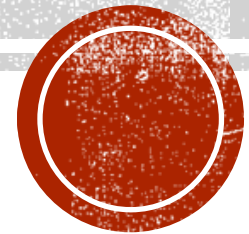


**WHAT TO EXPECT WHEN  
EXPECTING . . .**

**. . . A NEW ROOF**



**UpFRONT RESTORATION & ROOFING**



**Please keep the driveway clear of vehicles and children's toys on the day of material delivery.**

### **1) Check with your HOA**

- Work can start as early as 7 am and go as late as 7 pm. Please, check with your HOA and let us know of any work restrictions.

### **2) Material will be delivered to your home**

- In most cases the material is loaded onto the roof by a small crew of guys and some heavy equipment.



### **3) An employee from Upfront will arrive at your home to check for material accuracy**

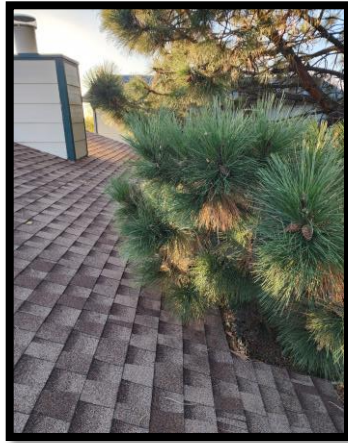
- Ordering shingles requires the collaboration of Upfront, the supplier, the manufacturer of the shingle, and the delivery crew. Sometimes the color or quantities are incorrect, and we want to catch the issue now instead of later.
- You may see our employee walking around your home, climbing on your roof, and taking photographs of the material.

# **BEFORE WORK BEGINS**





# HOMEOWNER PREPARATION - 1 OF 2



## 1) Cut back tree branches overhanging the roof

- It is challenging and, in some cases, impossible to work with tree branches in the way. It is standard practice to cut back branches to get a quality install.
- Damage to shingles caused by branches touching the roof or falling onto the roof is not covered under manufacture warranties.
- Understand that our crews are not arbalists. If you desire a specific trimming, hire a professional to cut back branches to the edge of the roof before the installation date.

## 2) Avoid parking vehicles on the driveway during installation

- We need to park a loading truck and a dump trailer close to the home. For most jobs this means parking close to the garage door and we are unable to do that if a vehicle is in the way.
- If the driveway is large enough for multiple vehicles, it's still best not to have vehicles parked next to the dump trailer as falling debris could hit the vehicle.



## 3) Have a plan for your pet's wellbeing

- We want the best for your furry, feathery, or scaly friend. Understand that the process can be loud inside the home.
- Develop a plan for allowing your pet to use the bathroom understanding that the gate may not be closed if workers are going in and out.



# HOMEOWNER PREPARATION - 2 OF 2



## 4) Consider removing delicate items from exterior walls

- Especially on the 2nd or 3rd story floors. The normal construction process may cause vibrations that can knock items from their place.
- Such as: pictures, decorative plates, or exotic items from ancient cities and faraway lands 😊.

## 5) Provide access around the entire premises

- We will need access all the way around the home. Debris can fall on all sides, which we want to clean up, and a ladder may be needed on any given side.

## 6) Pick up pet droppings

- Walking through poop is not just unpleasant it can be a safety hazard as it is slippery!! Nor do you want a guy accidentally tracking that across your deck.



## 7) Move items away from the home

- Such as: grills, tables, chairs, plants and other things.
- This protects items from potential falling debris.
- It also allows for us to put up ladders and stage materials.

## 8) If you have a pool, please, cover it up

- The wind can blow debris off the roof and into the pool. Since we don't clean pools, a nail that sinks to the bottom stays on the bottom.





# DURING CONSTRUCTION

## 1) Hours of work vary depending on the time of year

- During Summer: we may start early at 7 am to help beat the heat. A roof can reach temperatures as high as 150 degrees!
- During Winter: we may start later around 9 am to allow more time for roof frost to thaw.

## 2) Secure pets from the backyard

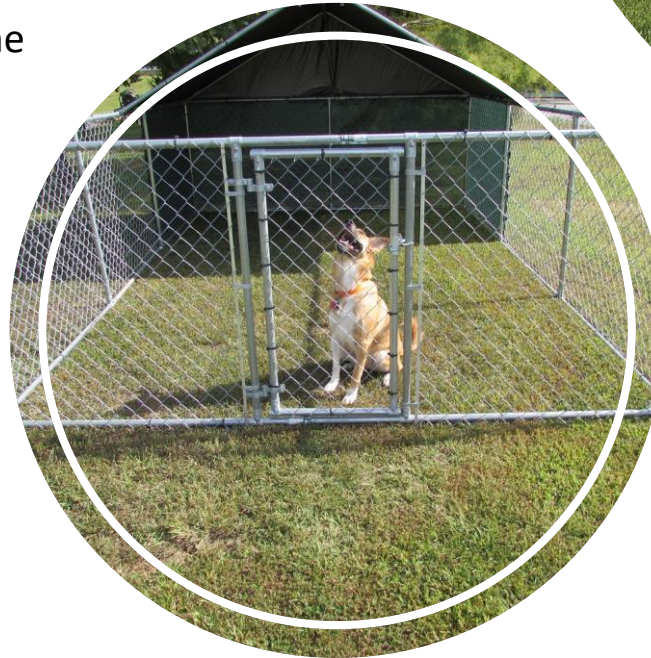
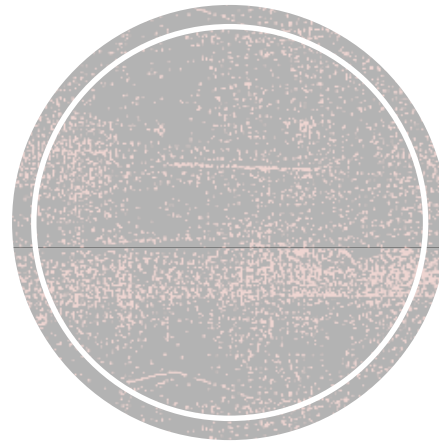
- Any gates to the yard will need to be left open during the installation process, and we don't want 'Fluffy' or 'Maxx' running out of the yard.

## 3) Avoid using bathrooms with skylights

- We respect your privacy.

## 4) Be aware of where you park

- We do everything we can to avoid blocking garage doors and other parking area but sometimes it is unavoidable.
- Consider parking in an out-of-the-way area of your property or along the street during construction.





# DURING CONSTRUCTION

*Don't hesitate to ask questions! We want you to feel comfortable with the process.*

## 5) Expect to have debris found in your attic

- Dirt, dust, and debris is knocked from its place and falls down.

## 6) Satellite dishes may need to be reset by your provider

- Plan ahead for your favorite show or an internet outage.
- We attempt to install the dish in the same position it was in before we removed it. However, a call to your service provider may be necessary.

## 7) Try not to enter and exit the home often

- We try our best to avoid it, but sometime debris and even loose tooling may fall from the roof.
- Staying out of the way is ESPECIALLY true for children. We really care about children; help us keep them safe!!

## 8) Careful where you walk and drive during construction

- Nails are a part of the process and pose a hazard. We do our best to keep them off the ground, but some manage to sneak by.







# COMPLETION

Please, understand that as much as we try, we cannot guarantee 100% pickup of all nails.

## 1) Cleanup

- We will walk the property and pick up after ourselves.
- This includes a thorough magnet sweep around your home to pick up nails.

## 2) Possibility of unseen damage

- If using insurance, we may need to submit a supplement for additional costs to repair unseen damage or to bring the home up to current building codes.
- If not using insurance, we will contact you before making any repair that can add additional costs.

