

ROOF REPAIR

FREQUENTLY ASKED QUESTIONS



FirstQuality
ROOFING & INSULATION

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1 How long does a roof typically last?

A roof's life expectancy depends on several factors, including the material it's made from as well as the weather and climate conditions that it's exposed to. The following are some common types of roofing materials and how long they're likely to last:

Slate, copper and tile roofs
50 years or more

Wood shake roofs
about 30 years

Fiber cement shingles
about 25 years

Asphalt shingle/composition roofs
about 20 years

Weather conditions such as bright sun and hot temperatures, rain, hail and wind can cause a roof to age prematurely, as well as damage from squirrels, birds and other wildlife.

Roof inspections will help detect any problems, increasing the possibility that your roof can be fixed rather than needing a replacement. This is recommended for roofs more than 15 years old, as well as those that have been exposed to extreme weather conditions or show signs of damage. The cost of your inspection will be applied toward any repairs that may be needed.

2 What causes roofs to wear out?

Roofs wear out over time, but some factors can contribute to a shorter lifespan. These include the following:

Improper drainage from the roof – causing water to back up on the roof

Weather and climate-related damage - caused by wind, hail, the sun's UV radiation, or hot temperatures

Damage from animals such as squirrels and birds

Inadequate attic ventilation or insulation can make roof materials decay more quickly

3 How do I know if my roof can be repaired or if it needs to be replaced?

If your roof is close to the end of its lifespan, a replacement may be a better choice. Shingle damage such as curling, buckling, or granules that are coming off can also necessitate a replacement since these are signs your roofing material is wearing out. In other cases, however, a repair can help restore your roof's condition and can help give it additional years of good performance. Schedule a roofer to thoroughly examine your roof and make the best recommendation.

4 If I have a leak, do I need to replace my roof?

A leak is an obvious sign of trouble, but it doesn't always mean your roof needs to be replaced. In many cases, damage can be repaired, particularly if it's detected relatively early.

Deciding whether a repair or replacement is your best option depends on several factors, including the age of your roof and how widespread and severe the damage is, as well as how long you plan to live in your home. If your roof is already near the end of its lifespan, you'll probably have to replace it soon anyway and a repair may not add much to its longevity.

5 How hard is it to repair leaks?

The difficulty of the repair depends on the cause and severity of the damage. Because getting on a roof is dangerous, it's not something we advise homeowners to attempt on their own. Leave repairs to professional roofers as the stay up to date on municipal and HOA codes and have the training and experience to locate hard-to-find problem sources and repair them properly. In addition to not fixing the problem, you could make the damage worse and even seriously injure yourself by attempting to do the work on your own.

6 How much will it cost?

The price of your new roof depends on the size and pitch of your roof as well as the materials you choose. Generally, metal is the most expensive material, followed by tile, slate and asphalt. More expensive materials usually have a greater lifespan.

We'll work within your budget and offer free estimates to help you have a clear idea of what your new roof will cost. In some cases, homeowner's insurance will pay for the cost of a new roof. You'll probably be covered when you need a new roof because of an incident such as wind, hail, or a fallen tree. If your roof needs replacing because of normal wear and tear, however, that's not usually covered.

Our company offers 100% financing with approved credit so you won't be hit with the entire cost at once.

7

Will my homeowners' insurance cover the cost of my roof repair or replacement?

The answer varies according to your insurance company and your policy. However, in general, normal wear and tear aren't covered under your policy, but the damage caused by specific events – such as hail, the wind, or a fallen limb – is usually covered. Your insurance company and agent can give you more information about the specifics of your coverage.

8

How long will the repair take?

Each job is different, depending on the extent of the damage, but the work can often be completed in a day.

9

Will I have a warranty on my repair?

This varies, depending on the roofing company you choose. First Quality Roofing & Insulation stands behind our work. For full roof replacements, we provide a 10-year warranty on materials and labor.

10

What should I do to prepare for the roofers?

You'll need to secure any pets or consider having a neighbor watch them for a day or so. This is especially true for pets scared by noise.

Mowing your lawn ahead of time will enable the workers to do a more thorough job of finding nails and other debris. You'll also want to cover any plants and move any grills or other portable items that are close to your home.

11

Will the roofer clean up my yard when you leave?

They should! At First Quality, we'll do our best to leave things just as we found them, using tarps to catch as much debris as possible. We also use a magnetic nail finder to pick up roofing nails that land in the yard, but you'll still need to be careful afterward.

12

Why is choosing the right company so important?

The quality of materials and workmanship are two of the most important factors in determining your roof's performance and longevity. A company with an outstanding track record of professionalism will help ensure your roof is properly installed and that it will last as long as possible.

13 What questions should I ask before hiring someone to repair my roof?

The quality of workmanship and materials has a large effect on the longevity of your roof, so it's important to ask these questions before hiring a roofing company:

How long have you been in business?

Are you licensed, bonded and insured?

Do you have a reference from other homeowners (or business owners)?

Do you have any professional designations, such as such as industry memberships and affiliations?

Will I receive a written contract?

Will you provide financing if I need it?

Be sure to ask these questions to a few companies to make sure you find the right fit.

14 How can I take care of my roof to keep it in the best possible condition?

Some roof damage isn't visible from the ground or to someone who isn't a trained roofer. Regular professional inspections can detect any problems before they become larger and necessitate a replacement rather than a repair.

You can also extend your roof's performance and longevity by making sure you have adequate attic insulation and ventilation. Making sure your gutters stay clear and no tree limbs are hanging over your roof will help to keep your roof safe from damage.

15 How often should I get my roof inspected?

Under normal conditions, your roof should be inspected once or twice a year. This can help catch any issues early so they're much more likely to be able to be repaired before your entire roof – or the interior of your home – suffers damage. You may also want to schedule an inspection after extreme weather or if you see a leak or other evidence of damage.

IF YOU'RE EXPERIENCING ROOFING PROBLEMS OR HAVE QUESTIONS ABOUT YOUR ROOF, CALL FIRST QUALITY ROOFING & INSULATION TO SCHEDULE AN APPOINTMENT FOR A FREE ESTIMATE AT 702.262.7847