

## **COPY OF PRODUCTION EMAIL**

This is an email to all who are in line or in progress for a **NEW ROOF**. We'd like to set realistic expectations and communicate a few things. Production is booming but there have been slowdowns. This is an "outdoor trade" and we've had to deal with heavy rains, heat exhaustion, Covid19 restrictions, etc. We are behind on our normal production schedule, and currently about 8-10 weeks from signup date til job start. An active rainy season is already in effect. We appreciate your patience and understanding, we move as fast as we can!

***PLEASE READ THIS ENTIRE EMAIL***...estimated production schedule is at the "Production" page on our website (click link below)...and please read the info below which will answer a lot of questions about the production process.

**<https://www.aceprorooft.com/production>**

**click on "Re-Roof Jobs on Deck"**

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>**

We move as fast as we can, but we are in the rainy season. We aim to average 6 to 7 re-roofs started per week (depending on size), and balance many other jobs in-progress (we multi-task a lot).

### **The Job Process:**

First 1-4 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 gets replaced, then we install the underlayment...and you are "dried-in". Your roof is protected 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 shingle or tile you choose, and if it's locally available or backlogged). 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 a week or weeks until it is your turn for the install. So actual job for shingle only takes 3-5 actual days of workers on-site and tile about 5-7 days of workers on-site. 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.

\* **TILE ORDERS** have been taking long because we are still in a post-hurricane market (Irma, Michael, Dorian), and new construction developments are booming everywhere with large tile orders. But your roof is 100% waterproof while you are waiting for the tile. Tile companies give us "estimated delivery date" which may get pushed back or forward, but it averages from 3-16 weeks from date of order. We aim to order the tile shortly after you sign up, but if you take a long time to select your tile, then your job start date will get pushed back accordingly.

---

### **PRE-PRODUCTION NOTES - WHAT TO EXPECT...**

- **MATERIAL DELIVERY** – starter materials (for the tear-off through dry-in phase) will get delivered to the house usually 2-7 days before job start. All materials are “roof-loaded” on top of the roof, except some plywood. The roof covering (shingles, tile or metal) get delivered and roof loaded after the dry-in stage.
- **EARLY STARTS** – the crews can start as early as 8:00 a.m. – sorry for any inconvenience! Usually the crew arrives between 8:00-9:00, different vehicles, dump trucks, trailers, etc.
- **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 absolute best to give our homeowners a realistic start date range, but please bear in mind that there are countless extenuating circumstances that can affect the schedule. Inclement weather, surprises on the job before yours, material delays, crew members may get sick, etc. Please try not call us for an "update" because we literally do not know which day your Re-Roof is going to start until the day before, or even the day of. The "production" page on the website is updated regularly. We will call you the day before your start day.
- **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.
- **ACCESS-** Please make sure your gate is cleared during the construction process. If our crews and/or suppliers can't get in the gate, or vehicles are not clear of the driveway, there may be a “failed load charge” assessed by the supplier.

## ***Please make sure to do preparations prior to job start...***

- **NOISE, POUNDING, FRAGILE ITEMS** – demolition and construction can be noisy – 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 any 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.
- **FALLING DEBRIS** – as you can imagine, the tear-off and construction of a roof involves ALOT of nails, tin tabs and pieces of tar felt. Just as many come off the roof as go on it, and while our crew members do their best to go through the yard with a magnetic rollers afterward to pick up as much as they can, it is impossible to get every single one, especially if there are bushes, trees, rocks, mulch, gutters in the way, or other construction projects happening. More nails may appear weeks, even months later after heavy rains wash them out. Please be careful after the project is complete and keep your eye out for any strays, it is customer responsibility to prepare for falling debris and do additional cleanup after the roof job is closed out.
- **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 the contract. We as the contractor and you as the homeowner have no choice...rotted or damaged wood has to be replaced. Fascia is replaced ususally in 8, 10, 12 or 16 foot pieces. Additional wood replacement billing will be added to the "Dry-In Stage Payment", or may be added to the final payment if the billing is behind and job finishes quickly.
- **OUTDOOR FURNITURE, APPLIANCES, ITEMS** – please move any lawn furniture, yard art, ceramic figurines, grills awnings, yard toys, 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 (a heavy plastic) but the wind can blow it and trucks can move it. Ace Pro Roofing will exercise reasonable care when performing the work, but due to job circumstances (large heavy dump trucks, flying debris, pounding on roof, etc.) cannot be held responsible in any manner for damage to driveways, sidewalks, pool, landscaping, septic tanks, screens, fences, gutters, pipes or cables close to the roof deck in the attic, above or below ground, or anything in the path of falling debris.
- **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 will also not be liable for any water intrusion to interior ceilings done by acts of nature like rainy weather during tear-off or dry-in stages of roof.
- **NEIGHBORS** – Please let your neighbors to the left and right 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, or if there is a shared fence, etc...any communication be greatly appreciated.
- **PRODUCTION CONTACTS DURING THE JOB** – As always, you can call my (John DeMatteo) cell phone at 561-317-5180 if you have any questions throughout the project. If you are unable to reach me and have an urgent question or matter, here is the office number 561-282-6128. Ian Snow and Suzette DeMatteo manage the office We are all happy to help you with any questions or concerns you may have. Our emails are: John@AceProRoof.com, Suzette@AceProRoof.com, Ian@AceProRoof.com
- **LEFTOVER MATERIALS** – We usually have more materials delivered than we need on a job because it is better to have some left over than not enough, as it can delay projects by a couple days to over a week. Any leftovers will be picked up by our company during or after the completion of the project. These materials are not yours to keep and do not entitle you to a credit of any sort. As a courtesy, we do leave additional bundles of shingles (or) tile at the house so you have some extras if future repairs are ever needed from storm damage, etc.
- **PAYMENTS** – Refer to your contract for payment draws. At each stage of the job, a draw payment is due. We accept check, e-check, credit card (merchant processing fees apply for credit card) and cash.
- **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 involved 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 Policy dwelling value is over \$300,000 and was built before 1988. We will contact you during the permit process if this is an issue.
- **SKYLIGHTS / FLASHING KITS**- if they are not Miami-Dade approved, for standard sizes add \$600 per 2x2, \$700 per 4x2, \$900 per 4x4. Custom sizes are not stocked locally and cost more and take a few weeks to get.
- **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 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, decorations, etc. If gutters are in the way of rotted fascia or are 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 usually remove the gutters as a courtesy and throw them in the dumpster. If you want to salvage 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 gutters or installing new gutters.
- **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, painting, caulking, and no soffit work is included. 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 job is complete. If any of these items apply, usually the homeowner has a handyman or contractor do these other trades.
- **WARRANTY** - Ace Pro Roofing will provide a ten (10) year “labor and craftsmanship” “leak free” warranty on our installation of the sloped roof (tile, shingle metal), and (5) years on the flat roof. Damage from the following are exclusions to the warranty: Tropical Storm / Hurricane wind speeds. Ponding Water areas. Acts of nature (fallen trees, animals, lightning, etc). Damage from any foot traffic by other persons, contractors, handymen, pressure cleaning, chemical damage. Manufacturer Warranties on materials range from 10-40 years depending on type of roof and which manufacturer.