

how we operate

Below are some of our general policies and things to consider before we arrive at your site to begin a job. Reading over them will help you set realistic expectations for your exteriors project.

AUDITS

It is our policy to complete a full audit on the work done to your home before issuing an invoice. We want to make sure we are satisfied with the work completed before requesting payment. This audit is completed by one of our qualified project managers.

ROOF-ROT

It is usually hard to determine the extent of wood damage caused by leaking until either the shingles or exteriors have been removed. We will repair and replace all rotten wood at a reasonable rate. This expense is often not required, but in cases where it is, the cost is usually minimal. If the extra cost will exceed \$200.00 we will contact you first for permission before proceeding.

STUCCO

Over the years we have encountered recurring problems with houses that have a stucco exterior. Stucco that has been properly installed should end between 1-2" above the roofline. Sometimes, however, the stucco runs right down onto the roof top making it extremely difficult to remove the old shingles or shakes without disturbing the stucco. In other cases, the stucco may be weathered and worn and therefore crumbles when we are working near it. We instruct our employees to take extreme care when removing the old shingles, but there are times when it is not possible to remove them without slight damage to the stucco. Rather than budgeting for this at the commencement of the project, please take note that in cases where stucco is damaged there will be additional costs incurred.

DAMAGE

Mistakes do happen. Be assured that we will take full responsibility for any damages that may occur to your home that are clearly our responsibility. Please feel free to call us with any and all concerns, and we will work with you to arrive at a solution.

SKYLIGHTS

Please note that any protrusions on your roof, especially skylight, are areas where leakage may occur. Our preference when re-roofing a house is to always reflash the skylight so that all flashings are new. There are cases when it is obvious that we can work with the existing skylight flashing without concern for future damage, but in the case that we recommend you to replace either the flashing kit or the complete skylight and you choose to waive that part of the project, we will not be responsible for any ensuing problems. We are available to come back and solve the problem for a basic charge, but please note that our warranty only extends to those components of the project that we actually replace.

SATELLITE DISHES

We do our best to replace satellite dishes or TV antennas as we found them. We cannot, however, guarantee that your signal will be the same as before, and you may be required to call a technician to come and restore your signal. It is important to note that all fees and related costs connected to that are your responsibility as a homeowner.

COR

As a company we are well into the process of gaining COR certification. COR is recognized by Occupational Health and Safety as well as the Worker's Compensation Board as a method of operation and safety that insures that all of our employees working at your residence have received the proper training and certification required. This is important for you as the homeowner for it eliminates your liability for any accidents that may happen during the course of work. Please note that few construction companies are COR certified, so we believe this gives us an edge over a number of our competitors in terms of safety and quality.

DEBRIS REMOVAL

Our method of debris removal is to either place a container or a trailer on your front driveway. In cases where the homeowner does not have a driveway we place plywood on your lawn to protect it from damage. We have found this method works very well and does not leave marks on your lawn. This approach helps us to provide top quality service in a timely fashion. We make every effort to protect your property from damage and clutter.

ADVERTISING

We request permission to place a sign on your front yard to advertise our service to others. Our signs are comparable to realtors' signs and we're confident will not be intrusive. Our signs not only make us publicly accountable, but also indicate our scheduled arrival and completion of the project. Please inform us if you are not comfortable with this. One of our sales consultants will call to confirm your permission before we go ahead and put up any advertising.

UPGRADES

Our sales consultant will inform you of the replacement cost of your project as well as give you options for improvements. We would suggest you consider some of the following important upgrades or improvements to your property:

- Ice and water shield on the eaves and valleys of your roof to eliminate seepage and damage caused by ice-damming
- Drip edge along all eaves to protect the bottom edge of your roof deck
- Proper venting: 1 vent per 250 sq. feet of house (Please note that the average home has not been properly vented and air convection is often inadequate)
- High Definition Ridge 10" (greatly increases 'curb appeal' of your home)

Other options can be discussed with our sales consultant.

FOLLOW-UP INTERVIEW

We value your input and evaluation so please be prepared for a follow-up call from one of our sale consultants as we complete your project.

INSURANCE CLAIMS

There are some unique dynamics that accompany insurance claim related projects. For the most part, insurance companies are committed to replacing all items on your roof that are visibly damaged either due to hail or wind or fire. What this means is that they may not give you allowance for things like vents or existing flashings that are not visibly damaged. In addition, roof-rot is not covered (see Roof-Rot section above). Also, upgrades are not covered; the only time an insurance company may cover the cost of an upgrade is if pre-existing product is no longer available.

If you have any questions related to these policies, especially as they pertain to your project, please call us at 403 366 3770 or send us an email: admin@epicroofing.ca

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