

Reprinted from December 2017 Newscaster
ARCHITECTURAL CONTROL COMMITTEE

In the aftermath of Hurricane Harvey the AC Committee has seen a number of applications for new roofs. The SSCA office has received calls from homeowners asking questions about the application process and seeking some advice on their options for new roofs. Here are some frequent questions and concerns expressed by our homeowners.

“How many bids (quotes) should I get for a new roof?” It’s always a good idea to try to get 3 bids to compare. After talking to 3 different companies you will have a feel for each salesperson, who was pushy vs who took the time to answer all your questions and explain things. You will also be able to compare the 3 different prices thus making sure they are consistent and that nobody is trying to overcharge.

Here are some things to keep in mind and ask your contractor about:

Warranty: There are 2 types of warranties you should be aware of:

Shingle Manufacturer’s warranty: This covers the material against any defect that may arise due to issues during manufacturing. All of the shingles on the ACC approved list have a 30-year warranty against manufacturer defects. Warranties are pretty standard and comparable across the industry and it is not very often that material defects happen.

Workmanship warranty: This is the warranty from the roofing company for the work that they perform. This is the more important than the manufacturer’s warranty because this is how you know a company is going to stand behind the work they perform and will fix any issues that may arise. Be sure to ask what they cover and for how long. For example: some companies will not provide any coverage for interior damage that is caused by poor workmanship. Also, be aware that most companies will not warranty anything that may happen during a natural disaster like a hurricane.

Is the company local and how long they have been in business: This is particularly important because after a hail storm roofers from all over the country come to town to take advantage of all the work that is available. You want to make sure you are working with a local company that has been around long enough to establish a reputation (good reviews online, member of the BBB, etc.) and will most likely be around in the future for any warranty work you may need. Don’t be afraid to ask a company for references from previous customers. Also, never sign your insurance check over to a roofing company, even if they tell you that is how the process works, and never pay them up front for the entire job (usually a 50% down payment is required for larger jobs but beware that it is a common scam for out of town companies to take the money and never come back).

Putting a new roof on your house is an important decision but it’s not as complicated as it may seem. If something doesn’t feel right, or seems out of the ordinary, don’t ignore it. Follow up, ask questions, and don’t be afraid to call us if you have concerns.

Remember, you **MUST** submit an AC Application and get it approved by the AC Committee **BEFORE** work commences. Page 4 of the AC Application lists all the approved brands and colors of shingles.