



City of Rockwall  
*The New Horizon*

## **Tips for Hiring a Reliable Roofing Contractor**

Storms tend to hit hard in North Texas, and when they do, there are often many opportunists looking to take advantage of people in need of roof repairs. Keep in mind that the State of Texas does not require licensing for roofing contractors. Additionally, insurance is not mandatory. These factors open the door for anyone to operate as a roofing company. So how do you know if the roofing contractor you choose is experienced, ethical and capable of providing reliable service before and after the work is complete? Here is a list to help guide your decision:

- First and foremost, check to ensure the contractor is in good standing with the Better Business Bureau.
- If a deal sounds too good to be true, it probably is. Is the contractor's bid significantly lower than the competition, and if so, why? You could eventually end up paying more by hiring someone who performs substandard work, is uninsured, or possibly even uses stolen roofing materials.
- How many years of experience do they have as a roofing contractor in North Texas? Are they local to your area, or will they leave after the repairs are complete? This could be a problem if you need additional service later.
- Are they insured? If so, what type of coverage do they have, and what's covered? You may want to ask to see the certificate, and ensure the coverage is effective throughout the project. If not, you could be liable for accidents on your property.
- Do they claim to be licensed? If so, ask to see the license.
- Who will supervise your roofing project, and how much experience do they have? How can you contact that person?
- Will the roofer obtain the appropriate local permits?
- Does the contractor have customer references, credit references, or are they a part of a roofing association that holds its members to a higher standard?
- Insist that the contractor give you a detailed, written proposal complete with a description of the work to be performed, as well as start and completion dates and a payment schedule. Do not pay for the project in full before work is completed. However, partial payment for materials after they have been delivered is not unusual.
- Is the contractor offering to "take care of" the insurance deductible? Make sure to speak with your insurance company directly, to ensure their offer is legitimate and not insurance fraud.

For additional questions, please call the City of Rockwall Building Inspections Department: 972.771.7709.