

*We sincerely appreciate that you have chosen Noffke Roofing for your roofing project. We are committed to giving you the highest quality job with as little inconvenience to you as possible. In order to provide you with the best experience, this brochure is designed to help you prepare for your project and understand what to expect. If at any time you have questions please contact us.*

## What to Expect & How to Prepare for your Roofing Project

We want this to be a stress free experience, so to reduce any unnecessary stress please be patient and allow us to give you the job you paid for and deserve. Your job will be completed successfully even if there are a few stressful moments along the way, but let us handle those moments. The key to our success is communication and we will promptly address any issues.

- **Communication-** We try to do everything we can to establish a clear understanding with you, however; never hesitate to call or ask us any questions you have regarding your project.
- **Expectations** - We are always striving to not only meet, but exceed your expectations. You can count on us to inform you of the work being done so you know what to expect out of your project.
- **Unforeseen Conditions** - Occasionally conditions or issues are discovered during a job that were not known or outlined at the time the original estimate was given, but these issues need to be resolved to be sure of a quality job. We will keep you informed about such conditions.
- **Special Considerations or Conditions-** You will receive a call from our office confirming your project start date. If you have any special considerations or conditions that we should be aware of, please review them with our production manager at this time. We will do our best to see that all your needs are met.
- **Access to your Property** - Depending on the project, it may be necessary to have access to your driveway, yard and building. Please make arrangements to have any cars and all items removed from the area where work will be performed, inside and outside, before the crew arrives. Materials must be moved to and from the work area. We may need to utilize your yard or parking lot for such material storage. Such activity may cause wear to your landscape.
- **What to Expect When during Removal of Existing Materials** -This is the noisy and dirty part of the project. Be prepared for these outcomes. In most instances dust and dirt particles will fall into the interior of your attic or building. If you have items that you want to protect please cover or remove them before we start your job. The removal and installation of your new products require a lot of pounding. Items on your walls that are not securely hung could be jarred loose. If you have any concern, it is best to remove these items.

One final word of caution: we cannot be responsible for the possible cracking or, in rare cases, falling of plaster or drywall or ceiling panels on any personal items during construction.

- **Protecting your Landscaping, Outside Furniture or Equipment** - We request that you move any outside furniture or equipment away from the perimeter of the building as we are working on your building's exterior. We will protect porches, shrubs and other areas that could be damaged by falling materials. However, because of the large amount of debris that will be removed from your building, we cannot be responsible for minor damage.
- **Crane, Equipter and other equipment** - We have the equipment that enables our crews to be efficient and focused on the details and quality of your roof replacement, not on wasted hours of debris removal. We will do our very best to protect your driveways and lawns from heavy equipment. Please have work area cleared to allow access.



- **A/C and other roof top units** -In some cases, it may be necessary for us to disconnect or turn them off while we are installing the details of your new roof system. This will help reduce odors.
- **Antennas, Cables, Dishes, Solar Panels & Alarms** -These and similar items should be removed prior to the start of our work. They can cause problems during the installation and delay the progress. We are not responsible for frayed and brittle wires or components that can be easily broken during the process. If you have them replaced after the job is completed, discuss the location and proper way to reinstall these items with your professional installer, so as not to damage your new roof system or void your warranty.
- **Clean Up** -We will do our best to leave your property clean and free from materials, debris, and equipment. ***Having your lawn mowed and weeds pulled prior to roof installation will greatly help us find and remove all of the debris.*** Unfortunately sometimes something may be missed. Professional cleaning is not needed unless special arrangements are made in advance.
- **Additional Work** -The price quoted is for the description of work on your proposal only. The cost of work that is required beyond that description will be calculated and added on a Change Order form, if required. Additional work can come from many different sources, including building department requirements, surveying and engineering requirements, unforeseen conditions found after the job has begun, faulty existing plumbing and wiring, rot and insect damage, and customer requests.
- **Scheduling Your Job** -When your job is approved, it is immediately entered into our work schedule. However, weather can play big role on the schedule. Rain and snow can cause delays. Because there are so many variables that we cannot control, delays can happen pushing your job back. If you are experiencing a leak or anything else requiring immediate attention, please call.
- **Production Time** - Our goal is to give you a quality roof in the approximate time we estimated. We'll do everything possible to accomplish this goal, but many factors can add time to a job, such as additional work requests, building inspections, and inclement weather. Once the job has started, it is important that we have full access to the site for the duration of the project. Otherwise, we cannot produce the job on schedule.

Factors that may affect the day-to-day schedule include the amount and timing of the work needed and coordination with other work crews, unforeseen conditions and other necessary scheduling adjustments.

- **Warranties** - Many of our products carry full manufacturer's warranties. The workmanship on your project is guaranteed by Noffke Roofing as designated in your contract. As always, your satisfaction is important to us.



**Your roof is as important to us as it is to you.**

*At Noffke Roofing Company, LLC our priority is to serve our customers by consistently providing them with quality workmanship and dependable service at a competitive price while maintaining a superior level of customer service and satisfaction in the roofing industry. **Our Customer is ALWAYS Number One!***