

## FAQ'S

### **1. How long does a roof estimate take?**

- To do an estimate, we would need to do a complete inspection of the roof. Once we collect all the pictures and record the damage we find, we will then put together an estimate for a method of repair or replacement for your roof. Depending on how large your roof is in Square Feet will determine how long the estimate will take. A thorough inspection is about 30-45 minutes. An estimate on average can take 1-2 hours depending on the scope of loss to your property.

### **2. Can I be in my home while my roof is being replaced?**

- Yes, you are more than welcome to stay home if need be. However, we highly recommend not being in your house during a roof replacement. The replacement of a roof is loud and takes minimum of a day to do the full replacement. It will be very noisy and bothersome if you are home. We also suggest that pets either be kenneled in the house or removed from the home for the day. The noise will / could affect how a pet responds to the roof being replaced. Some have accidents, some bark and some are scared. We always want our homeowners to know what to expect so they can make proper arrangements for family members and pets.

### **3. When should I replace the roof on my house?**

- Anytime you start to see signs of an aging roof you should get in inspected to make sure the integrity of the roof is still good. Signs to look for are curling shingles, bald spots on the shingles where granule loss has occurred, worn or missing shingles, significant granule loss at the bottom of your current gutter downspouts.
- Also depending on the type of shingle you have on your home could vary the length of time it was designed to last. There are 25 yr (3-tab), 30 yr. (Lifetime Shingle), 40 yr. (Usually an IR Impact Resistant Shingle) or a Designer Shingle (50 yr.). Manufactures have gotten away from stating a specific year on shingles because the average is much less than what they were advertising. A 3-tab is going to be your thinnest and more often replaced shingle, as apposed to the

Designer Shingle a much thicker shingle with more granules made to last much longer.

#### **4. How long will it take to re-roof my house?**

- This will vary depending on the size of your roof. Typically, 30-40 Square Ft. roofs take a day to re-roof. Larger jobs, 40-60 Square Ft. is 2-3 days, large houses that have 60-90 Square Ft. 3-4 days, anything over 90 squares 5-7 days. Etc.

#### **5. How do you estimate roofing costs?**

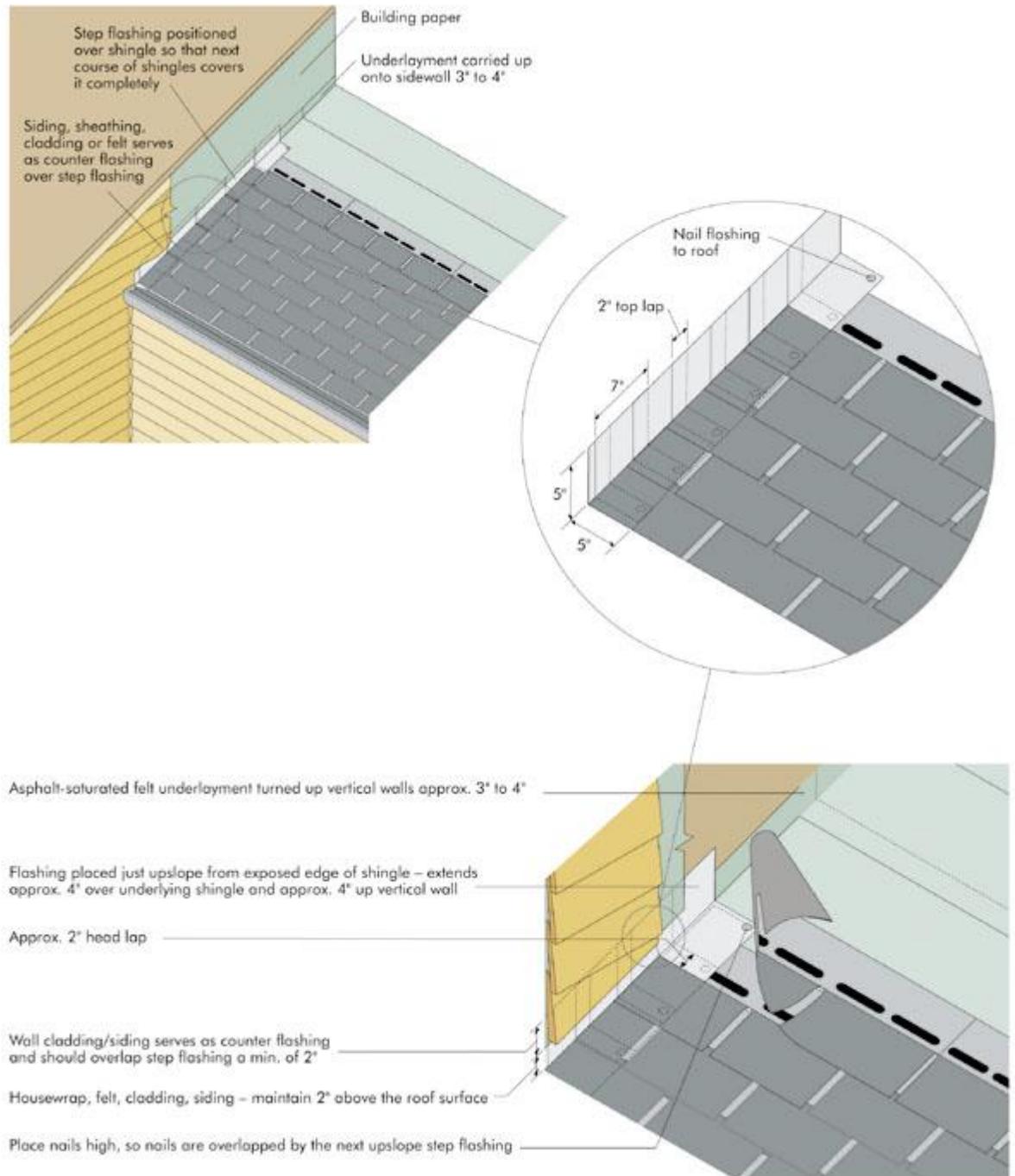
- Roofing costs are made up of many different components. Labor, Materials, General Liability Insurance, Workers Comp Insurance are all factors in how much a roof will cost to replace. The type of materials can significantly drive cost higher if you choose a high-end designer shingle as apposed to a Lifetime (30yr) shingle.

#### **6. What is the average cost of a roof replacement?**

- The average cost of a roof replacement ranges from \$350-\$850 a Square. Again, this is depending on the type of material that is chosen.

#### **7. Do roofers replace flashing?**

- Flashing refers to the thin pieces of sheet metal installed to prevent the passage of water into a structure from an angle or joint.
- Yes, roofers replace flashing at the time the roof is replaced. It is important to take notice, that if you receive multiple bids that have a large gap or range, it will usually be because one roofer is re-using the flashing vs. another roofer completely replacing the flashing with new material. This can make a big difference in the amount of labor & materials required to do the re-roof.
- This brings us to the question, “if the flashing wasn’t leaking on the old roof, why shouldn’t we re-use it when the shingles are replaced?” The short answer is “you can” and it is possible there will be no problems with re-using it. But re-using it can’t be considered the best practice, even though it is allowed by the building code it is NOT recommended by any shingle manufacturer. See the diagram below to better understand the purpose of flashing.



## 8. What kind of insurance does a roofer need?

- All Roofers should have General Liability Insurance and Workman's Compensation Insurance. Roofers in Oklahoma should also hold a Construction Industry Board Licensing number. Pitch Perfect, LLC CIB # is 80003932

### **9. Do you need a permit to redo my roof?**

- Depending on what city and county you live in will determine if you need a permit or not to re-roof your home. There are several cities in OKC Metro that require a permit to re-roof your home. Other areas do not require a permit. Ask one of our sales associates about your specific address and we can let you know if your home will require a permit.

### **10. How can I pay for my roof with no money?**

- Many homeowners finance a new roof. We have preferred lenders we can refer you to. If you have an insurance claim you are only responsible for paying your deductible. Deductibles can also be financed.

### **11. Do insurance companies pay for a new roof?**

- Insurance will pay for a new roof if you suffered a weather-related event (hail or wind) with significant damage. We can assess this during our inspection of your roof. We will not advise customers to call in a claim if your roof doesn't have enough damage to be paid for by the insurance company. Customers are always responsible for the deductible portion of any claim.

### **12. How can I get money for home repairs?**

- Many homeowners have chosen to finance repairs needed on their homes. We have preferred lenders we can refer you to.

### **13. What questions should I ask my roofer?**

- Make sure the company you are potentially doing business with is a company in the State of Oklahoma. With many pop-up businesses (storm chasers) that show up after a hail or wind storm you can never be too careful. You can go to the Oklahoma Secretary of State website, under business tab search for business entity. Check to see if the company is legal and active in the State of OK. You will also be able to find a physical location of the business. There is cause for concern if you are unable to find a physical location or if they have a P.O. Box listed. That means they probably aren't local.

- Ask to see their General Liability and Workers Comp Insurance Certificates. Make sure they are valid within the date of coverage while doing work on your home. Workers Comp insurance is specifically important because if someone gets hurt on your property while doing work for you, you could financially be held responsible if the general contracting/roofing/construction company does not have coverage.
- Make sure that the company you are considering replacing your roof also has a Construction Industry Board CIB License to do Roofing. Make sure it is active and in good standing. Many Roofers hold a CIB # but are not in good standing with the CIB or are suspended. A business license number is not the same as a license to do roofing.
- Ask to see references from a roofer. Any roofer would be happy to give you the address of a property they did, so you can drive by and look their work. If you need contact information of that homeowner be sure to ask for it. Any company that gives private information out such as name, address and contact number will need to get permission of the previous customer. Please ask us for references if you would like to talk with a satisfied customer.
- Make sure you have a warranty on workmanship. Manufactures will cover a warranty on manufacture defects only and usually only for 10 years. After 10 years it is prorated. It will not cover labor if there is a manufacturer defect. By choosing Pith Perfect to do your roof you will have our GAF Systems Plus Warranty added at no charge to you, we add this to every roof we do as added peace of mind for the customer. It adds a total of 50 years for labor and materials if a manufacture defect is found. If you have another weather event after the new shingle is installed, then the insurance would cover the new hail or wind claim.

#### **14.Should gutters be removed when replacing a roof?**

- Short answer is no they don't "have to be removed", but we recommend that they are removed and replaced. If you choose to leave your gutters on during a re-roof the likelihood of them getting more damage is higher. We have special ladders that lean onto the roof deck rather than on the gutter, which will cut down further damage, but it doesn't guarantee that there won't be further damage.

Our recommendation is that if you have enough damage to get the roof replaced, then the insurance company probably paid to have the gutters replaced as well. We can replace the gutters as soon as the re-roof is complete.

**15. Do you have to replace drip edge when replacing a roof?**

- You don't "have to replace drip edge when replacing a roof", however it is highly recommended. During tear off of an old roof, the drip edge will be damaged. The code in Oklahoma is that all damaged flashing be replaced. Drip edge is considered flashing. If you have drip edge on your house at the time of a storm the insurance company has to pay to replace it. Drip edge is extremely important as it keeps water from entering roof penetrations. It also protects decking from wind driven rain and ice damming.

**16. Does drip edge go over or under ice and water?**

- Once all ice and water is applied to decking, the roof drip edge flashing is applied along the gable ends of the roof. Covering the ends of the ice and water barrier or felt paper with drip edge, ensures that wind driven rain or ice will not get underneath to the decking. The shingles will run over the underlayment, not the sheathing.

**17. Should I replace all windows at once?**

- We recommend that if you are replacing your windows that you do all of them at the same time. This will help with the energy efficiency of your home. If you are trying to be budget conscious then you may consider financing all the windows and having a monthly payment that you feel comfortable with rather than an all upfront cost. It is not required that you do them all at the same time. If you are doing a few windows at a time as you can afford them, we can work with you to achieve that goal as well.

**18. What are the best windows to buy for my home?**

- An energy star rated window is the best window to buy for your home. There are many different types of windows. Wooden, Recycled Vinyl, Virgin Vinyl, Fiberglass and Metal. Just like cars you can get a base model of a starter car or get all the bells and whistles of a

Cadillac. The technology is similar for most windows. They come in Single Hung, Double Hung, Slider or a Casement window. You can go with an energy efficient window adding Low-E and Argon gas between the double pane windows. This will keep your cool air in your home in the summer and your hot air in the winter. Any replacement window that you choose will be based on many variables such as style, size and price point, which are all personal choices.

**19.How long does it take to have new windows installed?**

- Each of our windows we install are custom measured and installed. Depending on which replacement window you choose, the turn around time on the manufacture making your window to the time they are ready to be delivered to your home to be installed is 2-3 weeks. The actual time to install the windows is determined by how many windows you order. An average home has 8-12 windows. Most windows take 30 min. to 2 hours to install each. Of course, there are several variables to consider for this as well. What type of material are the new windows being installed next to? Wood, Siding, Rock or Brick, each of those have a different method in which to install.

**20.What brand of windows is best?**

- There are several brands on the market. The best brand of window is subjective, depending on what options are important to you. We recommend an energy star vinyl rated window with Low-E & Argon gas to increase the R-Value of your window opening.

**21.Is it worth it to replace my windows?**

- Yes, when you replace your windows it reduces your overall energy bills and adds value to the home.

**22.What is the average cost of replacing windows?**

- According to Cost & Value of 2018, replacing 10 windows (midrange) 3x5 Double Hung with insulated Low-E -divided-lite-vinyl windows = \$15,556 (Materials & Labor). The amount of money that will be recouped in the value of the home the day they are installed is 73% in Oklahoma City.

### **23. How often should windows be replaced?**

- We recommend replacing your window when you see signs of the window not functioning properly. Leaky or drafty windows, condensation, decaying frames, non-operational windows and high energy bills are signs that it is time to replace them. Most manufactures have a 15-20-year warranty.

### **24. Should I replace my windows or siding first?**

- We recommend doing windows first then siding. The recoup value of windows (73%) vs. siding (69%) is higher.

### **25. Can I replace one or a few windows at a time?**

- Yes, you can do a few windows at a time as your budget allows. We do recommend doing them all at once to help reduce your energy bills. If only a few are done at a time, you will not get the benefit until all windows are replaced.

### **26. How much of a deposit is required?**

- We require 30% down on cash/retail jobs. If the job is funded by the insurance company, we require the deductible upfront, perform the work and pick up the first insurance check (ACV) portion the same day as the roof is complete. We then finish all remaining items on scope of work and file for recoverable depreciation from your insurance company. Once that check comes in we will pick up the remaining balance of the job.

### **27. When should you replace wood siding?**

- Wood siding should keep its shape and color for 8-10 years under average conditions. If your home needs more frequent painting because it is peeling or has become significantly faded or discolored, it may be time to repaint or replace your siding.

### **28. How many years does vinyl siding last?**

- Vinyl siding doesn't last forever, we recommend you replace it every 10-15 years depending on the region you live in. Some weather elements are harder on some materials than other. It will also depend

if the siding is functioning properly. Is it insulated or structured siding? That will also help determine if your energy efficiency is performing the way you want.

**29. What is the most durable siding?**

- The most durable siding is Structure (insulated backer behind siding for stability) or solid wood siding for the same reason.

**30. How does siding affect home value?**

- According to the 2019 Cost vs. Value report the average cost to replace 1250 Square Feet was \$16,036, recouping \$12,119 the day it is installed that is a 75.6% Return on Investment. The additional value is added throughout the time you own the home, making it more appealing to potential buyers if you plan to sell. See this website for a list of other potential home improvement projects that can add value to your home. <https://www.remodeling.hw.net/cost-vs-value/2019/>

**31. How long does wood siding last?**

- Wood siding usually last around 20 years. However, with enough work and maintenance, you can get it to last 40 years. That's not even half as long as vinyl siding.

**32. Which siding product lasts longer and is the most effective?**

- In our opinion, James Hardie Siding is the top of the line siding we recommend If you are looking for durability and efficiency. Other brands we install are CertainTeed, LP Smart Siding, Mastic, Edco, Celect, and Royal.

**33. What is the best material to use for gutters?**

- We recommend Aluminum gutters. Rain gutters are one of your home's most important protections against the elements. Gathering the runoff from your roof caused by rain and melting snow and diverting it away from your siding and foundation to where it will do the least amount of harm. Because rain gutters are such an important aspect in maintaining the integrity of any home, it's important that you choose a material that is best for your home and budget.

#### **34. How long do gutters last?**

- While the lifespan of home gutters varies depending on weather conditions and location of the home in US region. Proper routine maintenance is required and recommended (removal of debris and dirt). The National Association of Home Builders estimates 20 years as the average of galvanized steel or aluminum gutters and 50 years for copper gutters.

#### **35. What size gutters is recommended?**

- Most residential rain gutters come in two sizes, 5 inch and 6 inch, and are made of either aluminum, galvanized steel or copper. They typically have a 2x3 inch downspout. For every 30 to 40 linear feet it is recommended that you have a downspout.

#### **36. Why do you need gutters on a house?**

- It is important to keep as much water away from your house as quickly as possible. Water can damage siding and foundations quickly. It is one of the least expensive items any homeowner can put on their home. It can save you thousands of dollars in repairs.

#### **37. How much does it cost to put gutters on a house?**

- Depending on the size of the home will determine how much it will be. The average gutter job is 200 linear feet including four downspouts and four corners. It will typically cost around \$4.50 per linear feet to be professionally supplied and installed (\$900). The seamless gutter material requires special equipment and is limited to professional installation.

#### **38. Do new gutters add value to my home?**

- Yes, as previously stated, they are visually pleasing as well as functional and will keep water away from your home.