

***Thank you for choosing ACE PRO ROOFING!!***

This email is to inform you of the job process and preparations.

Please read below for your upcoming project.

For questions please email [office@aceprorooft.com](mailto:office@aceprorooft.com) and note your property address in the subject line.

Production is booming but there can be slowdowns. This is an "outdoor trade" and we deal with heavy rains, storms, heat exhaustion, Covid19 restrictions, excessive rotted wood replacement, etc. We are currently about 8 weeks from signup date to job start. We aim to average about 7-8 re-roofs started per week (depending on size), and balance many other jobs in-progress (we multi-task a lot). We appreciate your patience and understanding, we move as fast as we can!

***PLEASE READ THIS ENTIRE EMAIL*** - it will answer a lot of questions.

The estimated production schedule is at the "***Production***" page on our website.

The link is: <https://www.aceprorooft.com/production>

(click "Re-Roofs on Deck"). We will call you the ***evening*** before your start day.

The production date range on the website is "estimated", your job may move up or down based on geography, type or size of roof, expected tile delivery date, permitting, and weather. Some jobs are small, some are large. Any day that it rains hard a half or whole day puts us back about the same amount of time.

See link here for google weather forecast.

<https://weather.com/weather/tenday/l/West+Palm+Beach+FL+USFL0512:1:US>

**PRODUCTION CONTACTS DURING THE JOB –**

Production Manager email: [office@aceprorooft.com](mailto:office@aceprorooft.com)

Accounting Manager email: [info@aceprorooft.com](mailto:info@aceprorooft.com)

Office Phone Number: 561-282-6128

**THE JOB PROCESS** - Crews can start as early as 7:30, but usually between 8:00-9:00. First few days (depends on size of roof): Roof gets torn-off, deck gets re-nailed, rotted deck wood and fascia gets replaced, all metal drip edge, vents & pipe boots get replaced, then we install the underlayment...and you are "dried-in". Your roof is covered by the underlayment at this stage without the shingle or tile. Then there is a waiting period for the shingles or tile to get

delivered...a few days on **shingle**, many weeks or months on **tile**...depending on which tile you choose. After shingle or tile arrives: Then we install the shingles or tile soon thereafter and job is done. If tile gets delivered earlier than expected, it may sit on the roof for week(s) until it is your turn for the install. So actual job for shingle only takes about 3-5 days and tile about 5-8 days. Keep in mind, these are NOT CONSECUTIVE days. There are trash piles left at dry-in stage and finishing stage that get picked up via dump trailer usually within a few days after each stage is completed.

**ACCESS & MATERIAL DELIVERY** – Please make sure your gate is cleared during the construction process. Initial materials will get delivered usually 1-10 days before job start. All materials are “roof-loaded” on top of the roof, except some plywood and plastic. The roof covering (shingles, tile or metal) get delivered and roof loaded after the dry-in stage.

**MOVE VEHICLES** - be sure your driveway is clear for the morning of the tear-off. Depending on the size of the job, there will be multiple vehicles, dump truck, dump trailer. All vehicles and trailers are gone offsite by the end of each day. If customer refuses a delivery when the truck arrives, or driveway is blocked, a failed delivery/load charge will be assessed ranging from \$300-\$800 depending on the order size.

**BE PATIENT** - Please do not ask to be "moved up the list", or say that your roof is "urgent" or an "emergency" or a "priority" (*this applies more in the rainy season*). And also please don't ask us to "put a tarp on your roof" while you wait for your job to start. Our crews are all busy working on jobs, no time for tarping that would cost average of \$800-\$3,000 in which you'd wind up with a bunch of sandbags breaking on your roof, or nails in your fascia which you will not like anyways. Just please be patient.

**JOB START DATE** – We try our best to give our homeowners a realistic start date, but please realize there are countless circumstances that can affect the schedule. Inclement weather, surprises on the jobs before yours, material delays, crew members getting sick, heat exhaustion, etc. *Please try not call us for "updates"* because we do not know which day your Re-Roof is going to start until the day before, or even the day of. Instead, check our website for updated production schedule to see your job start estimated week.

***PLEASE MAKE SURE TO DO PREPARATIONS BEFORE JOB START:***

**NOISE, POUNDING, FRAGILE ITEMS, FALLING DEBRIS** –If there is anything very fragile (like fine china at the edge of a shelf, or framed glass photos not secured well to the wall)...take precautions to move or secure these items. It's not like an earthquake, but there will be pounding and scraping on the roof, and slight vibrations of the house. There may be debris that falls into in attic in areas where rotted plywood needs to be changed and trusses need to be reinforced. The roof tear off has ALOT of nails, tin tabs and pieces of tar felt. Our crews use magnetic rollers to pick up what they can, but it is impossible to get every single one... especially if there are bushes, trees, rocks, mulch, gutters, or other construction happening. More nails may appear weeks or months later after rains wash them out. Be careful after the project is complete and look for any strays. Ace Pro is not responsible if a nail gets in a car tire. It is customer responsibility to be aware of falling debris and do additional picking up if needed after we do our cleanups during and after the job.

**OUTDOOR FURNITURE, APPLIANCES, ITEMS** – please move any lawn furniture, yard art, ceramic figurines, grills, awnings, yard toys, fountains, etc away from the side of the house to protect it from debris during construction and cover things like flood lights, A/C unit. We usually cover the pool and driveway with visqueen plastic, but the wind can blow it and trucks can move it. Ace Pro will exercise reasonable care, but due to job circumstances (large heavy dump trucks, flying debris, pounding on roof, etc.) cannot be held responsible for damage to driveways, sidewalks, pool, landscaping, flowers, septic tanks, railings, screens, fences, gutters, pipes or cables close to the roof deck in the attic, or anything in the path of falling debris. Ace Pro is not liable for breakage of items not removed from work area. Customer is responsible to detach and remove anything of value on and around the house before the project begins. Customer also gives permission to Ace Pro to remove anything not removed that obstructs the work from being completed and agrees a service fee may be charged for removal service. Ace Pro is not responsible for damage to property that was not detached and removed from work area and surrounding property. Ace Pro can not be responsible for any leaks in regards to roof penetrations, stands, shrouds, or casings of Air Conditioning Units of Solar Panels.

**PLANTS** – Unfortunately plants cannot be temporarily moved like lawn chairs or grills. We apologize in advance if any shrubs lose a branch or any flowers

get damaged or squished. Please take any precautions to cover any plants or flowers that are sentimental.

**INTERIOR CEILINGS** – Due to pounding on the roof, there may be falling pieces of popcorn or loose ceilings, hi-hats, smoke detectors, etc. Ace Pro is not be liable for this or any water intrusion to interior ceilings done by rainy weather during tear-off or dry-in stages of roof. Ace Pro is not liable for any interior ceiling damage under areas where rotted plywood has to be removed and replaced or trusses need to be reinforced.

**NEIGHBORS** – Please let your surrounding neighbors know that you will be having upcoming construction on your house to prepare them for any noise or in case they need to move their vehicles, that would be greatly appreciated.

**PERMIT** - stays outside during the job process and ladder is setup for inspections. Any fees incurred because homeowner removes permit or puts ladder away to be paid by customer.

**LEFTOVER MATERIALS & MATERIAL REMOVAL REQUESTS** – We may have more materials delivered than we need on a job because it is better to have leftovers than not enough as it can delay projects. Leftovers are picked up by Ace Pro during and/or after job completion. These materials are not yours to keep or entitle you to a credit of any sort. You only pay for the materials used on your roof. Once materials are delivered and roof loaded, they belong to the customer. Material removal per request due to an approaching storm is not included. Whenever possible, Ace pro will assist customer in finding a removal service to be paid by homeowner. Ace Pro is not liable for materials theft at customer's house, loss or damage incurred as a result of delays due to strikes, weather conditions, or availability of materials from suppliers.

**PAYMENTS** – We accept check, e-check, credit card (merchant processing fees apply for credit card) and cash. If homeowner fails to pay any draw payment, Ace Pro may cease work without breach, pending payment or dispute resolution. If final payment is not paid within 14 days of permit closeout, the unpaid balance will be subject to a 5% surcharge. This amount will increase at a rate of 2% increase per week as compounding interest until paid in full (within legal limits). If Ace Pro has to retain counsel to collect funds due under this Contract, then it shall be entitled to reasonable attorney's fees and all related fees.

**ENGINEERING REPORTS or STRUCTURAL RETROFITTING/ENHANCEMENTS** – in the permitting process, if mitigation is required by the building department or code, additional fees will apply. This is not roofing, but the structural elements of the house (truss, strapping, how many embedded nails, etc). Mitigation paperwork has to be filled out if the home “improvement value” of just the building on the Property Appraisers website or Homeowner’s Insurance dwelling value is over \$300,000 and was built before 1988.

**SKYLIGHTS / FLASHING KITS**- if they are not Miami-Dade approved, for standard sizes add \$800 per 2x2, \$900 per 4x2, \$1,200 per 4x4. Custom sizes are not stocked locally and cost more and take a few weeks to get. When existing skylight(s) are removed, we can not be responsible for any drywall ceiling breakage, crumbling, falling drywall or interior cleanup.

**MULTI- LAYER ROOF COVERING** – (applies to shingle and flat) - if more than one roof covering has been installed underneath (i.e. shingles on top of shingles, or flat roof system on top of old flat roof) and must be removed, an additional charge of \$.45 (shingle) or \$.75 (flat) per square foot will be charged.

**PEST CONTROL** - Nothing related to pest control is included, such as pipe/vent screens, holes in walls being sealed, etc.

**GUTTERS, SOLAR PANELS, SCREEN ENCLOSURES & ANYTHING ATTACHED TO THE ROOF or FASCIA** - Owners are entirely responsible for detach and re-set of anything attached to the roof or fascia, for example: pool screen enclosures (if rotted fascia is wedged in between), awnings, gutters, solar panels, satellite dish, lights, cameras, railings, fencing, decorations, other trades like A/C curbs. If gutters are in the way of rotted fascia or spiked through the drip edge, they must be removed them per building code in order to replace the fascia and remove/replace the drip edge. We can remove the gutters and dispose of them. If you want to keep the gutters and have a gutter contractor try and re-attach them, we can leave them on the ground. Ace Pro is not responsible for re-attaching or installing new gutters.

**TILE ORDERS** have been taking long because we had been in a post-hurricane market (Irma, Michael, Dorian), and Covid-19 has slowed production lines. New construction developments are booming everywhere with large tile orders too. But your roof is 100% waterproof while you are waiting for the

tile. Tile companies give us an "estimated delivery date" may get pushed back or forward, it averages from 4-16 weeks from date of order.

**WOOD REPLACEMENT OR BUILDING CODE REQUIREMENTS** – Besides what is included in the contract price...During the job if we uncover any unforeseen code requirements or additional rotted plywood decking, tongue & groove, fascia, sub-fascia, rafters, etc...a change order is not needed as it is already addressed in this contract. We as the contractor and you as the homeowner have no choice...rotted or termite damaged wood has to be replaced. Fascia is replaced usually in 8, 10, 12 or 16 foot pieces. Additional wood replacement billing will be added to the "Dry-In Stage Payment", or the final payment.

**ROOF MORTAR** – (*applies to tile roofs only*). Your roof tile is paired up with an "oxide" by the manufacturer that is used to create the mortar color. It is usually in the color family of the tile, but especially with "blends" that consist of multiple tiles and hues, the oxide can complement or contrast the tile colors and it is a subjective matter of opinion that it "matches". If you do not like the color of the mortar, it is up to you to paint it or stain it, not Ace Pro's responsibility.

**STUCCO, CAULKING, PAINTING, SOFFIT** - A Re-Roof does not include any structural or foundation work, stucco, lathing, painting, caulking, or soffit work. For any rotted fascia board that is removed and replaced, no painting or caulking is included. If any stucco is cracked, crumbles or has to be cut or removed because of rusted flashing replacement, Ace Pro Roofing does not do any stucco or painting work (if applicable) after the flashing is replaced. Homeowner gets the stucco and painting done before tile install or after job completion.