

Questions you should be asking before you hire.

If you want to know whether a company is doing the right things to ensure quality and accountability, ask the following questions. If they don't provide good answers, this may be your red flag.

1. How many employees does your company have?
2. How many roofs does your company complete in a year?
3. Do you use sub-contractors? If yes, how many crews?
4. How long have they been working for you?
5. Years of experience of the roofing crew that will be working on my home?
6. Are all of them properly insured? Do they have their own liability and worker's comp insurance? (Ask to see proof of insurance for the sub-contractor)
7. Do they know all the building codes related to roofing? (The licensed contractor is required to know code, but sub-contractors are not required to be licensed. So, does the sub who is working on your home know the building codes?)
8. What checks and balances do you have to ensure a quality?
 - Who is supervising the roofing project?
(the sales rep or do they have job supervisor)
Get a name and phone number of the supervisor.
 - How much time does the supervisor spend on the job site?
 - How do you communicate the needs/details of my project to your workers?
 - Who will be inspecting the sub's work during and on completion?
9. Will I be able to directly communicate with the crew if I have concerns or questions? Will there be a language barrier?
10. Ask for 2-4 references from recent complete projects to verify how they are currently doing and 2-4 references 5-10 years ago to verify how their work is standing up.

Now reflect; do they have enough staff to properly oversee all their projects and crews? Do they have checks and balances and supervision in place? If not, spotty craftsmanship and cutting corners have the opportunity to exist. Ask yourself; is this a company that will quickly respond to my needs after the sale? Do they have the character and/or the staff to service their warranty?