



CHOOSING A CONTRACTOR CHECKLIST

15 Questions to Ask When Hiring a Roofing Contractor

Instead of looking upon the need for a new roof as something to dread—look at it as a great opportunity to get exactly the style, color and performance you want for your home. Deciding who to hire for your reroof project is an important element of having a great experience replacing your roof. You should get multiple estimates and be sure they are apples-to-apples comparisons, so you aren't surprised later. Here is a checklist of topics to discuss with contractors to help you make your final decision.

- 1. Can they provide an in-depth understanding of the company's experience level in the roofing business?**
Think of this interaction with a contractor as a job interview. This isn't necessarily asking how long they've been in business because many company owners started in the industry with other companies, but you'll want to understand the total experience level of the contractor.
- 2. Does the contractor have insurance coverage?**
Your contractor should carry insurance to help protect your home from accidental damage. Owens Corning Roofing Platinum and Preferred Contractors hold at least \$1MM in general liability insurance. Professional contractors will share with you the certificate of insurance coverage.‡
- 3. Does the contractor have a license or other credentials as required by the local municipality or state?**
You can always call your city administrative offices to get the requirements. Contractors can, and should, provide you a copy of their license. Check with your local Better Business Bureau organization to be sure the contractor has a clean record with no outstanding issues. From time-to-time all contractors can have issues with customers; the key is do they resolve the issues?
- 4. Will the contractor provide you with a written estimate?**
Your roofing contractor should provide an estimate that includes an accurate and complete description of the work to be performed, plus the products selected for your project. This should also include information on whether there is work that will be subcontracted out.
- 5. Does the contractor perform a thorough inspection of your roof?**
In addition to checking for storm damage, your roofing contractor should perform a thorough inspection of your current roof, including the deck, attic, flashing, chimney, soil stacks, valleys and other roof penetrations. This is the best way to determine the full scope of the reroofing job.

6. Does your contractor check for adequate ventilation? Does he/she explain it to you?

Your roofing contractor should check the existing attic ventilation and explain the importance of proper ventilation. This should include inspecting your roof from inside the attic to determine if the current ventilation system is working properly. Improper ventilation can damage your shingles and invalidate your manufacturer's warranty*. Learn more [here](#).

7. Will the contractor take the time to explain how a proper roofing system works?

This should include an explanation of all the individual component parts and how they work together for the best roof performance. Learn about the Owens Corning® [Total Protection Roofing System](#)®[^].

8. Depending on your location for either ice/snow or wind-driven rain, you may need an ice and water barrier on your roof deck. Does your contractor explain this requirement to you?

Depending on your location, your roof deck may require ice and water barriers to protect your home against either ice and snow, or wind-driven rains. Not only should your contractor be able to explain the difference in the products, but they should also be able to recommend the best protection in sealing your roof deck.

9. Does your contractor adequately explain your shingle style and color choices to you?

There are many shingle lines and price ranges to choose from, and some shingles have specific performance aspects that may be required in your area (like solar reflectance or impact resistance). You should ALWAYS be given choices. Learn more about the [Owens Corning shingle offering](#).

10. Does your contractor explain the difference between his/her workmanship warranty coverage versus the product manufacturer's warranty coverage for defective products?**

There is a difference. And the contractor should be able to explain to you whom you should call with a problem.

11. Will they provide references for this work?

Most professional contractors are eager to share their reference list; you should call a few of them.

12. Is the contractor clear about when they can do your project?

While things do happen to delay the start of your project (like the weather), you should have a general understanding of when you can fit into the contractor's schedule.

13. Do you feel the contractor has a good communication style? Do you feel he/she takes the time to answer your questions and listen to your concerns?

The bottom line is that regardless of the price differences between contractors, trust your gut about which contractor you feel will best fit for you and your project. If you are having difficulty communicating before the project, it's probably not going to improve after you sign the contract.

14. Can they provide in writing clear payment terms?

You should NEVER pay for the roof in advance. On most average jobs that will be in the schedule quickly, the contractor won't expect you to pay a deposit, but he/she will expect payment in full upon completion. A different pay schedule may be required for very large, complex projects. You should be comfortable with the payment arrangements.

15. Does the contractor offer financing?

Not only might this help you fund this project, it could also be a sign that the contractor is in good financial standing as lending institutions have an application process for contractors to offer this type of funding.

[Download or print this checklist to keep on hand when talking or emailing with roofing contractors.](#)

There are a lot of contractors out there, but getting these questions answered will help you narrow down your selection and hire the right roofing contractor for your roofing project!