



# FINDING A QUALIFIED METAL ROOFING CONTRACTOR

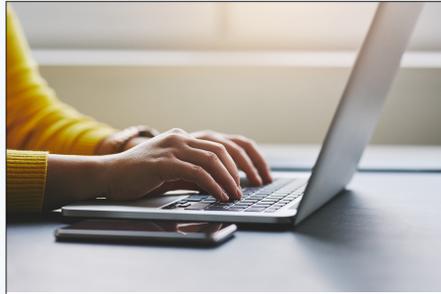
A quick guide to finding a contractor, how to determine their reliability, what to expect during a consultation, and the most important questions to ask.

# HOW TO FIND A QUALIFIED METAL ROOFING CONTRACTOR



## REACH OUT TO ROOFING ORGANIZATIONS AND ASSOCIATIONS

Any discipline or line of work has its own organizations and associations dedicated to education, training, advocacy, etc. Contacting one of these organizations that work with metal roofing contractors, such as the National Roofing Contractors Association (NRCA), can help you find credible businesses available for hire.



## SEARCH ON THE INTERNET

Online research is a good way to begin the process of finding a good contractor. That being said, doing the right online research is key. Look at the ratings and take time to read the reviews. In addition to Googling “good metal roofing contractors,” you can use a referral site such as Angi, HomeAdvisor, or Everybody Needs a Roof (NRCA).



## ASK THE MANUFACTURER OF THE ROOF

One of the best ways to ensure you hire a qualified and skilled metal roofing contractor is to contact a metal roof material manufacturer. Manufacturers are often well-connected in the roofing industry and can point you in the direction of contractors who have recently done good installation work.



## ASK FOR REFERRALS

If you have a friend, family member, or neighbor who recently had a metal roof installed on their home or property, they are one of the best places to start. Ask them who they hired as their contractor, who they didn't hire, and why.



## CALL AN ARCHITECT OR BUILDER

Architects and builders often have extensive experience with contractors. If you know of any architects or builders present in your area, give them a call and ask about the roofing contractors they use or might recommend.

Once you have a pool of metal roof contractors you want to bid on your project, you'll want to research the business before scheduling a consultation. Luckily, most of this research can be done online by looking on search engines and at the business's website.

- 1 Step one:** Make sure the business offers metal roof installation and what you want to be installed on your roof. For example, there are roofing contractors who exclusively install shingles or another roofing material that isn't metal.
- 2 Step two:** Either by using a search engine, looking at the business's website, or finding the business on social media, look to make sure there are positive reviews from past customers. Additionally, you can use the Better Business Bureau's website to look up the business and see if it receives a good rating.
- 3 Step three:** Go to the contractor's website, look at their portfolio or gallery of completed projects, and make sure you approve of how their final metal roofing projects look.
- 4 Step four:** Explore any more of the contractor's resources, such as continued website surfing, social media content, and other available online assets.

# 6 SIGNS THAT A METAL ROOF CONTRACTOR IS RELIABLE

1

## THEY HAVE POSITIVE REVIEWS OR CUSTOMER TESTIMONIALS

Positive reviews on Google, Facebook, etc. from past customers are the key to knowing if a contracting business is capable and equipped to install metal roofing. Receiving reviews, especially good reviews, from satisfied customers isn't difficult to accomplish, which is why skilled companies should have them.

2

## THEY ARE A LICENSED/CERTIFIED CONTRACTOR WITH INSURANCE

Ensuring that the contractor has a license and insurance are arguably two of the most important things to check on before hiring a contractor. A local or state-issued license is a requirement for all roofing contractors to obtain before they can perform any installations. If they are unable to provide proof of license, contact your local licensing office to verify. It's also vitally important to check for proof of insurance. If the contracting business doesn't have workman's compensation insurance or liability insurance, you could end up being liable for any workplace injuries or accidents that happen on your property.

3

## THEY CAN PROVIDE PROJECT PHOTOS, REFERENCES, AND PROOF OF EXPERIENCE

Contractors typically have a sense of pride in the work and projects they complete, meaning they should have photos or videos showing their completed metal roof installations. If they are unable to give you a link to their project portfolio or show you photos in person, it could mean they are inexperienced or lack confidence in their ability to do good work.

4

## THEY ANSWER YOUR QUESTIONS AND WALK YOU THROUGH THE ENTIRE PROCESS

A reluctance or inability to answer the questions you have during a consultation is an automatic red flag. Reputable contractors should come prepared to answer easy and difficult questions, especially because they want to make you feel comfortable and reassured that they are worth hiring to complete the project. In addition to answering your questions, they should provide a thorough explanation of their process before, during, and after the installation.

5

## THEY ARE EASY TO GET AHOLD OF, RESPONSIVE, AND RELIABLE

When you want a contractor to come out to your home or business to give you a quote, they should never be hard to get ahold of. If you find yourself calling or emailing a contractor and receiving little to no response, it might be best to move on to another contractor. Additionally, if you do get ahold of a contractor and schedule a consultation but they show up late or don't show up at all, think twice about hiring them.

6

## MOST IMPORTANTLY: YOU FEEL COMFORTABLE HIRING THEM TO WORK ON YOUR ROOF

The goal is to hire a contractor who you feel comfortable with and trust to do the best installation of your metal roof. Stay cognizant of your comfort level when talking with the contractor and be realistic about how you would feel if you hired them. At the same time, a nice contractor doesn't always mean they're capable of doing good work; however, if they demonstrate knowledge and proven experience, they're likely to be a good company to hire for your metal roofing project.

# WHAT TO EXPECT DURING A CONTRACTOR CONSULTATION



Once you've done all your research and weeded out the contractors who aren't a good fit for you, it's time to schedule the consultation. This can be done by either calling or emailing the contracting company or using the contact form on their website. We recommend having consultations with at least two to three different companies.

The consultation is your opportunity to measure the contractor up, get to know their business, test their capabilities, ask questions, and decide if you'd be comfortable with hiring them.

**Here's what you can expect during a metal roof install consultation, which will typically last one to two hours per contractor, depending on the size and complexity of your project:**



## A FIELD MEASUREMENT OF YOUR ROOF AND/OR A TAKE-OFF ESTIMATION

This will determine the quantity and sizing of materials that the estimator needs to put together the bid or quote.



## A SITE INSPECTION

The contractor will look for penetration points, flashing zones, low spots, differing roof planes, gutter needs, roof access, and surrounding landscape, as well as potential problem areas.



## A PRODUCT DISCUSSION WITH THE CONTRACTOR

This pertains to panel and profile type (snap-lock, mechanical seam, exposed fastener, etc.), metal material type, color options, accessories (underlayment, clamps, fasteners, etc.), and miscellaneous add-ons (skylights, solar panels, snow retention, etc.).



## A DISCUSSION ON HOW PAYMENT WILL BE HANDLED

You'll determine whether your payment will be financed, paid in cash or credit, or covered by an insurance provider. Additionally, there should be a discussion on what percentage of the bill needs to be paid upfront or how the remainder needs to be paid.



## TALKING THROUGH ALL OF THE QUESTIONS YOU HAVE

Asking the right questions is the best way to ensure a contractor is knowledgeable and qualified. See the next page for a full list of questions to ask contractors during a consultation.



## GOING THROUGH THE FULL IN-DEPTH PROPOSAL

Keep in mind that some contractors will offer one quote for the project, and some will provide good, better, and best options that give varying prices based on the products used at each price level.

# BEST QUESTIONS TO ASK METAL ROOFING CONTRACTORS

During the consultation, you should be asking as many questions as time allows. Contractors work in a service-based business and shouldn't have a problem answering any of your questions.

To help you measure the contractor's credibility and project competency, we've compiled a list of critical questions for you to ask.



## CREDIBILITY QUESTIONS

- ✓ Do you have proof that you're a licensed roofing contractor?
- ✓ Do you have proof of workman's compensation insurance?
- ✓ Do you have proof of liability insurance?
- ✓ How long have you been installing metal roofing?
- ✓ How long has your company been in business?
- ✓ Has your company ever operated under a different name?
- ✓ Is your business local?
- ✓ Can you show me photos of jobs or projects you've completed?
- ✓ Have you done any local installations that I can go look at?
- ✓ Do you have any references who I can speak with?
- ✓ Do you or the manufacturer offer warranties?
- ✓ If warranties are offered, what are they and how do I apply?
- ✓ If you do offer warranties, are they transferrable?



## PROJECT QUESTIONS

- ✓ Who is my primary contact during the installation?
- ✓ Who will actually be doing the installation: you, your workers, or subcontractors?
- ✓ How many people will be working on my roof?
- ✓ How long will my installation take?
- ✓ Will you need access to my home or business during the installation?
- ✓ Does someone need to be at my property during the installation?
- ✓ Can you walk me through the bid/quote?
- ✓ How much am I required to pay up front?
- ✓ Why are you recommending this roof system? How will it work with my roof characteristics?
- ✓ Do you use manufacturer provided installation details?
- ✓ What are potential problem areas on my roof, and how will you address them?
- ✓ How will you protect my building, gutters, yard, and other items from damage?
- ✓ How much of an impact will the installation make on my yard, driveway, and neighborhood?
- ✓ What should I expect for site clean-up?