



10 Questions to Ask a Roofer Before Hiring

If your shingle roof is over 10 years old and located on the Texas coast, it may be time for a replacement. Upper Hand Roofing provides you this list of 10 questions that every homeowner should ask a potential roofer before signing a contract, so you can ensure the company you hire is reputable and capable of getting the roof done correctly. www.UpperHandRoofing.com



1. Question You Should Ask: Are you licensed? Will there be an engineer inspection?

Answer You Want to Hear: Texas has no licenses for roofers or general contractors but we are certified with the manufacturers we install. For coastal residents, all roof replacements include a WPI-8 Windstorm Cert. from our Texas Department of Insurance(TDI) Engineer.

Why You Want to Hear It: If they tell you “yes”, they are probably being dishonest and hoping you won't dig any further into it. If they just say “no”, it doesn't sound like they really know the licensing requirements and this could be a clue that they are lacking experience. If roofers fail to give coastal residents a windstorm certificate, their insurance will get dropped.



2. Question You Should Ask: Do you carry general liability insurance?

Answer You Want to Hear: Yes in the amount of \$1,000,000(or more).

Why You Want to Hear It: While we hope it would never happen to us, major catastrophic construction accidents happen everyday. It is important for the coverage to be at least 1mill because these incidents can be very costly. If there was a fire that spread along the fence and burned down 3 houses, you don't want your neighbors suing you because the contractor wasn't properly insured.



3. Question You Should Ask: Will you remove my old roof?

Answer You Want to Hear: Yes.

Why You Want to Hear it: Roofers will often give you a low bid and conveniently forget to mention that they are shingling over your old roof instead of replacing it. Even worse, they could be a higher bidder and pocket all of your money they should have been spending on demo. The problem is, unless the old roof is removed, you will never know if you have rotten plywood. If bad spots remain behind, you can have larger, costlier problems in the future. If the old roof is only 1 layer and deemed sound by an approved engineer, it can be shingled over 1 time but this should only be reserved for special situations.



4. Question You Should Ask: Will you replace drip edge when you install the new roof?

Answer You Want to Hear: Yes.

Why You Want to Hear It: Drip edge is a small piece of metal placed under the shingle where it comes off of the roof. This piece of metal extends past the roof and allows runoff to flow into, rather than behind, the gutters, protecting the fascia and wood on your roof. Sometimes the gutters are installed with fasteners through the drip edge so it can't be replaced without also replacing the gutters. This is something you want to negotiate with your roofer before you sign a contract.



5. Question You Should Ask: What do you do with the old shingles/waste?

Answer You Want to Hear: We have a hydraulic dump trailer(or roll off dumpster) that we will use to haul everything off.

Why You Want to Hear It: Be careful if a roofer insists on hauling off the waste in the truck bed or lowboy style trailers. Going this route will undoubtedly leave you with debris in your yard/driveway because they don't properly contain the smaller debris. Furthermore you could be facing a lawsuit if waste flies out and causes an accident on the road.



6. Question You Should Ask: What will you do in the case of bad weather during the job?

Question You Want to Hear: We check the weather continuously. If there is even a slight chance of rain, we will replace the roof one section at a time so the roof stays continuously dried in.

Why You Want to Hear It: Inexperienced roofers will come demo your whole roof before starting the install because there was "only" a 20% chance of rain. They most likely don't have a weather crystal ball and they are just hoping it won't rain like we are. Experienced roofers know how catastrophic that can be and refuse to take that kind of risk.



7. Question You Want to Ask: Are you local? How long have you been here?

Answer you want to Hear: Yes, we have a local store front location and have been serving this community for years.

Why You Want to Hear It: Most of us know to steer clear of out-of-town contractors known as storm chasers because there will be no accountability once they have left town and you have a problem. What you may not know is that many “storm chasers” are very well prepared and even though they came from 1000 miles away, they acquired a local phone number, a local address and even modified their website to make it look like they are a local company. Many companies have gotten very good at this making it impossible for homeowners to know the truth. Try asking for local references and taking time to follow up with them.



8. Question You Should Ask: What is the manufacturer’s warranty on my new roof?

Answer You Want to Hear: Our roofing products carry a limited LIFETIME warranty with at least 10 years non-prorated.

Why You Want to Hear It: Regardless of the Brand, legitimate contractors should be able to offer you some kind of limited lifetime shingle warranty that pays out the full amount for AT LEAST the first 10 years. Here at Upper Hand Roofing, we offer warranties that pay for a full roof replacement for as long as 50 years!



9. Question You Should Ask: What is the cost of plywood should you find rotten roof or soft roof decking?

Answer You Want to Hear: Additional decking replacement will be \$_____ per sheet.

Why You Want to Hear It: At Upper Hand Roofing, we include 2 sheets of plywood replacement with your roof replacement so we don't have to stop and bother you for a small repair on construction day. Many roofers intentionally skip over this detail when negotiating a contract. If they wait to tell you the plywood replacement price after your roof is demoed, they have you in a pinch. Your roof is exposed to the weather so and time is of the essence so you almost have no option but to approve the plywood replacement. Dishonest roofers know this and will jump on this opportunity to price gouge.



10. Question You Should Ask: How will you protect my windows/landscaping during this project?

Answer You Want to Hear: We will use plywood and tarps to protect your home.

Why You Want to Hear It: If you don't ensure your roofer takes this critical step, you could end up with small particles of debris in your landscaping for years. Even worse, during the demo process material could come down and break a window.





If you would like to schedule a FREE INSPECTION or if you just want to learn more give us a call. Alternatively you can visit our website to schedule an appointment or pre-qualify for financing your roof replacement project.

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