

# WHAT TO EXPECT

## Driving the customer experience from the beginning.

Let's face it, putting on a new roof can be distressing. You're worried about if it will affect your day-to-day business and negatively impact your bottom line. Our job is to ensure your project and experience are as positive as possible. To do this, we want to establish your project expectations from the get-go. So, here's a few things to keep in mind:

### **IT'S GOING TO BE NOISY.**

Tearing off an old roof and putting on a new roof is going to cause some commotion. You will hear foot traffic, placement of materials, possibly power tools, and all kinds of thuds, creaks and bumps. We will do our best to be as unintrusive to your day-to-day operations as possible.

### **DUST AND DEBRIS CAN BE EXPECTED.**

From pulling off the old roof to simply walking on the roof or screwing down a fastener, the process can be messy. Our commitment to you is to keep your exterior job site as orderly as possible. If you require additional interior protection, please let us know so we can make those accommodations.

### **ROOFING SYSTEMS DO CAUSE SOME ODOR.**

While all our adhesives are VOC compliant, they are still pretty heavy duty and can be quite pungent. Be aware that this is only temporary and that the fumes dissipate rather quickly. We will coordinate with you to shut off air intake units when we are in these areas to lessen the odor.

### **SOMETIMES LEAKS WILL HAPPEN.**

As we are installing your new roof, there is a possibility of leaks. Many times, water can get trapped in the old roofing insulation we are removing and can find a way to infiltrate your building. At the close of every work day, we will incorporate industry-standard tie-ins to make your roof as water tight as possible. And in the case where there are leaks, we will address them immediately and resolve any issue to ensure your facility is kept dry.

### **SAFETY IS OUR TOP PRIORITY - BOTH OURS AND YOURS.**

We adhere to all OSHA regulations. Our safety rating is one of the top in the industry and it stays that way because we take it so seriously.

### **WE DO TAKE UP SOME SPACE - IT IS ONLY TEMPORARY.**

Roofing materials and the machinery needed to install your new roof take up a decent amount of space. We have trucks bringing supplies and forklifts to load and unload materials. If at any time it becomes a problem, please let us know.

### **REMEMBER THAT WE ARE HERE TO HELP YOU.**

We know this process can be inconvenient. Our job is to keep you well-informed and your project on-track. If at any time you have questions or concerns, our on-site field manager is there to help. Don't hesitate to contact him or us directly if you have any issues.

### **JOBSITE ENHANCEMENTS**

Even the best surveyed roof and system design recommendation can sometimes be improved upon once we start and get into a project. Our experienced Project Managers will communicate these enhancements at the pre-construction meeting or as the job progresses, as soon as they recognize the opportunity. That's just part of the value we bring to every project and customer.

#### **ABOUT NORTH AMERICAN ROOFING**

As a trusted industrial commercial roofing contractor, our primary focus is to build on our relationship by anticipating your roof's needs, not the next sale. By standing on a foundation built on integrity through exceptional engineering and customer service, we hope to earn your trust today and into the future. We have been providing commercial roofing with integrity since 1979!

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