



# PREPARING FOR YOUR NEW ROOF

PLEASE CALL US WITH ANY QUESTIONS (757) 244-0000

Thank you for choosing Tidewater Roofing. We appreciate your business, and will do everything we can to make this a safe and stress-free experience. Our goal is your complete satisfaction so that you'll refer us to others!

## WHAT SHOULD YOU DO TO PREPARE?

- ✓ Move or cover furniture under skylights and be prepared you may have to vacuum.
- ✓ Remove any breakable items from walls, shelves and mantles due to vibrations from hammering, workers and material movement.
- ✓ Cover any valuables or automobiles in the garage and attic, as dust will most likely find its way into those areas.
- ✓ Remove any breakable items from around the outside of the building (Patio furniture, potted plants, etc.)
- ✓ Park all vehicles and equipment out of the garage and driveway, as we will need a staging area for our trash truck and materials.
- ✓ Provide our crews with access to an electrical outlet, or allow us to run an extension cord through a window or under your garage door.

## SCHEDULING:

Please **allow 2 days for your sales rep to submit your contract and work order package** to the office, and **2 additional days for the project to be entered into our system**. Our operations director/project manager will review your project work order and will assign your project to your job site superintendent, and will **call you within 10 business days of the contract date** to set a tentative installation date. We strive to meet all tentative dates, however please keep in mind there are some events beyond our control that could result in a delay, including but not limited to: *the previous day's job taking longer than expected, inclement weather, traffic, accidents, and crew health*. In such events, we appreciate your patience and understanding.

## MATERIAL DELIVERIES:

Your project materials, delivered by our approved supply vendors, may arrive **the day prior to the tentative scheduled installation date**. In most cases, the materials are delivered the same morning as the installation. Either way, your job site superintendent will supervise the safe unloading and placement of all the necessary roofing products. Steeper roofs and roofs with difficult access will require that most materials be placed in the driveway or grass. For lower sloped roofs we will have materials roof top delivered by conveyor truck and spread out evenly across the roof to disperse the weight evenly. Your sales representative or job superintendent will discuss the best material location options available.

## PROJECT CLEANUP:

While work is in progress, loose nails and debris will inevitably be present in your yard, deck, sidewalks and driveway. During and following completion of the installation, we will pick up all debris and properly dispose the debris in our dump trailers. We will use a large 2' wide rolling magnet to pick up nails and will roll over the entire yard several times.

**CAUTION:** For the protection of your lawn and a safer cleaner work area, we ask that you do not run your sprinkler system the night before or during installation. Since the use of power tools can occasionally trip a breaker system, you will want to check all circuit breakers after the job is complete. It is also very important to examine any vent connections (including those to your water heater and furnace), as vibrations and work activity could have caused them to loosen or separate. Ask your superintendent for assistance.

## SUPERVISION:

Please note, it is not necessary for property owners to be at the job site during installation. Our professionally trained crews are closely supervised by both your personal Superintendent and a Foreman who follow detailed work orders to ensure that your job is done right. Rest assured, we will contact you directly should there be any questions or concerns about the project or need for wood/roof deck replacement.

