



Selecting A Roofing Contractor

Roofing 101: What Every Homeowner
Must Know About Their Roofing Installation,
Compliments of **Allied Remodeling of Central Maryland.**

Your Roofing Potential.



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Questions? Need More Information?

Call (410) 828-1730 or (240) 232-7002

Visit AlliedRemodelingOnline.com

At Allied Remodeling of Central Maryland, we maintain a high level of **professionalism, integrity, honesty, and fairness** in our relationships with our customers, employees and suppliers; to ensure the future growth of our company through repeat and referral business achieved by customer satisfaction in all areas.

Your roof constitutes only five percent of the construction cost of your home yet provides protection for 95% of your investment. When it is time to replace your roof, you want it done right! Roof type and contractor selection are the most important decisions a homeowner has to make when installing a new roof or replacing an old one.

Roof application is not an exact science; it is a “craft” involving people who juggle a broad range of building materials, designs, techniques, and weather. The level of workmanship quality during the application process is the critical element of a successful roof installation.

You cannot afford to have your roof system installed by amateurs or by a company with “pick-up” workers. Good workmanship is learned through education, training and experience, which directly affect the quality of any roof installation.



Dear Homeowner,

We welcome you to Allied Remodeling of Central Maryland. We are a company that is constantly growing, and are members of the Better Business Bureau and are a CertainTeed Master Shingle applicator. We are also a Shingle Master Roofing company with Certainteed and Member of the National Roofing Contractor Association. We are a fully insured roofing company, and strive to provide you with the highest quality of work. It would be our pleasure to serve you with any of your roofing and/or insurance claim needs.

Allied Remodeling of Central Maryland is a locally operated company based in the Baltimore/DC areas. Our professionals have many years of experience in roofing and home renovation. We specialize in a variety of roofing systems for residential and commercial properties. Allied Remodeling of Central Maryland is also experts in dealing with insurance claims. When you contact us you will experience our commitment to excellence first hand. We know that once our work is completed you will feel you have received the best materials, labor and service that money can provide.

Our main goal is to provide superior customer service to everyone, homeowners and commercial businesses alike. Our roofing professionals work hard to make sure our customers feel comfortable and satisfied from beginning to end, in what can sometimes be a stressful process.

Sincerely,

Paul Moravec

Owner

Allied Remodeling of Central Maryland

GLOSSARY OF TERMS

ASTM

The American Society for Testing and Materials; organization that sets standards for a wide variety of materials, including roofing.

BARGE BOARD

A board that conceals roof timbers projecting over gables.

COUNTER FLASHING

That portion of the flashing attached to a vertical surface to prevent water from migrating behind the base flashing.

CORNICE

The overhanging part of the roof (the part that sticks out past the walls).

CRICKET

The evaluation of a part of a roof surface as a means of promoting drainage of water from behind an obstacle such as the chimney.

CURB

A short wall or masonry built above the level of the roof; it provides a means of flashing the deck equipment.

DECK

The base surface to which a roof system is applied.

DORMER

A structural element of a building that protrudes from the plane of a sloping roof surface; creates a usable space in the roof of a building by adding headroom and usually also by enabling the addition of windows.

DRIP EDGE

A device designed to prevent water from running back or under an overhang.

EDGE METAL

A term relating to brake or extruded metal around the perimeter of a roof.

EAVE

The part of a roof which projects out from the side wall, or the lower edge of the part of a roof that overhangs a wall.



FASCIA

Any cover board at the edge or eaves of a flat, sloping, or overhanging roof, which is placed in a vertical position to protect the edge of the roof assembly.

FELT

A very general term used to describe composition of roofing ply sheets, consisting of a mat of organic or inorganic fibers unsaturated, impregnated with asphalt or coal tar pitch, or impregnated and coated with asphalt.

FLASHING

Connecting devices that seal membrane joints at expansion joints, walls, drains, gravel stops, and other places where the membrane is interrupted or terminated.

GABLE

Triangular roof.

GUTTER

A narrow channel, or trough, forming the component of a roof system, which collects and diverts rainwater shed by the roof.

HIP ROOF

A roof which rises by inclining planes from all four sides of a building.

ICE DAM

Condition formed at the lower roof edge by the thawing and re-freezing of melted snow on the overhang. Can force water up and under shingles, causing leaks.

OSB

Oriented Strand Board; a decking made from wood chips and lamination glues.

PLUMBING VENT (SOIL PIPE VENT)

Consists of pipes leading from fixtures to the outdoors, usually via the roof. Vents provide for relief of sewer gases, admission of oxygen for aerobic sewage digestion, and maintenance of the trap water seals which prevent sewer gases from entering the home.

PLYWOOD

Thin layers of boards that are glued, compressed and laminated to create a thicker board; thin layers of wood placed together with the grain of each layer at right angles to the adjacent layer.

RAFTER

Parallel beams that support a roof (similar to how joists support floors and ceilings).

RAKE

The angle of slope of a roof rafter, or the inclined portion of a cornice.

RIDGE

The uppermost, horizontal external angle formed by the intersection of two sloping roof planes.

RIDGE VENT

A ridge vent runs the entire length of the roof peak, blending into the roofline for a more attractive home.

RIDGE SHINGLES

Shingles used to cover the horizontal external angle formed by the intersection of two sloping roof planes.

ROOF DECK

A component in building construction, which forms a platform on which the remainder of the roof components are placed.

SHEATHING

The boards of sheet type material, plywood or asphalt saturated sheets, nailed to studding or roofing rafters as the base for application of the roof covering.

SKYLIGHT

A flat or sloped window built into a roof structure for daylighting.

SLOPE

Incline or pitch of roof surface.

SOFFIT

The underside of a part or member of a building extending out from the plane of the building walls.

SOFFIT VENTILATION

Intake ventilation installed under the eaves, or at the roof edge.

SQUARE

A term used by the roof industry to indicate an amount of roof area equal to 100 square feet.

STEP FLASHING

Flashing application method used where a vertical surface meets a sloping roof plane.

TEAR OFF

A term used to describe the complete removal of the built up roof membrane and insulation down to and exposing the roof deck.

TOP LAP

That portion of the roofing covered by the succeeding course after installation.

TRUSS

A framework of beams (like ribs) that support the roof (usually triangular).

VALLEY

A depressed angle formed by the meeting of two inclined slopes of a roof.

VENTING

A process of installing roof vents in a roof assembly to relieve vapor pressure; types of ventilation include ridge (attic), soffit, and plumbing.

REASONS TO REPLACE YOUR ROOF

The phrase “having a roof over your head” takes on a whole new meaning and sense of importance when your roof begins to age and wear.

Replacing your home’s roof is a big investment, so how do you know when it’s time to replace your roof?

PERSISTENT LEAKS AND REPAIRS

Water is a home’s worst enemy. Water will travel long distances from the source before you see it in your home. Is it your roof? Is it your window? Here are a few suggestions to troubleshoot the situation.

If the leak begins from the ceiling, start looking up. Go into the attic space with a strong flashlight and backtrack from the spot above the ceiling toward the roof. Check both sides of rafters because water may run down either side to the wall.



Look carefully around all vent pipes going through the roof and around the chimney, if you have one. When the rain stops, inspect the roof from the ground with a pair of binoculars. If you feel comfortable, go on the roof, but wear proper fall restraint equipment.



Look for missing shingles or water pooling in certain areas. Leaks often begin around flashing, pipes or where two roofs join. If the valley is clogged with leaves, water can back up beyond the valley flashing and penetrate the roof. This can also happen if the valley is too narrow for the amount of water running downward. If leaking occurs during the winter months it could be that ice dams along the eaves forced melting snow back up under the shingles and into the house, which could cause wood rot. Here is a trick; run a hose over the suspect area on your roof to see if the leak resumes; eliminating any guess work and saving time.

FAILING AND/OR MISSING ROOFING MATERIAL

Inspect your roof’s surface for obvious damage such as curled shingle edges, warped or missing shingles, and black areas on the shingle’s surface. These are immediate signs of weather-worn and age-old roofs. Spots appearing on the surface of the shingle/shake, asphalt or wood, may be where nails have become loose or rusted.

With asphalt shingles, the loss of protective granules and inner oils create brittle and thin shingles. This is a definite sign of aging. Worn wood shake material is easy to detect; it literally crumbles away in your hand.



DARK STREAKS AND ROT

In certain moist areas, algae can grow on shingles. Although algae have no proven effect on shingle life, it does stain or discolor the shingle. Commonly, yet incorrectly, called fungus, the staining from algae can be unattractive. These stains can be dramatically reduced by the use of special copper granules. The effects of these granules are to produce an environmentally safe cuprous oxide wash, which is dispersed by rain or other moisture. This wash inhibits growth of algae and the resulting stains.

Moss is not fungus. Moss is a green spongy plant that grows on the north side of trees and on the ground in shaded, damp areas. In some areas, moss will grow on roof shingles. Moss reproduces via airborne spores. If a roof is covered with moist organic matter or soil, moss will grow. But, even when dirt is present, it is possible that the copper used in most fungus-resistant shingles today will prevent the development of moss in its early stages.



ADDING VALUE TO YOUR HOME

Deciding to replace your roof is a major step and expense. The best course of action would be to consult us for an accurate assessment of your roof's condition. But, if part of making the decision to replace your roof rests in the return you will place in your pocket at the sale of your home, ask your real estate agent about home prices for your neighborhood. Surprisingly, the return you receive on the sale of your home in the Minnesota area is quite high.

Have you ever heard the statement "location, location, location?" In the Baltimore/DC areas, the return most homeowners receive on a major remodeling project runs about 67%.

Shockingly, this figure is due to the current state of our market—this is a good thing. Determining the percentage you recoup after a remodeling project, (in this case a new roof installation), is based on factors such as the condition of your current home, as well as homes in your area, and whether you live in an urban, suburban, or rural setting. (Information taken from Remodeling Online at www.remodeling.hw.net)



SECTION 3

ROOF TYPES & RECOMMENDED MATERIALS

When looking at roofs, you might notice that few are the same in how they slope. You'll see that some are flat and some slope nearly straight up and down. Our material recommendations are based on the type of roof you have, so let's take a look at the four basic roof types and the materials we recommend for each.



MEDIUM PITCH ROOFS

Medium pitch roofs are very common and found on the average rambler style home. You can walk on a medium pitch roof in almost any weather condition. Medium pitched roofs range from 4/12 to 7/12 in pitch slope.

The price is not much different and you get a roof with more of a shake feel. Other products that might be considered for a medium pitched roof are Cedar Shakes along with alternative shake styles. Concrete tiles are another alternative, as well.



STEEP PITCH ROOFS

Steep pitched roofs are becoming more and more common on the newer homes being built. "A-Framed" houses are a good example of a steep pitched roof. Depending on the type of look you want with your house and the type of maintenance you plan on conducting with your roof determines the best roofing product for you. Dimensional Composition, Cedar Shakes, Shakes, and Concrete Tiles are fine choices for steep pitched roofs.

A NOTE ABOUT COMPOSITION SHINGLES FOR MOST ROOFING TYPES

Asphalt composition is an excellent roofing material for low, medium and steep pitched roofs. Composition is easy to maintain, and very cost effective. We prefer using only CertainTeed Master Shingles. Unlike standard 3-tab, or strip shingles, which are single layer in design, a growing number of shingles are multi-layered or “laminated.” With a laminated shingle, random tabs or pads are applied to the base shingle to provide a layered affect that produces enhanced depth and dimension. When applied to the roof, laminated shingles also offer additional layers of coverage. In any composition shingle the core material is coated with asphalt, and then covered with granules. Usually, the core material is made from a fiberglass mat or organic felt.

Fiberglass shingles are so called because they are built on a core, or mat, of fiberglass reinforcement. Asphalt coating is applied directly to this mat, and protective, colored granules are embedded into the coating. Fiberglass shingles are lighter in weight than organic shingles and are more resistant to heat and humidity.

Perhaps the most important factor that influences the quality of fiberglass shingle performance is the quality of the mat used in the construction of the shingle. Throughout the roofing industry, the quality of fiberglass mats varies widely.

Fiberglass shingles carry a Class A fire resistance rating from Underwriters Laboratories (UL), the highest fire rating available. Thus, fiberglass shingles are the best protection against the spread of flame on a roof.

SECTION 4

WHAT MAKES AN ALLIED REMODELING OF CENTRAL MARYLAND ROOF

Allied Remodeling of Central Maryland has provided quality and craftsmanship in roofing installations for thousands of homeowners. What separates us from the competitors are the materials we use, the service we provide, and the warranty we promise.

OUR MATERIALS

Our material selection is based upon one thing—experience. Industry standard sets a minimum expectation, as a guide for roofing contractors to follow. At Allied Remodeling of Central Maryland we exceed what is dictated by industry standards. Material selection ranges from the nails we use to the shingles themselves. In this section, we will present what the standards dictate and what we use over and above what is deemed acceptable.



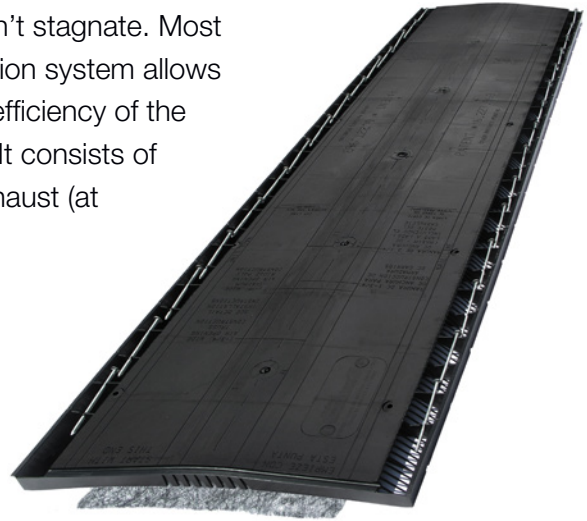
INDUSTRY STANDARDS

VS. ALLIED REMODELING OF CENTRAL MARYLAND

There are two main types of air ventilation: Attic and Soffit. Air flows through the Soffit Vents and travels up through the attic so air circulates and doesn't stagnate. Most roofs fail because of improper ventilation. A working attic ventilation system allows a continuous flow of outside air through the attic protecting the efficiency of the insulation and helping to lower temperatures in the living space. It consists of a balance between air intake (at your eaves or soffits) and air exhaust (at or near your roof's ridge).

Intake ventilation **MUST** be at least equal to exhaust ventilation.

Remember: always have balanced ventilation systems. In no case should the amount of exhaust ventilation exceed the amount of intake ventilation. Correctly installed eave vents bring air into the attic and correctly installed top vents expel the air effectively eliminating heat build-up and moisture.



INDUSTRY STANDARDS

Common practice in the roofing industry is to install **Turtle Vents**. To install these vents, roofing installers need to cut into the roof decking which potentially promotes opportunities for leaks. Additionally, can vents are notorious for inadequate air flow causing excessive heat build-up.

Industry experts estimate that 50-70% of roofs installed today are NOT vented properly, thus reducing roof life by 5-10 years. When shingles become overheated they curl and flex, so as to move away from the heat. Also, poor venting causes excessive attic condensation causing "rain" inside the attic. Mold, eroded dry wall and dry rot damage are typical outcomes of this problem.

The homeowners' risk is exacerbated by some Building Department Inspectors that do NOT enforce codes on proper roof venting – so it's up to the homeowner to protect their home.

ALLIED REMODELING OF CENTRAL MARYLAND'S STANDARDS

Allied Remodeling of Central Maryland installs CertainTeed Snow Country or Airvents Shingle Vent II ridge vents that provide effective top-venting for the length of the entire roof ridge. When installing this type of vent, we leave a 3" gap along the ridge then place the system on top for the air to escape properly. We use special cut Hip N' Ridge Shingle caps to cover the ridgevents to insure proper coverage and longevity. Can vents can leak; a properly installed ridge vent will give the proper ventilation and will not leak.

These systems meet or exceed requirements of all recognized national building codes for ventilation. The Ridge Vent system has passed all R&D tests for superior weather infiltration protection and prevents cracked shingles, curling shingles and deck warping. The Ridge Vent system also eliminates the ugly appearance of protruding, high-profile roof vents.

SHEATHING: the Difference Between OSB and 1/2" Plywood

OSB Sheathing is an inexpensive material commonly used with many roofing contractors. The difference between OSB and Plywood is in its durability. Both products degrade when wet, but not equally. Experiment: If you half-bury a piece of exterior rated plywood in the ground for six months, it will come out looking ragged. The same treatment to exterior rated OSB will likely dissolve its shape.

The sharpest difference comes from the more realistic test of moisture damage while the material is under stress or load, just as a piece of sheathing would be. In tension, dampened plywood will retain some strength, while OSB becomes wet glue.



INDUSTRY STANDARDS

OSB sheathing is used as a standard by more than 90% of roofers. OSB problems occur because it SWELLS and WEAKENS when it gets wet from poor ventilation or leaks. If shingle nailing pulls out, chunks of OSB tear out. Most roofers will charge a cost to upgrade if you make them switch to plywood.

ALLIED REMODELING OF CENTRAL MARYLAND'S STANDARDS

Allied Remodeling of Central Maryland believes using 1/2" plywood for re-roof sheathing is stronger and more durable than OSB boards due to the manufacturing and laminating processes.

FLASHING: What is Flashing and Where is it Needed?



Flashing is a thin sheet of metal, usually galvanized iron, called “tin.” It can also be enamel-coated steel, copper, lead, or composition material. Flashing keeps water from entering the home at “transition” areas such as valleys or where the roof meets a wall. It is also necessary around large roof penetrations such as chimneys and skylights.

Small roof penetrations, such as plumbing and furnace vents, need flashing; and rakes and drip edges need flashing to prevent dry rot. Proper flashing is vital to a good roof job, because most leaks occur at areas that are improperly flashed.

INDUSTRY STANDARDS: VALLEY METAL FLASHING

Valleys on a roof are the FIRST area where leaks occur. On average, 30 percent of all roofers use “CA Weave or CA Cut” instead of valley metal. These non-metal applications catch more debris in the valleys causing premature wear and leaks. Also, roofers using metal flashing commonly don’t paint to color-match your roof, resulting in a less attractive finish.

ALLIED REMODELING OF CENTRAL MARYLAND STANDARDS: CERTAINTEED WEATHERWATCH

Allied Remodeling of Central Maryland uses only CertainTeed Weatherwatch that create a 100% watertight seal that keeps water out at the most vulnerable areas of your shingle or metal roof (at the eaves and rakes, in valleys, around chimneys, etc.).



FASTENERS: Why Coil Guns Are Better.

INDUSTRY STANDARDS: THIN WIRE STAPLES

Over 95% of roofers use highly pressurized staple guns for speed. The biggest problem with this method is that thin wire staples applied under high pressure can easily press through the shingle (especially on a hot summer day when shingles are soft). That means shingles can come loose and detach from the roof, leading to roof leaks.

ALLIED REMODELING OF CENTRAL MARYLAND'S STANDARDS

We use only **coil nail guns** with round head nails. The large round nail head holds the shingle more secure than a staple. Plus, fastening a nail into stronger laminated plywood sheeting will last longer and won't pull through the shingle. We install using a 6-nail pattern—50% more than industry standard—which gives a higher wind-performance rating.

UNDERLAYMENT: Fiberglass Reinforced as Our Standard.

INDUSTRY STANDARDS:

Many roofers use 15 or 30 Pound felt as their standard because it is cheaper and light weight. Problems with lightweight felt are that it's more likely to rip. During installation, a 10mph wind can rip 15 lb. felt and the protective oil saturation in the material can dry out much too soon. Once the oil dries out of the felt, the summer heat then sucks oil out of the asphalt shingles causing them to age quicker, crack, curl and ultimately leak sooner.

ALLIED REMODELING OF CENTRAL MARYLAND'S STANDARDS

Allied Remodeling of Central Maryland uses only FIBERGLASS REINFORCED underlayment as its standard. It is sturdier, higher grade material and with the fiberglass reinforcement it withstands high winds and gives the secondary layer of protection what is needed for a well-built roof. Best practices and manufacturer's specifies using a Fiberglass Reinforced underlayment.



INSURANCE:

Industry Standard vs. Allied Remodeling of Central Maryland

		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) _____	
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURENRS), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsements(s).</p>					
PROGRESS Woodhouse Insurance Group Inc. 1724 Reisterstown Road Suite 219 Baltimore MD 21208		COVERED NAME Andrew Heller FAX (410) 585-2800 E-MAIL Andrew@woodhouseinsurance.com LICENSE NUMBER(S) INSURENRS RENEWAL DATE INSURENRS Hartford Mutual Insurance NAHC INSURENRS Hartford Mutual Insurance 14141 INSURENRS I. INSURENRS J. INSURENRS F.			
ALLIED Remodeling of Central Maryland 1212 N Joppa Road Towson MD 21286		CERTIFICATE NUMBER CL132161049 REVISION NUMBER: THIS IS TO CERTIFY THAT THE POLICIES LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE SOLELY ISSUED OR MAY PARTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN MODIFIED BY PAID CLAIMS.			
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				PERSONS & ADV INJURY	\$ 1,000,000
				GENERAL AGGREGATE	\$ 2,000,000
				CONTRACTS - CORP&SO AGGS	\$ 2,000,000
				CYBERSECURITY	
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				UNINSURED BODILY INJ (w/ persons)	
				UNINSURED BODILY INJ (w/ animals)	
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FEDERAL LIMS	\$ 500,000				

DESCRIPTION OF OPERATIONS (LOCATIONS) / VEHICLES (attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER HomeAdvisor 14023 Denver West Parkway Building 64, Ste 200 Golden, CO 80401	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE TRACY P. SMITH
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THE INDUSTRY STANDARD

Some roofers don't carry liability insurance. If there are damages due to their accidents or negligence (rain damage, equipment accidents, human error, etc.) while installing the roof, you are at potential risk of losing hundreds of thousands of dollars or more that your homeowners insurance may not cover. Workers make more money with speedy work, not quality, which means you risk 'shortcuts' and low quality work with a higher risk of problems later on your roof.

ALLIED REMODELING OF CENTRAL MARYLAND'S STANDARDS

\$1,000,000 In Commercial General Liability Insurance

Allied Remodeling of Central Maryland carries coverage limits of \$1,000,000 in commercial general liability insurance (2x the industry standard). We'll show you a current copy of our Declarations Page as evidence you're protected.

WORKER'S COMP INSURANCE

Some roofers don't carry Workers' Comp coverage. If a worker is injured on your property and the roofer does not have adequate Workers' Comp coverage, you can be held responsible for the injured worker's medical costs, rehabilitation costs, even attorney's fees and career replacement costs. This can total in the hundreds of thousands of dollars of risk! If you don't pay, you can end up with an expensive lien on your property! Be sure the roofer carries a minimum of \$500,000 in Workers' Comp Insurance coverage.

ALLIED REMODELING OF CENTRAL MARYLAND'S STANDARDS

\$500,000 Per Occurrence Coverage

Allied Remodeling of Central Maryland carries coverage limits of \$500,000 per occurrence in Workers' Compensation Insurance (2x the industry standard). We'll show you a current copy of our Certificate of Workers' Compensation Insurance as evidence that you are protected.



OUR CUSTOMER SERVICE POLICIES

Our approach to customer service is straightforward and simple: “Do unto others as they would do unto you.” Keeping this philosophy in front of us keeps us in touch with how we provide our service. Good business means good relationships.

During a recent quarterly report, we discovered that 62% of our business came from referral business. To ensure customer satisfaction, we implement the following programs to educate our homeowners:

CUSTOMER CARE PROGRAM

A simple sheet advising how to prepare and maintain the home before and after a roofing project; providing contact information if any questions arise.

REFERRAL PROGRAM

Past customers receive gift certificates as a thank you for pointing customers our way.

LIFETIME WORKMANSHIP WARRANTY

All products we install have a Lifetime Warranty; any repair work needed within that timeframe is honored without charge.

DRUG-FREE WORK ENVIRONMENT

Random drug tests are given to maintain a safe work place.

LIFETIME CUSTOMER VALUE

There is no problem too big, no job too small. We keep continual contact with our customer base to keep our name at the top of their minds through monthly newsletters, quarterly mailers, product updates, and maintenance reminders.



CUSTOMER COMMUNICATION

Nothing is more frustrating when a roofer removes your roof and then disappears for days with rain in the forecast. Many roofers juggle schedules by switching between multiple jobs to lock-in more business. If unexpected problems occur on the other jobs, then your project suffers, along with your peace of mind.



Making the experience even worse is when the homeowner is left hanging with no communication or shaky excuses when the roofer can't be reached. Many roofers have just an office answering machine or a cell phone with voice mail, which makes them difficult to reach for progress updates or in emergency situations. A roofer's ready source of communication, with a back-up plan, is important for actions needed and peace of mind – especially in emergency situations.

When the job begins, Allied Remodeling of Central Maryland assigns one crew to that job from start to finish with no schedule switching. The Allied Remodeling of Central Maryland agreement is signed with a tentative job start week planned and followed up with a confirmation letter stating all job specifics in writing. An update call from the Allied Remodeling of Central Maryland Office will notify you if and when schedule changes must occur. The average Allied Remodeling of Central Maryland residential job is completed in 1-2 days when there are no weather delays. If there are weather delays, the Allied Remodeling of Central Maryland Office or Allied Remodeling of Central Maryland Operations Manager will personally call with a

schedule update.

Allied Remodeling of Central Maryland offers a full-time office support team available for calls Monday through Friday, 8:00am-5:30pm. During these hours, we are always available for contact, emergency messages, assistance with questions and/or progress updates.

WRITTEN BID

Many roofing companies prepare written bids that are ambiguous and confusing. Worse yet, some roofers don't even give a written bid. Often it is difficult to tell what quality of materials will be used, what time the job will begin and end, and whether there will be upcharges for missing items.

We give each customer a detailed written customized bid before every job detailing roofing material and shingle colors, sheathing, felt, metal, flashing, venting, gutters, dry rot description, clean-up, and our warranty specifications.

OUR PROMISE: Allied Remodeling of Central Maryland's Residential Roofing Guarantee

Allied Remodeling of Central Maryland makes an extra effort and invests time in reviewing and verifying that our projects are completed with the highest quality and standards. Below is a list of different terms explaining the variety of warranty and certificates a contractor may present to you; also, which warranties are good and which warranties to stay away from.

WORKMANSHIP WARRANTY

A warranty backed by the roofer (or may also be backed by the manufacturer if the roofer is certified) to repair the problem in case of workmanship defect

MATERIAL WARRANTY

A warranty backed by the material manufacturer to replace the material in case of defect

NON PRO-RATED WARRANTY (most desirable)

A warranty that pays for material AND labor to replace defective roofing material

PRO-RATED WARRANTY (less desirable)

A warranty that pays for MATERIAL replacement ONLY

MANUFACTURER CERTIFICATION (most desirable)

Most roofing material manufacturers have a “certified” status for roofers that install their product. As a “certified” installer most material manufacturers usually offer a material warranty, a labor warranty (non pro-rated) and other upgraded or “special” warranties, which gives the homeowner stronger protection. Without a “certified” status, most manufacturers offer only a “material” (pro-rated) warranty

Most roofers are **NOT** certified with the manufacturer, which prevents them from offering the extended manufacturer's warranty. If you hire a NON-certified roofer, you will still get the manufacturer's basic product warranty that replaces the material if there is a material defect, but you will not be covered to pay for the labor to replace it.

A certified installer can offer you extended, Non Pro-Rated warranties that will pay for the material AND the labor to replace it. For example — CertainTeed — one of the world's largest roofing material manufacturers, reports that only four percent of installers are certified to install their material.

Allied Remodeling of Central Maryland is a CertainTeed Master Shingle applicator. You are protected with a full manufacturer warranty backing the material AND the workmanship to replace if defective. We carry letters of recommendation and formal lien waiver letters from suppliers of all of the products that we install.







Questions? Need More Information?

Call (410) 828-1730 or (240) 232-7002

Visit AlliedRemodelingOnline.com

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