



Essential Questions to Ask Roofing Contractors

- Are you licensed, bonded, and insured for roofing work in this area? Can you send me documentation please?**
Every contractor should be licensed, bonded, and insured to perform roofing repairs in the state of Arizona. Don't shy away from asking for proof of all 3.
- What is your workmanship warranty? Can you show me your verbiage?**
A reputable contractor should be willing to stand by their work for a long time. You should ask for an example of their workmanship warranty certificate.
- Are you certified by the manufacturer of the products you are proposing to install? Can you show me proof?**
If you want your manufacturer's warranty to be honorable, it's important to know that the roofer that installs their product must be certified/registered by the manufacturer of the product(s).
- How long have you been in business?**
Aside from the experience, you should look to hire a roofing contractor that has been around long enough to honor a possible warranty claim, years down the road.
- Is your business local?**
It's important to hire someone local so that you can easily locate them if you have any problems. You should be able to link them to a physical location w/ an office.
- If any issues arise, can I speak directly to the owner? Can you share their contact info with me?**
One of the many benefits of hiring local, should be in that you can reach the owner directly and possibly meet at their local office should you need to. You should be a top priority to the owner of the roofing company.
- What is your process for handling unexpected issues during the project? How do you communicate any changes or additional costs?**
It's impossible to know the conditions of your decking until your roof is torn off. You should know about what factors can cause your project to increase in price. Get pricing for plywood & fascia repairs upfront.
- Who will be my main point of contact throughout the project? Will I have a project manager who will oversee the job daily?**
A reputable contractor should have enough staff for you to have your own project manager and point of contact that ensures your job runs smoothly. This person should not be apart of the roofing crew performing the install.
- Do you have a portfolio of your previous work I can review? Can I see examples of roofs similar to what I'm looking for?**
We live in a day and age where cameras are with us, everywhere we go. If your contractor doesn't have photos (and plenty) to show their actual work, then they should not be considered.
- Do you mix-and-match roofing brands? Will this affect my manufacturer warranties?**
Depending on the quality of the material you choose, you may need certain vital components to match the same manufacturer. Regardless, it's not in best practice to mix-and-match important components.
- Is maintenance necessary on a brand new roof? Do you offer a guide that would show me how to maintain my own roof?**
All roofs need annual maintenance. This is a requirement from manufacturers. This consists of things like: simple inspections, debris clean-up, and sealant check-ups.