



## PREPARING FOR YOUR NEW PROJECT



We sincerely appreciate you choosing Reliance Roof Pros for your new project. We are committed to giving you the highest quality job with as little inconvenience as possible. In order to provide you with the best experience, this letter is designed to help you understand what to expect and how to prepare for your project.

### Special Considerations or Conditions

You will receive a call from our office confirming the start date on your project. If you have any special circumstances or considerations that we should be aware of, please review them with us at that time.

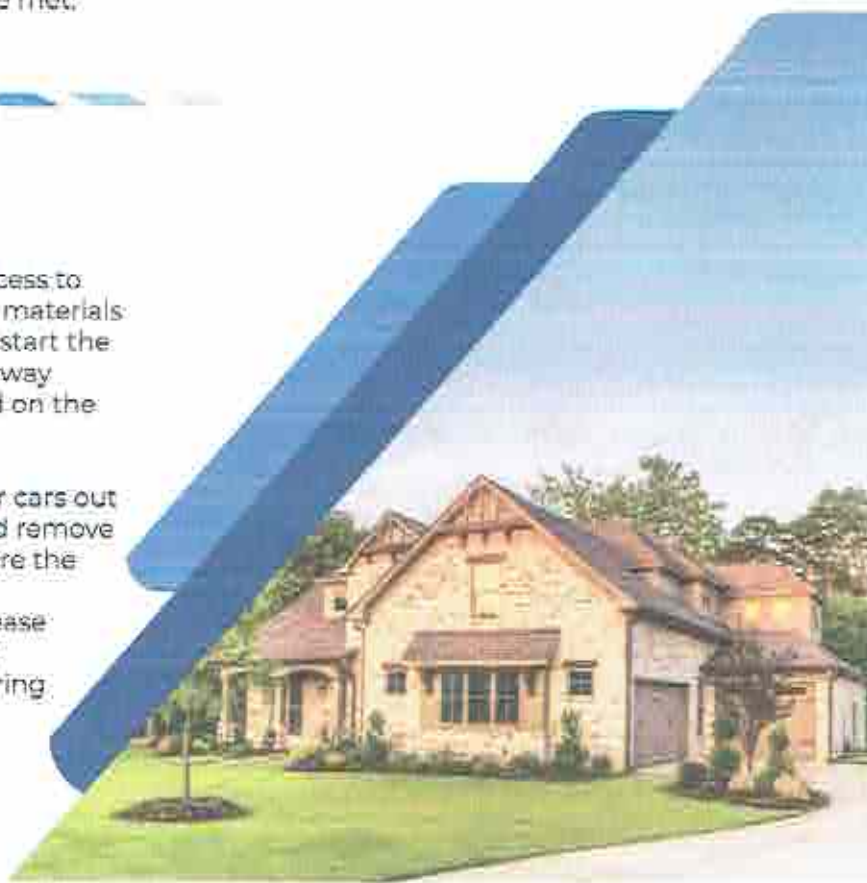
We want to see that all of your needs are met.



### Access to Your Driveway, Yard and Home

In most cases, it is important to have access to your driveway, yard, and home. Usually, materials will be delivered a day or two before we start the project. Large delivery trucks need driveway access, and often material will be placed on the roof itself before we arrive on-site.

Please make arrangements to have your cars out of the driveway prior to project start, and remove any items that might be in the way where the project will be performed. We require electrical connection for our tools, so please be aware that we will connect with your power. In some cases, due to original wiring irregularities, breakers may be tripped, so having a plan in place in case this occurs is a good idea.



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## What to Expect When We Remove Your Old Roof

This is the noisy, dirty part of the job. Please be prepared for the noise; it is unavoidable. Some dust and dirt particles may fall into the attic and interior of your home. If you have items that you want to protect in the attic or in areas directly under roofing, please take appropriate measures to cover or remove them prior to job start.

Removal and installation requires banging and vibration. Foot traffic on the roof also creates vibration. Some houses experience vibration and jarring more than others. Items on walls that are not securely hung can be jarred loose. If you have any concern with these items, it is best to remove them and secure them. One final word of caution, we cannot be held responsible for sheetrock nail pops, cracking sheetrock or plaster, and falling plaster on any personal items during construction.

## Antennas, Cables, Satellite Dishes, Alarms and Solar Panels

Antennas, cables, satellite dishes, alarms, solar panels and similar items always cause challenges to the project and the completed job. Regarding these items, we suggest that you either make a plan with our estimator/project manager, or that you have these items removed prior to project start. In many cases, wires are brittle and easily frayed or damaged during the project. With satellite dishes, they require removal and replacement if they are roof mounted, and they usually require a service appointment for calibration by the service provider.

We do not cover this work as part of our project.

## Protecting Your Property

We request that you move any lawn or patio furniture away from the perimeter of your house as we are working on your home's exterior. We will cover decks, air conditioning units, shrubs and plants to protect them from falling debris as needed. Please contact your estimator if there are any particular items and/or areas of concern.

