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## WHAT TO EXPECT

1. **Plywood Decking** – Decking may need to be replaced if water penetrated past the shingles and underlayment causing rot. We replace plywood on an as-needed basis at \$40 per sheet.
2. **Satellite Dishes** – At times, satellite dishes may need to be removed and re-attached during the re-roof process. While we make sure the dish is secure and the brackets are watertight, it may be necessary to have your provider fine-tune the dish after the roof work is done.
3. **Skylights** – It is sometimes necessary to remove and replace skylights in order to put metal flashing in place. It is possible that during this process, the gasket seal inside the skylight, made brittle by years of exposure to sunlight, may crack and no longer be watertight. It is our priority to make sure the skylight is watertight around its base or curb, and we cannot be responsible if the gasket/seal fails. If you are considering new skylights, doing so during the re-roof process is the perfect time for installation.
4. **Siding/Trim** – It is often necessary to replace metal step flashing at rake/wall intersections. If the siding or trim has been exposed to moisture, or in contact with the roof, it is possible that the wood has rotted and become soft, making it crumble when flashing is installed. Assurance Exteriors is not responsible for damage to siding/trim. We are happy to replace siding or install trim at an additional charge.
5. **Nail Pops** – Vibrations from roof work can cause the plaster or sheetrock mud covering nail heads in your ceiling to “pop” off. Assurance Exteriors is not responsible should this occur.
6. **Knickknacks/Display Items** - Vibrations from roof work can cause items on display shelves, curio cabinets, etc., to fall over. It is recommended that these items be secured or laid flat by the homeowner prior to work starting to avoid breakage.
7. **Attics/Crawl Spaces** – Assurance Exteriors does not clean attics. If the roof work includes the removal of wood shingles from spaced rafters, debris will fall down into the attic. We recommend the homeowner cover their belongings with a tarp or plastic prior to the start of work.
8. **Exterior Decorations** – Assurance Exteriors will relocate patio furniture and grills away from the house. We recommend the homeowner remove wind chimes, gazing balls, etc., prior to work.
9. **Plants/Landscaping** – Assurance Exteriors makes every effort to minimize damage to plants and foliage surrounding the house with the use of plywood and tarps. If materials are stored on grass, the grass may lose its color from lack of sunlight. It should return to normal in time.
10. **Dump Trailer** - A dump trailer will be placed on the property, either in the driveway or yard near the house for the disposal of the old roof materials. The trailer will arrive sometime the first day and may remain until after work is completed.
11. **Nails** - After work is complete, the crew will run a magnet around the perimeter of the house, the driveway, porches and sidewalk to pick up nails. While it is not possible to get every nail, the magnet can be made more effective if the homeowner mows prior to work starting. Again, Assurance Exteriors makes a concerted effort to pick up as many nails as possible, but cannot get all of them.
12. **Excess Materials** – We over order materials for every job to ensure the crew’s ability to stay onsite working. Materials left over at the end of the job are the property of Assurance Exteriors.