



Questions to Ask a Commercial Roofing Contractor BEFORE You Let Them on Your Building's Roof

In Texas, anyone can call themselves a roofing company. There is no state licensing for roofing contractors, and insurance is not required. It is left to building owners and property managers to ensure that they are hiring a roofing contractor that is qualified, reputable, experienced and properly insured.

Beware of disreputable contractors who have little to no experience applying the type of roofing solution you need, use substandard products, are not adequately insured, do not follow required safety protocols and/or leave you without a proper warranty or in violation of building codes.

To protect commercial building owners and managers, the **North Texas Roofing Contractors Association (NTRCA)** recommends that you ask the following questions about any commercial roofing company you may be considering. Please use this list as an aid to ensure that the contractor you choose will be there to provide ethical and responsive service before, during and after your project is complete.

1. Are they experienced and qualified to repair or install your type of roof?
2. Are they located in North Texas, and how long have they been doing business in this area?
3. Most commercial roofers will hold some sort of general liability insurance and workers' comp, but who is insured? Just the owner and admin assistant? Or the crew on your roof too? **VERIFY INSURANCE**. You can obtain a copy of the contractor's NCCI (National Council on Compensation Insurance) report from their insurance carrier, showing worker's comp coverage, who is covered and their EMR rating.
4. Is the company a member of a reputable roofing trade association that holds its members to high standards, such as the North Texas Roofing Contractors Association (www.ntrca.com), the National Roofing Contractors Association (www.nrca.net), the Roofing Contractors Association of Texas (www.rooftex.com) or the Midwest Roofing Contractors Association (www.mrca.org)?
5. Are they certified through the materials manufacturer? At what level? And where are they getting their materials? Call the manufacturer to check out your contractor and ensure you will be covered by the manufacturer's warranty.
6. Do they have a safety program? And do they have a strong safety rating and follow all safety requirements?
7. Is the roofing contractor in good standing with the Better Business Bureau?
8. Can they offer labor AND material warranties?
9. What is the roofing contractor's warranty on labor? What is the manufacturer's warranty? Get warranty information in writing. Consider how long your contractor has been in business and where they are located when looking at their warranty information.
10. Get references from past clients and from the product manufacturer. Then call them.
11. Get bank references and check the contractor's financial stability.
12. Insist on a written payment schedule, based on work delivered.
13. Do they know and follow your municipality's codes? Be careful to hire someone who doesn't get you in trouble and cost you money in terms of fines and re-work because they put you in violation of building codes.
14. Who will supervise your roofing project? How much experience do they have? How can you contact them?
15. Do they have the same crew install any roof system or do their crews specialize and work on specific types?
16. Make sure you get several bids and that you are comparing apples to apples on pricing and materials. For example, are they quoting a full roof system or some type of coating? The same product and manufacturer? Make sure you understand what you're getting.