

# 13 Questions to Ask a Potential Roofing Contractor [For Professionalism and Peace of Mind]



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## 1. Are you Licensed, Bonded, and Insured?

The very first thing you should find out about any roofing contractor is if they're licensed, bonded, and insured. In order for a contractor to get a license, all they have to do is register with the state's board of contractors. Licensed contractors follow a specific approach to their projects, and have been trained to meet all requirements set out by city officials and the government.

If a contractor is bonded, this means that a bonding company knows that said contractor does business ethically. It also provides peace of mind for the customer, as they will be financially protected from losses if the contractual obligations are not filled. For example, if there's a problem with the finished product that the contractor won't fix, or if a company goes out of business while a job is still in progress, then the customer can fall back on the bond company.

Hiring a fully insured contractor protects you financially should the contractor damage your property, or cause injury to you or others. It also protects you from potential lawsuits that could arise due to a contractor's poor choices or actions. Any contractor you hire should be fully insured with liability, workman's compensation, and a company vehicle insurance policy on all vehicles involved.

And don't be afraid to ask a contractor for proof of this! Elite Exteriors is fully licensed, bonded, and insured, and any other legitimate roofing contractor will be able to present this information easily. Just be sure to research your local codes and regulations to make sure the contractor you hire has all the proper permits, as some states may not require all three.

## 2. Is your Business Local?

Your roof is a huge investment, and choosing a local, vetted contractor is a great way to protect that investment. First and foremost, a local company knows the area, including what local installation codes to follow, the necessary paperwork needed, and everything else that ensures that your new roof is in compliance with your state's requirements. This can prevent massive headaches in the future when it comes time to sell or when dealing with insurance.

Not only that, going with a local contractor means that you'll know how to find them when you need them. This is crucial, especially if you live in an area that's prone to storms and/or hurricanes and your roof sustains damage. Knowing that your local roofing company is there when you need them, creates peace of mind for the customer.



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## 3. How Long Have You Been in Business?

It is so important to ask a potential contractor how long they've been in business in your area. Experience is one of the greatest teachers, and a contractor that has been in the game for a while will usually have a plethora of knowledge when it comes to your roof and your roofing needs. There's also something to be said about companies that have stood the test of time, as well as the comfort of knowing they will more than likely still be around should a problem arise down the road.

## 4. What is your Workmanship Warranty?

An investment as important as a roof certainly warrants a warranty. Roof warranties are in place to protect your roof investment, and you will have one on your roofing materials, as well as the contractor's workmanship. Workmanship warranties come in all shapes and sizes, which is why it is vital to ask any roofing contractor what sort of warranty they offer when it comes to workmanship.

Depending on the company, you may see warranties that last one to three years, five years, 10 years, 25 years, or even a lifetime warranty. Unfortunately in many cases, companies that offer less than a 5 year warranty do so because they know their work may not last. With that being said, companies that offer a lifetime warranty not only care about your roof and how it's installed, but are also confident that their work will endure.

Here's a good example. Only GAF Master Elite Contractors can install Silver and Golden Pledge Warranties. This means a lifetime warranty for GAF shingles, a Smart Choice Protection Period of 50 years, and tons of other benefits. Only 2% of all contractors in North America have this designation, and Elite Exteriors is one of them. This speaks volumes, and is an excellent way to decipher whether you can trust a company with your roof, and your home.

## 5. If I Have a Problem, Who Can I Talk to?

Have you ever needed to speak to the owner of a business, but instead of being able to speak to the owner, you were just slowly shuffled up the chain of command? Or perhaps the only person you can reach is the receptionist who is in an office and has no authority or the proper insight to help you with your specific issue? The ability to speak to the owner should a problem arise is priceless.



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If the owner or the founder of the company is willing to take the time to listen to your questions, you can guarantee that they will take your problem seriously. Plus, they have a lot invested into their own company, and will want to work quickly and efficiently to solve any issue you may have. It's so important to know who you can talk to when there's a problem, and the ability to speak with an owner shows that customer support and satisfaction is top priority.

One of the great things about Elite Exteriors is that the owners have a hands-on approach. They are actively involved in the inspection and installation process, and truly care about the customer's needs and questions. You can rest assured that when you choose a contractor like Elite Exteriors for your roofing or solar needs, you can easily get in touch with the owners if you need to.

## 6. Are you Certified by any Shingle Manufacturers?

We highly recommend asking your potential roofing contractor if they're certified by any shingle manufacturers, and if you can see a copy of the certification. This is because the best shingle manufacturers pick a handful of the top contractors in a given area to go through their certification process. This specific certification allows a contractor to offer the best of the best when it comes to warranties on the materials from the manufacturer.

And that's just to name a few! This also speaks volumes about the roofing company, as the shingle manufacturer will only choose contractors they believe will do great work with their product, and those that are esteemed and trustworthy. If a contractor is well known in the industry, and is known for their quality work, then the manufacturer will seek them out to get certified. They know the contractor will install their products as defined by the manufacturer, which is one of the best ways to ensure longevity for your roof.

## 7. Can you Provide References?

Asking for a list of references is always a good idea when it comes to making any sort of decision. Colleges do it when choosing applicants, jobs do it before hiring a new employee, and you should also do this before choosing your next roofing contractor. It's crucial to any hiring process, and we recommend that you ask any contractor that gives you an estimate to provide you with recent references from within the past six months.



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Any reputable company will be more than willing to provide you with this. This is a great way to not only ensure the contractor is true to their word, but hearing reviews from actual former clients creates peace of mind and trust in the contractor and their capabilities. Not only can you hear about a customer's past experience, but you can also see how the contractor protected their property, how well they cleaned up afterwards, if they completed the project on time, and you can also see the finished product and if it lives up to your standards. If a contractor is completely unwilling to provide you with references, run.

## 8. How do you Protect my Property?

When it comes to choosing a contractor, it's important to remember that it's not only your roof they're transforming, it's also your home. Your home is an invaluable asset, and you want to be sure that the contractor that you choose is doing everything they possibly can to protect it. With that being said, you will want to be sure that you ask the contractor what steps they take to ensure your lawn, light fixtures, gutters, etc. are protected during the roofing process.

## 9. How Long Will it Take?

Your time is one of the most valuable variables when it comes to any roofing project. The last thing you want is to sign up for a roofing project that takes months to complete. While multiple factors play a role in determining the duration of a specific roofing project, it's important to ask how long it will take and what factors will affect your timeline so you can be informed and prepared.

## 10. How Big is the Crew that will be Installing my Roof?

The bigger the better, right? Well, when it comes to roofing, the opposite may be true. And this will vary depending on the height and size of your roof, but in general, the less traffic on your roof, the better.

## 11. Do you Hand Nail or use Air Guns?

Ah yes, the great hand nail versus air gun debate. Each installation method comes with pros and cons, but it all boils down to accuracy and experience. We highly recommend asking any potential contractor which installation method they typically use, and if they use air guns, be sure to ask them how they manage the pressure on the air guns to ensure everything is installed properly.



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## 12. Do you Replace or Reuse the Existing Flashing?

Roof flashing is a thin piece of metal that's used to help waterproof the perimeter of your home and important areas of your roof. Its purpose is to direct water away from certain areas like the walls, chimney, roof valleys, etc. It's an essential part of your roof, and necessary for a strong, durable, long-lasting roof.

When your roof is replaced, your flashing may or may not be replaced along with it. As long as the existing flashing is holding strong and intact, it can be reused. However, if you're upgrading your shingles, then your flashing will need to be replaced. Ask your roofing contractor if they intend to replace or reuse the existing flashing. If your flashing is in good condition and can be reused, then you may be able to save some money.

## 13. What is your Cleanup Process?

This is such an important question to ask any roofing contractor, as debris left behind can not only be unsightly, but nails and old shingles can be hazardous. With that being said, after your roof replacement, your yard, driveway, and landscaping should be clear of any roofing debris. They should also run a magnet over the area to find any nails that may have been missed in the clean up process.

Having your contractor walk you through their clean up process is a great way to create peace of mind, as you will know what to expect. And the cleanup process doesn't necessarily start when the work is done! A quality roofer will begin cleaning as soon as the first shingle is removed.

As you can see, there is a lot to consider when choosing the roofing contractor that's right for you. It's crucial to do your homework, and to ask these questions when you meet with a contractor. The purpose of asking these questions is to help you to make an informed decision, because the more information you have, the easier it is to analyze all aspects, and make the decision that's best for you.

Elite Exteriors is the Southeast's premier residential and commercial resource for unparalleled service, superior craftsmanship, and incomparable quality. And it's all backed by an unprecedented lifetime labor and materials warranty! Not only are we fully bonded, licensed, and insured, but we can provide any references you may need, and are more than happy to answer any questions you may have. **Give us a call today at 470-350-3024 for a NO-COST initial consultation and inspection, or visit [eliteexteriorsusa.com](http://eliteexteriorsusa.com) for more information!**

