



Quality One Exteriors

Roofing - Restoration

"Your Restoration Is Our Reputation"

The Construction Process

Once your delivery is scheduled our office will contact you with the date.

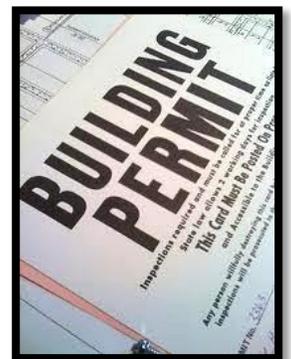
Although we are a valued customer of all of our distributors, we do not have control over their schedules and deliveries. We request that deliveries be made on specific days and typically those requests can be filled. However, it is possible for the delivery to be delayed



until the following day due to unforeseen circumstances. In the event that the material is not delivered on the day we request, please continue to keep your vehicles away from the driveway and garage so they do not get blocked once the materials are delivered. As the actual delivery date is out of our hands, we appreciate your patience and flexibility.

If permits are required, they will be secured and posted on the job site.

Quality One Exteriors will obtain any necessary permits prior to starting work. It is our responsibility to meet all building code requirements for work performed and we take this responsibility very seriously. We will always be in full compliance with state and local jurisdictions to ensure all building codes and ordinances are strictly adhered to.



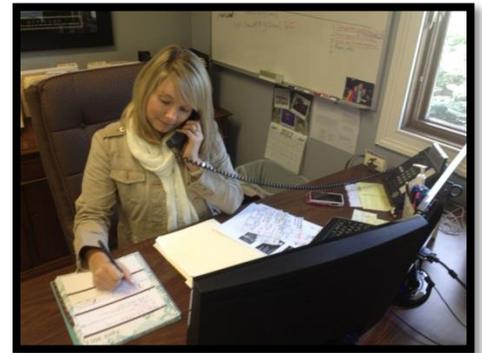
After the materials have been delivered, your Storm Damage Specialist will verify the accuracy of the shipment.

After the materials arrive on site, your Quality One Exteriors Storm Damage Specialist will visit your home to verify the accuracy of the material delivery and review your job specifications. We want to make certain, prior to starting any work, that both the materials and quantity of materials are accurate.

Once it has been confirmed that the shipment is accurate, you can expect to be entered onto our building schedule. If upon first inspection the material delivery is not accurate, then we may need to have more materials delivered prior to starting your job. If this happens, we will be in contact with you as it could cause a slight delay

Your Specialist will notify our Building & Scheduling Coordinator.

Once your material delivery is confirmed as accurate, your Storm Damage Specialist will notify our Scheduling Coordinator and you will be placed in our building schedule.



You will be notified the day before we intend to start your job.

Please understand that while we attempt to maintain a strict building schedule, changes in scheduling do occur. The main reason for a change in our building schedule is due to weather. However, weather is not the only reason for postponement. Often unforeseen conditions may cause a slight delay in starting your job. For example, if our crew comes across a problem on the job prior to yours and does not finish in the time we expect, that can cause a delay in your job as we will never leave a job unfinished to start another. However, if we must postpone your job, we will call you.

[A trailer or dumpster for tear off will be brought to the job site.](#)

The trailer or dumpster can arrive as early as the evening before your work starts or it could arrive the day of. There is no set time frame for when your trailer or dumpster will



arrive. This is one reason we require that the driveway remains clear so that we have total access. Our crews generally begin early in the morning and work until the job is complete or daylight fades. However, not all jobs start in the morning. If our crew is unable to finish a job completely, they will return to that jobsite the following morning, which may delay them from arriving to the next job until the afternoon.

We always intend to only tear off what we can re-roof in a single day so that a roof is not left open without shingles. However, inclement weather and other circumstances could make that impossible. Therefore, we may need to tarp areas before we have the ability to put the shingles on. Rest assured that this temporary situation will not allow any water intrusion into your home. In most cases, you will leave for work as the crew arrives and return home to a beautiful new roof the same day. Most jobs are done in a single day. Larger and more complex jobs will take multiple days. In those cases, we will clean up every day and store materials back in a central location so that the job site is neat and safe.



A Quality Control Representative and/or your Storm Damage Specialist will examine the work in progress.



Safety is very important to us. We hold a safety meeting every morning to remind our crews of the importance of safety precautions and procedures. At these meetings we discuss any job hazards specific to each project.

Once work begins, one of our qualified team members will examine the work in progress and inspect the property again upon completion. In addition to checking the work for proper installation, he or she will conduct a Safety Inspection to make certain our jobsites are safe and OSHA compliant. We have been told by OSHA inspectors that Quality One Exteriors is one of a few companies they know of that inspects their own crews for OSHA compliance. We care for the safety of our workers just as we care for the protection and safety of our customers.



We request any required inspections and make sure they meet approval.

Often when a building permit is required an inspection will be required as well. When an inspection is required, Quality One Exteriors will make sure an inspection request is made with the proper department within your city or county. Building inspections ensure proper installation to local and industry standard building codes and manufacturer requirements.



Work does not pass as inspection unless these building and manufacturer requirements are met. Quality One Exteriors is very aware of industry standards and local building codes prior to starting any work. Therefore we are confident in our workmanship and making sure all requirements meet inspection approval.

A Quality One Exteriors representative will ask you to sign off on the phase of work completed.



A qualified team member will do a thorough evaluation of the work performed to ensure all work meets our standards. Once this is done, they will contact the property owner to sign off on the phase of work completed and collect the predetermined payment. At any time our representative or your Storm Damage Specialist will be glad to answer any questions you have or note any special concerns about the work or the final results.

If you have any questions about this information, please call 855-314-HAIL (4245)

www.QualityOneExteriors.com