William E. Cotter, personally oversee all estimates. We assure you that there will be no hard sell tactics and that we will give you a competitive price delivered in a professional, written estimate that’s typically valid for 21 days or longer if manufacturer prices don’t change.

Between work and family, you have a busy schedule. That’s why we don’t insist that you are present for the estimate. We recognize it’s not always possible for you to be present, and we want to make the



We use satellite technology and aerial photos for a more accurate quote.

process easy and convenient for you. When you schedule your appointment, we will get the information needed to create your estimate.

Instead of leaning ladders against your house and walking on your roof, we use aerial photos and satellite technology for more accurate measuring and quotes. Plus, it protects your roof. Be aware that some estimators can actually damage your roof in the process of measuring and estimating.

- Walking on your roof causes old, brittle shingles to crack and leak.
- Leaning ladders against gutters scratches and dents them.
- Pulling back flashing loosens it, creating leaks.
- Not to mention the potential for a lawsuit if someone falls off.

Caution: Don't let *anyone* on your roof unless you're 100% sure you'll reroof before the next rainy season hits.

Always check references and take the time to drive by homes that were roofed using the materials you're considering. Roofing materials look differently on real homes than they do in a brochure. Our estimates include a list of the many homes we have roofed in your area so that you can see the roofing materials and colors options in the "real" world.

Factors Impacting Cost

An accurate roof quote requires your contractor not only to measure your roof to determine square footage for materials, but also to account for any details that require above average labor. These conditions differ from roof to roof. A reputable estimate takes into account:

- Bad access for roof removal. For example, if the roof removal truck cannot back up directly to the house, the old roof will need to be dropped to the ground and walked to the truck. This involves more labor.



Conditions of an existing roof and gutters impact the cost of a new roof.

- Bad access for roof loading. A delivery truck with a 30' conveyor can load the materials on most homes, but sometimes loading by hand is required and involves more labor.
- Steepness of roof. The steeper the roof, the more labor required for roof removal, loading, installation and clean up.
- Intricate design details, such as roofs that slope toward walls or create a trough-like situation.
- The number of existing roof layers. Homes in our area usually have one or two layers of existing roof that need to be removed before reroofing.
- Required installation of solid wood decking under your new roof. Unless you already have a solid deck under your existing roof, it's likely that 4'x8' sheets of decking will be needed for proper installation.
- Low slope areas that require special underlayment because water can't drain fast enough due to insufficient roof pitch/steepness.
- Excessive intersections. These require more material, metal flashings and installation labor. They are known in the industry as a "cut up roof."
- Number of chimneys and skylights. They will require custom made flashings.
- Number of roof stories to the home. Multiple roof levels require more labor because of wall to roof intersections.
- Condition of gutters. Gutters tend to last longer than roofs, so homeowners sometimes choose to reuse existing gutters.
- Whether or not your chimney has a spark arrestor. Cities require that a spark arrestor be installed on chimneys whenever a roofing permit is obtained.
- Whether or not your garage has a ceiling or another story above it. If not, arrangements need to be made to tarp the inside of your garage to minimize roof debris falling into the garage during the removal process.
- Choosing a roof material that is heavier than your existing roof requires evaluation of any structural upgrades that may be needed to hold the additional weight. This is usually only

an issue if you are considering tile or concrete shingles, which are rarely used for reroofing in our area.

- Any air conditioning units, swimming pools, or sensitive landscaping that needs special and additional protection.
- Any other unusual details specific to your home.
- And of course, the type of roofing material to be used.

What to Look for in a Written Estimate

Professional roofing companies will provide a written estimate. Some illegitimate roofers may give a verbal quote that's only good for a few days. They may pressure you to accept the estimate on the spot. Don't do it. They may not be licensed and don't want to leave a traceable paper trail for whatever reason.

"Originally we were very impressed with the content of your proposal compared with other bids we received. Your workers were friendly and professional and asked if we had questions every time we saw them."

C. Varner

A reliable company that does excellent work will reflect quality in everything they do, including estimates. The quote provided should always be a written document. At a minimum, your estimate should detail the following:

- **City building permit:** A permit should be obtained and paid for by the contractor. Homeowners should never obtain the permit, as this exposes them to all types of legal issues regarding employment, workers compensation coverage and individual lawsuits. A contractor who wants you to obtain the permit is waving a big red flag that something is not right.
- **Liability insurance and workers compensation coverage:** Your contractor should carry and provide proof of adequate coverage. The Contractors State License Board requires all contractors to provide owners written documentation for confirming liability coverage or to clearly disclose that no liability coverage exists (also referred to as "self-insured" by contractors lacking coverage). Lack of coverage exposes the homeowner's assets to any claim arising from bodily harm, death, or property damage that might occur during the roofing installation or later. (Calif. Bus. & Prof. Code 7159.3) (SB 2029)

- **Garage interior clean up:** The contractor should explain in detail how they intend to minimize and clean up any roof debris and sawdust that falls into your garage. See Removing Your Old Roof for more information on this topic.
- **The number of existing roof layers:** Try to determine the layers to be removed prior to reroofing. If unsure of the number, the quote should also state the amount to be charged if another roof layer is encountered.
- **Dry rot:** Clearly state how you will reimburse the contractor for the cost of replacing any rotted lumber. Although you may see some dry rot on your overhangs (called eaves) from underneath, most dry rot cannot be detected until the roof is removed. For this reason, you need to either have a price per lineal foot or some understanding as to the time and material rates that will be used if dry rot is found after removing the roof. Use caution if a contractor says he will replace dry rot free of charge, as this provides an incentive to turn a blind eye toward questionable overhangs. Most cities now leave it up to the contractor to inspect for dry rot. In such cases, the city inspector never sees the overhangs before the new decking covers it up. See Replacing Dry Rot for more information on this topic.
- **Installing new solid decking:** The estimate should include whether new, solid decking will be installed or the roof will be installed over existing decking or no decking at all. New decking is usually exterior grade plywood or oriented strand board (OSB). See Installing New Decking for more information.
- **Underlayment type and weight to be installed:** Most roofing material will allow some water to penetrate, so some form of leak barrier is required under roofs. Most manufacturers recommend a minimum of 15 pound felt (also referred to as A.S.T.M., tar paper or roofing membrane), but most contractors will spend another \$150 to \$200 and install 30 pound felt (twice as thick and twice the protection) for peace of mind. 30 pound means that 100 square feet of felt coverage will weigh 30 pounds. See Installing Asphalt Roofing Shingles for more information.
- **Flashings:** All pipe penetrations (flue pipes for water heaters, furnaces, kitchen hoods, and plumbing vents for sinks, toilets, etc.), chimneys, skylights, roof-to-wall intersections and inside corner roof intersections (valleys) will have sheet metal flashings. All flashings should be painted to match the roof. See Installing Asphalt Roofing Shingles for more information on this topic.

- **Venting:** Venting hot air from the attic through the roof is accomplished using an approved method. See Installing Asphalt Roofing Shingles for more information on this topic.
- **Gutters:** Gutters should be clearly identified as being replaced or that the existing ones and downspouts will remain and be reused. See Replacing or Reusing Gutters and Downspouts for more information on this topic.
- **The final clean up:** Clean up should be detailed and included in the price. Confirm that the contractor's idea of a thorough clean up matches your expectations. See The Final Clean Up for more information on this topic.
- **Payment terms:** Ideally, the contractor should require payment only upon the completion of your roof. A roof rarely takes more than a week to complete, so unless your roof is unusually large, we do not ask for any payment upon start or delivery of material. Withholding payment until completion of your roof should give you greater confidence in your contractor because it indicates his confidence that expectations have been clearly communicated between you. By law, a deposit cannot exceed 10% of the agreement or \$1,000, whichever is less. Never pay more than \$1,000 as a deposit, and we would encourage you not to pay any additional amounts until your roof is completed. For 95% of the roofs we do, we only ask for a \$100 deposit at signing and will invoice you for the balance upon completion. See Final Payment and Warranties for more information.

Scheduling Your Roofing Job

It takes three to four days to reroof a typical home in San Mateo and Santa Clara counties if your contractor properly schedules crews and deliveries. The three trade crews involved are roof removal, roof installation and gutters. The two vendor deliveries are sheeting and roofing shingles. And there's the delivery of items for unseen details like dry rot replacement lumber. In addition, your roof has to stay on schedule to coincide with two or three required city inspections. A well-trained roofing crew knows how to install a quality roof, but they can only finish a timely completion when the boss is on top of the entire scheduling process.



It takes three to four days and three crews to reroof a typical home.

Signature Roofing specializes in reroofing single-family homes, and the occasional duplex or triplex. We have fine-tuned the scheduling process and communication with the homeowner. Nothing beats the experience of having installed nearly 5,000 roofs for homeowners over the last 25 years to ensure we can accommodate any number of circumstances. Of course, it helps that the same roofing crews have been with us along the way, and they know what to expect and when to expect it. Our installers are Signature Roofing employees, not contract laborers. Several of them have been with us for over 15 years. That's incredible considering the roofing industry's turnover rates.

Removing Your Old Roof

Removal of an existing roof is a messy and noisy process. If your garage doesn't have a ceiling, arrangements will need to be made to tarp your garage. This will minimize the amount of debris that falls into your garage.

Once the garage has been covered, we ask that you not open your garage door because it may knock down the tarps. Each garage calls for a different method of tarping. The primary goal here is to catch most of the debris from the roof removal and sawdust from the cutting of solid decking being installed. After the solid decking is installed, we can remove the tarps and use a blower to clean out debris that the tarps did not catch.

It's a given that you don't want your car, any items you want to protect from heavy dust, and children's toys (you never know what they might put in their mouths) in the garage. If your washer and dryer are in the garage, you might want to do a few loads of laundry before we cover things for a couple of days.

The driveway should be kept clear so that we can back our roof removal truck up to the house. Even if your driveway is extra wide, you don't want to park your car there because of the potential for nails in your tires, debris falling on your car and a trip to the carwash. It's best to park your cars on the street until the roof is completed. The truck needs a clear width of ten to eleven feet and overhead clearance of approximately 14 feet. Sometimes big tree branches create a problem, and some contractors have been known to cut down branches without so much as a discussion with you. Rest assured we would never do this.

Many contractors will advise you to remove your pictures from the walls, chandeliers from the ceiling,



Removal is messy and noisy, but we go above and beyond to keep it to a minimum.

knickknacks from shelves, etc. With nearly 5,000 roofs under our belt, we have never heard a customer say that anything fell off their walls or shelves. It seems like a lot of work to take down things to prepare for a problem that we have never experienced. Just use common sense and protect any item that you would be upset about if it broke.

While the roof is being removed, it may sound like a herd of elephants running across your roof. Consider going somewhere else for about two to three hours once we start removing the roof to avoid this noise altogether. Don't forget about the stress this noise may cause your pets, and plan accordingly. Some pets take it in stride, while others need to be boarded for the entire roofing process. If you need to make special arrangements for your pet, please let us know and we will do everything possible to speed along your roof installation. If we use a double crew, we can sometimes be done in two days.

Customers often ask about protecting their landscaping and plants. Any debris that falls off the roof during removal is usually small and light and does no more than break small branches on bushes. If you have a paver driveway or some other form of decorative driveway, we will need to cover it with plywood to protect the surface. If you have a swimming pool, close the pool cover. If you don't have a cover, make arrangements with your contractor to tarp the pool. Roofing debris has been known to stain pool plaster finishes.

Replacing Dry Rot

Once your old roof is removed, an inspection for rotted lumber or visible termite damage will usually reveal any lumber that needs replacement. In our area, rot under the roof is rarely of a structural nature that weakens the integrity of the framing. Most often, the rot is on the first board of your roof overhang adjacent to your gutters.

Dry rot needs to be removed and replaced with new lumber so that it does not continue to spread. Although you may see some dry rot on your overhangs (or eaves) from underneath, most dry rot cannot be detected until the roof is removed. Because the extent of rot cannot be determined until the existing roof is removed, any lumber replacement will result in an additional charge, as it cannot be seen and priced before the roof is removed. The charge for dry rot replacement is usually the only



Dry rot is one of the few things that cannot be seen until the shingles are removed.

additional cost to a fixed price estimate. The majority of homes we have reroofed have had little, if any, dry rot.

The most economical lumber to use is #2 knotty pine, which has knot filled holes and comes unfinished. However, most of our homeowners choose to replace rot using a knot-free, pre-primed pine. Since you can't see the replaced lumber unless you raise your head and look at the underside of the eaves, most homeowners just leave the lumber pre-primed until the next time they paint the house.

Installing the New Decking

Once any unexpected rot has been replaced, the roofing process continues with the installation of solid decking. In our area, the majority of homes have what is called "skip sheeting" under the roof. Skip sheeting is a row of approximately 6" wide lumber, every other course or row. It "skips" a row – hence the name skip sheeting. This skip sheeting was used as a nailing surface for the original shake or wood shingle roof. If you have an existing composition roof, it was often installed over the original wood shingle.



Asphalt shingles must be installed on a solid surface.

Installation of a new asphalt shingle roof requires a solid surface underneath. This is accomplished by installing either 4'x8' sheets of plywood or oriented strand board (OSB) over the existing skip sheeting. It is important that the edge of a new sheet land on top of the existing skip sheeting. Otherwise, the roof will have a weak spot. Additional skip sheeting should be added, as needed, to avoid this problem. The majority of our roofs are installed using sheets of OSB, which has attractive benefits such as minimal expansion and contraction, and no delamination. A few owners prefer plywood, as they believe it will dry out better if it gets wet from a roof leak. However, choosing plywood brings the risk of delamination, which causes a bubble to develop in the new roof. Most of the time, OSB and plywood are close in price, so the choice of one over the other is a personal decision.

The 4'x8' sheets are attached using 2" long staples or 8-d nails (2.5" long nail). A staple or nail is needed every 6" on the perimeter of the sheet and every 12" on the interior of the sheet where it sits on top of a rafter. We use 2" long staples with a 1/2" wide crown that holds tight and hard without splitting the wood. Some owners prefer nails instead of staples, and that option is available at no additional cost. However, we find that nails don't hold as tight and are easily overdriven into the sheets. Most cities will have the building inspector check for proper fastening (number of staples or

nails, spacing, proper penetration – not too much or too little) and for adequate gaps between sheets for any expansion and contraction that may occur (usually only an issue with plywood). All exposed edges of sheeting must be covered with L-shaped flashing. See Replacing or Reusing Gutters and Downspouts for more information on flashing.

Replacement of rotted lumber and installation of solid decking usually requires the use of a small compressor for the nail /staple guns and a circular saw. Ideally, we need access to two standard 110-volt outlets on separate electrical circuits. If you don't plan to be home (we don't require you stay home while we roof), please leave the side door to the garage unlocked so we can access garage electrical outlets if we have any problem with exterior outlets.

Replacing or Reusing Gutters and Downspouts

Often times, existing gutters are in good shape either from having been replaced recently or because of excellent maintenance. In these cases, it is common to reroof while leaving existing gutters in place. To avoid damaging them, we don't remove and reinstall them. If your gutters are in relatively good shape but need minor repair, we can also provide this service.



Aluminum downspouts can be easily molded to fit any curve or structure on your home.

When existing gutters are reused, we install the new solid decking flush with the rear top edge of the gutters. An L-shaped flashing called edge flashing or nosing is installed at this intersection in order to seal the joint between the gutter and the top of the sheeting. We order this flashing with a pre-painted factory finish in either charcoal or brown, depending on the roof color you select. We find this factory finish holds up much better than leaving exposed metal or using a can of spray paint.

As an asphalt shingle roof allows gutters to be easily installed at any time, you have the flexibility of replacing your gutters at the same time as your roof or waiting until a later date. If you're reroofing with shake, metal or tile, it will be more difficult to replace the gutters without damaging the roof once the roof is installed, so you will likely want to replace your gutters, even if they have another 10 or 15 years of life.

For new gutters, at least 95% of our customers choose pre-painted extruded gutters, but you can still get the galvanized field soldered gutters that require painting. The soldered gutters are a slightly thicker metal and are not extruded by a forming machine. Either type of gutter may dent when you

lean a ladder against them if they have not been properly braced with attachment straps. These straps stiffen the gutter opening at the top. The extruded gutters are available in either galvanized steel or aluminum, come with a factory baked-enamel finish on the inside and outside of the gutter, and are available in 25 different colors. You may choose a separate color for the gutters and the downspouts. The steel and aluminum gutters are usually the same price, but aluminum is a much softer metal. Although the extruded aluminum gutter generates less wear and tear on the gutter-forming machine, we prefer the extruded steel gutter, as it is stronger than aluminum for the same price. However, some owners comment that they hear the rain water flowing through their gutters and downspouts more when they have steel gutters and downspouts. If you are sensitive to this type of noise, then you may prefer the aluminum gutters and downspouts which are less noisy due to the softer aluminum metal.

The downspouts (the vertical portion of your guttering system) are also available in steel or aluminum. The aluminum downspouts have vertical corrugated ridges (to strengthen the soft metal) and have curved instead of angled bends. The aluminum downspouts come pre-fabricated and cannot be customized for any special turns or angles such as dropping into an underground drainage system. The steel downspouts can be customized for almost any situation and have smooth flat surfaces. They don't need corrugated ridges for strength. Both types of downspouts come pre-painted in 25 colors. The color you choose can be different from your gutter color. For instance, owners often try to blend the downspout in with their exterior color or to match their window trim. Sometimes it is possible to replace your gutters and to reuse your existing downspouts, which is not a bad idea if they are in good condition and already match your exterior paint scheme.

Gutter covers are also available if your gutters and downspout have been clogged. If you have minimal debris that fills your gutters or only deal with the issue of clogged downspouts then downspout strainers may be all you need. The strainer plugs into the interior outlet of the gutter to prevent larger debris from clogging the downspouts. There are a wide variety of gutter covers options on the market today. The pricing of gutter covers can vary greatly depending on materials used and their durability. Most gutter covers are not 100% maintenance free as you may have to periodically clear debris off the top of the covers or remove sections to clean micro debris that may fill the openings.

Additionally, if your downspouts tie into an underground drain system, you need to remember to have the underground drain periodically snaked by a plumber in order to keep the drain clear.

Installing Asphalt Roofing Shingles

Once the solid decking has been installed, roof shingle installation begins. This process involves installing new metal flashings, roof underlayment, and finally the asphalt shingles.

Flashings are installed for all pipe penetrations (such as flue pipes for water heaters, furnaces, kitchen hoods, and plumbing vents for sinks, toilets, etc.), and rubber collars are placed over plumbing vent pipes to seal between the actual pipe and the flashing. All flashings are painted to match the roof. Chimneys and skylights require their own flashing (saddles), as do any roof-to-wall intersections.

The entire solid deck is covered with a waterproofing underlayment as a leak barrier. Most roofing material will allow some water to penetrate, so some form of leak barrier is required under roofs. Most manufacturers recommend a minimum of 15-pound felt (also referred to as A.S.T.M., tar paper or roofing membrane), but most contractors, including us, will install a minimum of 30-pound A.S.T.M. felt underlayment. In leak prone areas, where two roof planes come together known as a hip for an outside corner or as a valley if it's an inside corner, we will double the felt. Also, since valleys have the highest concentration of water during rain, we install a metal valley flashing for added protection.

Eyebrow vents, also known as O'Hagin roof vents, are installed. Homes and roofs today are much better sealed and restrict heat from the sun and steam from cooking, showers, etc. from escaping the home. Although it is usually a simple procedure, it is very important that the attic have inhalation venting to allow outside air to enter near the low point of the roof and exhalation venting to allow attic air to escape near the top of the roof. During the winter, this venting also helps to prevent condensation from forming in the attic. Most homes can rely on eave vents for inhalation and eyebrow vents for exhalation. Other, newer methods or products for venting (but with less of a track record) are available for unusual situations such as vaulted ceilings with no attic space.

The shingles themselves are installed with an overlap. The top shingle overlaps the lower shingle to always keep water on top of the shingles. We use four to five nails per shingle and add an extra nail in high wind areas. Per the manufacturer and most local building codes, the nail is required to be 1.25" long. If you look in your garage or attic, you will see the penetration of the nails from underneath— this



We use 30-pound A.S.T.M felt underlayment for superior leak protection.

is normal.

The peaks or ridges of your roof and the hips will be sealed with a special high definition ridge material to give your new roof a finished look with added dimension. All exposed nails must be sealed with a quality sealant. There should be very few, as most nails are covered with a shingle. If needed, a universal spark arrestor will be installed on your chimney to pass the final city building inspection. If a universal spark arrestor will not fit, we can often fabricate a substitute out of ½" mesh wire.

The Final Clean Up

A poorly installed roof may not be obvious until there's a leak or other problem. But a lousy clean up job is immediately noticeable.

A good contractor knows this, and does not skimp on the final clean up. Yes, during the course of reroofing, it might look messy, even if you have daily clean ups. However, when the roof is complete, you should not find any debris on your property. In short, the only tell-tale sign that your roofer has been there should be the new roof itself. This means all debris and any excess materials are to be removed from the roof, the grounds of your property and the garage. A thorough clean up will usually require the use of a blower for small particles and a magnet sweeper to pick up any nails and staples. Thousands of nails and staples are removed or installed during the roofing process, and it is only natural that some will fall to the ground and create a hazard for people and car tires.

Unless you have a walk-in attic with a wood floor, any debris that falls into your attic crawl space will remain there. Since most homeowners rarely go into their attic crawl space, it's an out of sight, out of mind issue. Cleaning an attic crawl space is almost impossible, as debris usually mixes in with your attic insulation. Walking or crawling on a ceiling joist can create cracks in your ceiling. For these reasons, it's better to leave it alone. If you are really bothered by the thought of debris in the attic, then you will need to try to find someone to tarp your attic interior prior to the roof removal.



Insist on using a magnet roller during clean up to protect your car tires and your family.

Final Payment and Warranties

Since the reroof of a home rarely takes more than a week, we think it is reasonable and efficient to bill the owner only once, upon roof completion. Your invoice will be mailed to you a few days later. This gives you time to make sure you're comfortable with the finished job. We've heard of roofers pounding on doors demanding payment before the crew leaves your property. That's plain unprofessional. For 95% of the roofs we do, other than the deposit upon signing, we do not ask you for any payment until the roof is complete.

"Needless to say, step by step, was very organized, on schedule and you kept us posted. Very impressive. You have a great crew and we are very pleased with the outcome of the roof. It looks great."

J & T Cutajar

Let the contractor know immediately about any items that need attention. These items should be dealt with quickly. Also, make sure that the city inspector has signed off on the final inspection. Just call the City Building Department and they can let you know over the phone if your roof passed final inspection. If an outstanding item cannot be legitimately dealt with for a matter of time—even if it is holding up the final inspection—make only a partial payment and retain an amount that will ensure your issue is resolved.

If a contractor demands a payment for material upon delivery, insist that the payment be made directly to the vendor providing the material or ask for an unconditional waiver and lien release from the vendor. If you pay the contractor directly, he may never pay the vendor, and you will be on the hook to that vendor. The vendor will have the right to place a lien on your home. Established contractors in good financial health will have accounts with their vendors and will not need to ask you for a payment upon delivery of material. They have sufficient funds to cover material purchases until your roof is finished.

Our payment schedule is very customer friendly and is clearly spelled out in our agreement with you. For 95% of the roofs we do, we only ask for a \$100 deposit upon signing, and we mail you an invoice for the balance upon completion of your roof. In most situations, we allow you to cancel the agreement at any time prior to starting the roof removal process and will refund your \$100 deposit. Two exceptions are if we need to custom order material that is not normally carried in inventory or if we have already obtained your roofing permit.

Before making your final payment, obtain the manufacturer's warranty registration card along with your contractor's signature, which is often required. The contractor should have filled out the technical questions on the warranty registration card. Manufacturer material warranties now state they are

lifetime. Most manufacturers' warranties are transferable, for a small fee, to the new homeowner. This is good for resale value.

The contractor should provide in writing his limited workmanship warranty. Insist on a ten-year workmanship warranty, as almost any leak will be considered a latent defect that must be covered for ten years under California law. Also insist that the contractor's warranty be transferable to a new homeowner. Again, good for resale.

Carefully review the workmanship warranty. Often times, it contains pages of legal jargon designed to put the risk back on the buyer. Very seldom do they contain specific language as to what is included in the repair, what dollar amount the contractor is responsible for paying to repair damage and any interior problems caused by a leak or other defect.

Signature Roofing's workmanship warranty is very clear with as little legal speak as possible. We will repair any leak at no cost to you and pay up to \$5,000 toward the needed repairs of any sheetrock, painting and insulation. And this is how we've earned the trust of nearly 5,000 customers. It's evident our warranty contains almost no disclaimers compared to others. We're confident our crew does a professional job. The integrity of our work is reflected in the warranty, which of course, is transferable to the new owner should you sell your home.

Signature Roofing

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