



IS YOUR COMMERCIAL ROOFER OVERCHARGING AND UNDER-DELIVERING?

A REFERENCE GUIDE FOR COMMERCIAL
PROPERTY MANAGERS AND BUILDING OWNERS



TIPS TO AVOID A POOR COMMERCIAL ROOFING EXPERIENCE

Managing a commercial building isn't easy. There are always repairs that need to be made to ensure your investment stays in good condition and gives tenants the quality they're expecting.

One area where you'll likely see a major expense at least at some point? Commercial roofing.

There are a lot of unscrupulous contractors out there who do a poor job and charge far too much.

In fact, it is these companies that make the quality contractors look bad—which is both a shame for you as a client and for the industry as a whole.

To help ensure your experience with getting a new roof or repairs for your commercial roof is a positive one, we've created this reference guide with tips on how to ensure you're working with a reputable company.

KNOW WHAT IS ON YOUR ROOF

It's helpful to know what type of roofing system you have, and how old it is. Are there any issues present, such as ponding water, drainage, or storm damage? What is the remaining life expectancy of the roofing system, and what can be done to extend its useful life? What is the overall condition of the roof, and are there any immediate needs?

A reputable commercial roofing contractor should be able to answer all of these questions with a detailed photo report.



DON'T DEPEND ON PRICE ALONE

This is an area where a lot of commercial building owners and managers go wrong. Instead of making sure they're working with a solid contractor, they opt to go for the cheapest price possible.

While being budget savvy is important, you really do pay for what you get. Less expensive rarely equals high-quality.

Instead, make sure you're reviewing all of the facts before making a decision. Often, the quote in the middle is the one that gives you better service and a fairer price than anyone at the top or the bottom.

READ YOUR CONTRACT CAREFULLY

In any industry, contracts can quickly become a tricky thing. Taking the time to carefully read through the fine print before signing can be a good way to spot potential problem areas before they begin.

Be sure to look for specific details that relate to your experience. For example, do they guarantee their work? What's the process if there's a delay or they go over budget? How does the company handle disagreements about the quality of work performed or the materials used?

Finally, look to see if there are any strange clauses in the wording that give you pause. If so, you might consider a new contractor or simply ask the roofing representative why that line is there in the first place. In some cases, they might be using a template form and not even know that verbiage is in their contract!

INQUIRE ABOUT MATERIALS

Without exception, there isn't a single commercial roofing company out there that won't tell you the brand name of all materials they use. In fact, most are happy to disclose this information, as it gives you a chance to research them on your own.

Once you have this info, a quick Google search should tell you a lot about the materials manufacturer and whether others have had problems with their items in the past. Remember, sometimes it is a materials quality issue that's a problem and not necessarily the roofing company themselves.

AVOID TRAVELING ROOFING SALES TEAMS OR SO-CALLED STORM CHASERS

There are companies that travel around looking for damaged buildings after major weather events. That said, it is a good idea to know who you are working with.

After the work is done, they may not be around in the local community to provide warranty work or even contact if there's an issue. Since most commercial warranty roofing problems appear months or even years after an install, this can be a major issue.

Instead, stick with a commercial roofing contractor that is heavily involved in your local area. This ensures you'll know how to reach them if there's an issue and can confirm their reputation with others in the area.

ASK FOR REFERENCES AND INSURANCE INFORMATION

Another way to tell whether a commercial roofing company is who they say they are? Whether they willingly provide you with references and insurance information ahead of time.

Be sure to ask upfront for these items before signing any contracts. This gives you plenty of opportunity to do your own due-diligence and ensure there aren't unsatisfied past customers, pending complaints, or even litigation in the works.

When you're able to look this information up ahead of time and talk to satisfied property owners, the chance of being overcharged or taken advantage of significantly lowers.

HIRING THE RIGHT ROOFING CONTRACTOR

Hiring the right commercial roofing contractor will give you peace of mind and will help protect your property.

The right commercial roofing contractor will care about your interests and will deliver top-notch service and quality work.

You can't depend on price alone, so these tips will help you find someone you can depend on.