

How to find the

Old World Roofing

Right Contractor

8 Questions Homeowners Need to Ask Before Hiring a Contractor



Q. Do you carry General Liability Insurance of at least \$1,000,000.00?

A. Consider what happens if your property is damaged during the work or leaks after installation. Always ask contractors for a copy of their insurance. Our General Liability is carried with COWest Insurance Company in the amount of \$2,000,000.00.

Q. Do you carry Worker's Compensation insurance on all of your employees?

A. Roofing contractors are in the top 10 most risky occupations, as reported by OSHA. Worker's Compensation coverage, on all of the workers on the job, is your assurance that you will be protected from any liability. Once again, ask for a Certificate of Insurance. Our Colorado Worker's Compensation is through CoWest and Pennacle Insurance Companies.

Q. Where and how do you advertise for business?

A. Successful contractors earn lots of repeat and referral business from past customers. However, be wary of a contractor who does not have a listing in a telephone directory, is not Online or cannot be found with the BBB- you may not be able to find them if you need service or have any warranty issues. Professional contractors have a website with information about their company and are able to communicate with you by email as a matter of convenience. Our website address is www.OldWorldRoofing.com and you will find us listed with the Better Business Bureau, Merchant Circle, Owens Corning and the National Roofing Contractors Association.

Q. How long have you been doing work in this area?

A. The Small Business Association states that 90% of contractors fail within the first 2 years of business. Businesses usually don't fail when the job is done, but right in the middle of a project. While new contractors might be great with the mechanics of your job, they may be poor business people- thus the high failure rate. Our history of 34 years of business gives you the peace of mind that not only will we finish your job, but we'll be here to assist you for as long as you own your home.

Q. Do you have a list of past customers for whom you have done this kind of work, including contact information that you could leave with me today?

A. Satisfied customers are the goal of every contractor. Some companies are more successful at reaching this goal than others. Over the years we have come to measure our success by the fact that 80% of our work comes from repeat and referral customers. We aim to be your contractor for life!

Q. Will you give me a firm price for the work we are considering on my home?

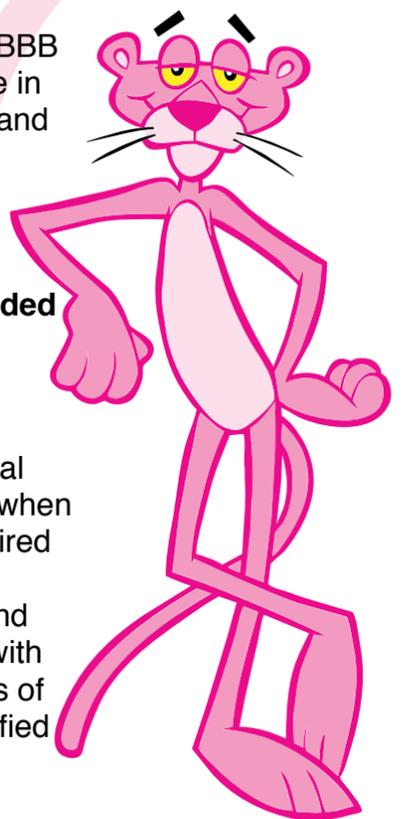
A. Any contractor who wants to charge you on a time and material basis is essentially asking you for the loan of your checkbook. You might find you are paying him for new tools. Or perhaps your job will be used as a training ground for an inexperienced employee at your expense. We offer "fixed price" agreements; our clients find that to be the most comfortable. In rare situations where we find that we are faced with unknowns such as limited access or rotted decking discovered during the tear off process, we will give you an exact price to repair the problem, for your approval, before continuing the work. We know how important a budget is in these situations.

Q. Are you a member of the Better Business Bureau (BBB)? How have you handled any complaints with the BBB in the past?

A. Being a member of the BBB is another mark of a professional in any business, and a measure of stability. We have been members of the BBB for 27 years. If you ask for a report from them you will find that we are in good standing and that we have satisfactorily and promptly resolved and promptly resolved any issues. We are also members of the El Paso County Roofers Association.

Q. Are you licensed or registered to do the kind of work needed in my home with the city, county, state? Will you have a Building Permit for this work?

A. Currently, the law states that as a homeowner, you must reveal any faults or deficiencies in your home that you are aware of when you sell the home. Having work done without permits as required is illegal and you, as the homeowner, could be liable- forever. All of our work is done with the required permits and meets and exceeds code requirements. Due to the hazards associated with the occasional replacement of chimney caps and collar jacks of HVAC systems, we work with companies who are HVAC certified to ensure your safety by using a licensed professional.



At Old World Roofing we meet all of these requirements!