



THINGS TO KNOW ABOUT YOUR ROOF PROJECT

Answering your most common questions to give you a positive and easy experience

#1

There is a MAJOR construction project going on at your home!

Safety is priority and is the responsibility of both of us. Our roofing professionals will be working above your head most of the time. Materials will be falling during demolition and installation. While we strive to direct the debris to designated areas, there is always a possibility of falling debris.

PLEASE WATCH FOR FALLING MATERIALS WHEN ENTERING AND EXITING THE HOME.

#2

Nails are involved! Thousands of nails are removed & thousands more are installed.

Many of these nails will be in the immediate vicinity of the house, but they CAN be found in a wide perimeter around your home. The area around your home is not safe from loose nails during construction. Please keep your kids and pets safe by everyone remaining indoors. When all construction is complete, we will sweep your yard with a high-powered magnet to collect loose nails. It is not possible to remove every nail and you *will* find strays from time to time.

PRO TIP: Cutting your grass immediately prior to your roof replacement greatly assists in the collection of nails.

#3

Protect your backyard oasis by temporarily moving outdoor furniture & flower pots

We do our best to protect your landscaping and outdoor areas, but falling debris can be unpredictable. Avoiding unnecessary damage to patio furniture, potted plants, and moveable items is easily done by simply relocating these things to a safe place under cover. Even with protection measures and our best efforts to avoid damage, we cannot guarantee that landscaping will not be disturbed during construction.

#4

Move your vehicle so you are not blocked in during construction.

During any major construction project involving demolition, there will be a trailer or other container placed at the site to collect waste as well as a pallet or more with new materials. These are not easily moved during use. A little planning will save you from the frustration of your car being trapped in the garage until the project is fully complete!

#5

Roofing is a short-term but MESSY job! Don't worry—we WILL clean up.

There is a process to what we do in order to give you the best quality roof while minimizing the length of time you are inconvenienced. Part of this process is saving the clean-up until construction is complete. If the construction crew will be working at your home for more than one day, they will do a minimal clean-up prior to leaving in the evening. Please be patient. The majority of the cleaning will be done at the end of construction. During the final inspection, your Project Manager will walk around the perimeter of the building to address any outstanding details needing attention. It is worth mentioning that our clean-up includes the exterior areas only. Roof replacement will produce construction dust in attic (or other area directly beneath the decking) and our contract does not include cleaning this debris.

#6

Materials will be delivered a day or two before the construction begins.

Your Project Manager will assess your property and coordinate with you so that your materials are placed in an area that is both out of your way and accessible to the roofing crew. When we submit your order with our supplier, we will provide them with our suggested drop-off point as well as any delivery notes that are discussed with your Project Manager. They do their best to accommodate special requests when possible. Once the order and delivery date is confirmed, our supplier places your delivery on their schedule to be delivered in an order determined by them. We are unable to require delivery at a specific time of day.

#7

Being home for deliveries and during construction is NOT required.

Our goal is to make your project as easy and convenient as possible from beginning to end. Some homeowners prefer to rearrange their schedules in order to be present during construction. However, doing so is not necessary for us to do what we do. As long as your vehicles are moved, your moveable belongings are stored safely under cover, and the roofers have access to an electrical outlet, feel free to save your vacation days for your actual vacation!

#8

Since this is a major construction project, roof replacement is NOISY!

We understand that the noise created during construction can be inconvenient and even nerve racking at times. This is unavoidable, but temporary. All of our work occurs during daylight hours when noise is less disruptive. Because we want to minimize the amount of time you are inconvenienced by your construction project, our crews typically begin work as early as allowed in accordance with municipal quiet hours.

#9

Sometimes newly-installed shingles appear wavy, and it is OK.

Wavy or bumpy shingles are completely normal at first, especially when they are installed during cooler temperatures. Don't worry—your roof is water-tight and doing its job. Shingles are made of materials that expand and contract in response to the outside temperature. If your shingles are not laying completely flat in the beginning, please be patient while they weather for a time. You will see them start to lay down gradually throughout the cooler season, but the big changes will occur after several days of temperatures of 80 degrees or above.

#10

You are in good hands with Paragon!

You have entrusted us with something precious - your home. You gave us this opportunity because we are The Pros at what we do! We are always glad to answer any questions or address concerns throughout the entire process of replacing your roof. You will have the opportunity at the end of the project to conduct a final inspection with one of us, and any minor corrections will be handled. If there is anything requiring urgent attention, please do not hesitate to contact us immediately.