



SERVING
ROOFING
CONTRACTORS
OVER 15 YEARS

COMPANY Policies & Procedures



YOUR
ROOFING
PARTNER

Polices & Procedures

The following conduct at the project is not acceptable:

- Drinking or drug use prior to or during work.
- Swearing or abusive language to anyone
- Radios or other devices playing loudly
- Smoking or chewing tobacco on the job site
- Bullying or physical abuse to anyone
- Throwing of tools, materials or other objects that might cause physical harm to others.
- Using customer's tools without permission

JOB SITE PROCEDURES

- 1. Drive Way-** DO NOT Park into customer's drive way without home owner's permission unless is absolutely required.
- 2. Landscaping-** Provide enough tarps and plywood to cover landscaping around the work area.
- 3. Protect Decks & railings -** Protect deck and railings with plywood, and/or tarps as necessary to avoid any damage. Remove all personal belonging away inspect for damage.
- 4. Air Conditioner Units-** Inspect for damage and take picture to document prior to start the work Protect A/C Units with plywood or any other item to avoid damage. DO NOT cover up with tarp especially when the unit is working. When protecting with plywood, place two pieces of plywood standing each side and secure the top with nail if possible.
- 5. Personal Belongs-** Inspect all personal belongs (chairs, tables, flower pots, Grills, anything you can see

that might get damage) for damage and take pictures. Remove all item away and put back when is done in same place.

6. Flowers Shrubberies- Protect all flower and shrubs with plywood and/or tarp if necessary. DO NOT Smash down flowers if possible. If we think the property has too many flowers in the working area that will be difficult not to damage, we will contacts you. We strongly recommend customers to let us know if the job site needs special attention prior to start date so that we can properly plan for it.

7. Bathrooms- Do not use customer's bathrooms unless the home owner absolutely agrees with it but almost all the time we don't use customer's bathroom at all.

8. Do not use the customer's tools or equipment, etc. If we use customer tool or equipment and gets damaged, we will be pay for it.

9. Roof Decking- We inspect every roof decking for rotten woods, soft areas, gapped decking boards, and any other issues that can be seen. Replace and correct this issues since this is very common practice. If the existing roof deck has building code issues (roof is gapped, etc.) or needs extensive amount of repairs, we will call to let you know for work authorization. Will take picture of repairs being done for proof of work.

10. Inspections pictures & other pictures- We are responsible to take pictures of roof decking, any roof deck repairs, underlayment, extra layers, etc. Pictures will be taken showing the entire slope or bigger areas to clearly show the work. Close pictures will be provided especially for repairs. All pictures will be sent to you or your office in one single email with address within 1-2 business days after the job is done.

11. Work Orders or Job Notes- We read work orders, materials list, special instruction indicated or noted on the work order, job calendar notes, email notes, text, phone calls and any other alternative ways of communication used pertaining to each and fully understand and follow all directions as indicated.

12. Materials verifications- Each crew leader will verify all materials delivery accuracy if materials list were provided and we will notate and notify your for short materials delivered. We will try to do a material count early morning so that any missing materials can get delivered as early as possible. Note: keep in mind that it is very difficult for us to know predict what amount of materials needed unless you provide with an actual roof measurements report.

13. Left over Materials- (a) Crew will neatly pile up left over materials where customer can easily pick up load. If lift overs are over exceeds over 9 bundles, we will leave shingles on pallet. (b) Will take a picture of left over materials and send along with inspection pictures. We DO NOT take left over materials with us of any kind. If a crew is being discovered taking left overs, the crew will be immediately terminated.

14. Working Areas. (a) We will keep ground, entry ways, drive ways, etc. free of debris and nail as much as possible (c) Will keep l tools and equipment organized and kept in one place as neat as possible. Your company image is important so we will keep this as number 1 priority after safety. This will generate referrals.

Office

1. Job Schedules and Calendars. All jobs gets scheduled using google calendar or outlook calendar. We strongly recommend our clients to give us a reasonable time notice when you have a new job to schedule it. You can schedule a job in 3 different ways. (1) Call us at our office (2) Send us an email (3) schedule a job on our website 24/7 www.prohocierroofing.com

2. Job Reschedules due to weather- Our office person or crew leader will call you to reschedule a jobs if a job needs to be rescheduled to an other date due to weather. Most jobs gets rescheduled for next day or within couple days at most. We DO NOT open a roof if weather is critical. Crew leader to have a weather app on their cell phones.

3. Invoices- Invoices will be sent within 2-3 business days after the job is completed along with inspections pictures, (two separate emails) material packets list, receipts, etc.

15. Quality control - At the end of each job, our crew leader will inspect the entire roof for possible punch list and will correct if any. Each crew member are fully in charge and responsibly of their working area minimizing all the errors and call backs.

16. Final Clean-up. Cleaning should be like we never been there. Every crew carry a roll magnet on their truck at all times. Use roll magnet to pick up nails from drive ways, yard, decks, landscaping, underneath the dumpster, etc. We pick up all small debris underneath bushes, threes, drive ways, etc. Use blower to blow small debris. Start at the roof and gutters. Blow off small debris from drive ways, underneath the dumpsters, etc. Foreman will double check final cleaning before they leave the jobsite. Each individual person at the crew is also responsible for the final results.


4. Inspection pictures- a separate email will be sent to customer with all required inspection picture for each job within 2-3 business days after the job is completed. We use COMPANY CAM app to take pictures.

5. Payments terms - Customer will receive a detail invoice via email as specified above. Customer to pay invoice as stated in our invoice terms.

6. Checks- We request all invoice payments to be sent via mail. WE DO NOT show up at your office for payments. Our customers can pay all invoices online with matter one click using our online payment options free of charge.

Invoice

Invoice- to customer are sent within 1-3 business days after the job is completed along with inspection pictures, (two separate emails) Materials packet list, copy of receipts if any, etc.



Pro-Choice Roofing, LLC
4940 W Broadway Ave
Crystal, Mn 55429

Invoice

Date	Invoice #
1/29/2018	340

Bill To

XYZ Exteriors, LLC
123 Sample St Ne
City, State, Zip

Ship To

123 Unity Ave N
Brooklyn Park, MN 55429

P.O. No.	Terms	Due Date
	Net 15	2/13/2018

Quantity	Description	U/M	Rate	Amount
25.33	R&R Asphalt Shingles 4-6/12 Pitch	SQ	80.00	2,026.40
1	Chimney Flashing Install	EA	136.00	136.00
3	New Roof vents cut in/Repositioning/Cancel	EA	10.00	30.00
Total				\$2,192.40
Balance Due				\$2,192.40

Phone #

612-788-1858

Web Site

www.prochoiceroofing.com

Claims disputes arising from invoices must be made within 3 business days from invoice date

Scheduling Contact Sheet

We have a couple different ways how you can get in touch with us.

1) CALL US AT THE FOLLOWING NUMBER:

- Office at (763) 710-4344
- Office Manager's Cell 612-532-5918
- Owner's Cell 763-245-6265

2) EMAIL US WITH ORDERS OR ANY QUESTION TO THIS EMAIL:

office@prochoiceroofing.com

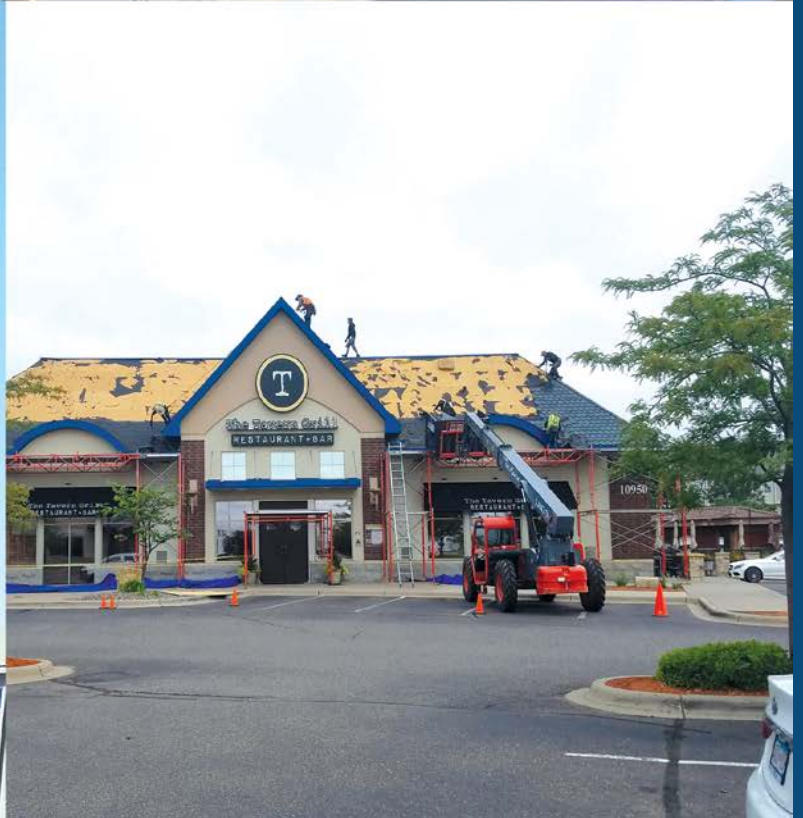
3) SCHEDULE ONLINE 24/7

at www.prochoiceroofing.com

IN ORDER TO SERVE YOU FASTER, WE STRONGLY RECOMMEND CUSTOMERS TO USE EMAIL OPTION TO SCHEDULE JOBS. SOME WILL CONFIRM YOUR ORDER WITHIN COUPLE HOURS.

Trusted by these local pro's





CONTACT US

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Crystal, MN 55429

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LIC # BC722959

www.prochoiceroofing.com