



THE ROOFING COMPANY

Your Mountain Roofing Experts

Inside Guide To Hiring A Professional Snow Removal Company

Read this guide and you'll discover:

- A. When should I have my roof snow removed?
- B. 5 Costly misconceptions about roof & ice dam
removal
- C. 5 disastrous mistakes to avoid when choosing a roof
snow removal company
- D. 3 Steps to having your roof snow removed properly

Dear Clients,

CHOOSING A ROOF SNOW REMOVAL COMPANY ISNT EASY

Chances are if you own property in the Colorado Mountains you have needed snow removed from your roof by yourself or by someone who claimed to know how to properly remove it. Unfortunately many contractors that remove snow from roofs are not properly trained or just downright dishonest.

Often what is portrayed, as a “roof snow removal company” is merely a group of guys’ with business cards and a truck. They have no clue how to properly remove snow from roofs without causing damage. And forget about having current liability and workman’s compensation insurance.

In this fact filled guide, you’ll discover how to find the right contractor to remove snow from your roof, how to avoid being ripped off and how to determine when you have the snow removed from your roof. You’ll also learn how not to be a victim and be liable for damage to your roof or injury to a worker.

Nightmare stories about roofs being ruined, accidents occurring, and workers injured by untrained, ill-equipped, uninsured contractors are a fear shared by most homeowners. We wrote this guide to help you better understand roof snow removal and what you need in order to have your roof snow removed properly and how to find the right roof snow removal company when you need one.

If after reading this guide you have any questions about roof snow removal, please call us at 970-887-0104. We have dedicated our business to educating homeowners. We’ll be happy to help you in any way that we can.

Sincerely,

Jeff Johnston

Mountain Roofing Specialists in Roof Snow Ice Dam Removal

WHEN SHOULD I HAVE MY ROOF SNOW REMOVED?

Trying to figure the weight of the snow on a roof can be subjective unless a section of snowfall may have been dry, warmer temperatures, drifting, or new wet snow, can increase the snow weight on the roof dramatically. We recommend you continually monitor your specific roof snow conditions.

Here is a rule of thumb to help you determine if you may need to be concerned.

Basic Calculation-(For a quick analysis only) This calculation uses 25% moisture density, which may be conservative. As a rule of thumb, saturated snow weighs about 20 pounds per cubic foot. The moisture content can range from about 1% to about 33% so snow can weigh from 1lb to 21lbs per cubic foot.

$$(S)(1.25)=P$$

S= Inches of snow on roof

1.25= Weight of 1 sq ft of snow for each 1" of depth

P= Pounds per square foot

Example: My roof has 20" of snow, what would that equate to?

$$(20'')(1.25 \text{ lbs/sq ft})= 25\text{lbs/sq ft}$$

Any ice build up on the roof needs to be added. Use 5.2 lbs for every inch of thickness.

You can also check your roof snow load by weighing a foot (12") X one-foot (12") square of snow cut from the roof.

This will determine if your snow load is getting close to your design roof snow load.

Flat roof, patio covers, drifted snow areas and ice buildup can be high-risk areas that would increase the weight per square foot. These conditions may justify pursuing snow removal.

The roof drainage system should be checked to ensure it is not frozen or clogged with slush or ice buildup, increasing the weight dramatically.

Be aware of the potential dangers of shoveling or raking snow from a roof. Factors such as a person sliding off a roof, falling off a ladder, over exerting yourself, or injury from snow sliding on top of you may occur if you attempt to do it yourself. This kind of work is best left to professionals.

We recommend you continually monitor your roof's snow conditions and have a plan in place as to how you will address snow removal, if needed.

5 COSTLY MISCONCEPTIONS ABOUT ROOF SNOW & ICE DAM REMOVAL

Misconception #1: You should wait as long as possible before having your roof snow removed

Never. Roofs are rated for maximum weight loads, and they should never be tested. It is recommended that once your roof snow load has reached 50% of capacity (maximum load) the snow should be removed.

The Western Regional Climate Center reports annual snowfall (inches) for:

Winter Park	226.7
Grand Lake	144.2

Misconception #2

THE ONLY REASON TO REMOVE SNOW FROM YOUR ROOF IS THE WEIGHT OF THE SNOW ON THE ROOF

Although it is very important to have snow removed from your roof to prevent problems because of the weight of the snow, there are other reasons as well.

When the sun melts the snow on the roof during the day and freezes at night it causes ice to form on top of the snow. Snow that accumulates on top of the ice can cause “roof avalanches” to occur. Pedestrians should not walk under or near a roof that has accumulated snow after a snowstorm after a sunny day.

Also, if you are experiencing problems with ice dams, snow should be removed to allow the ice to melt naturally.

Misconception #3

ALL ROOF SNOW REMOVAL COMPANIES HAVE ROOFING LIABILITY & WORKMAN’S COMPENSATION INSURANCE

No. Companies that are reputable, experienced, and have been in business for a while knows the importance of carrying the proper liability and workmen’s compensation insurance. They take the necessary steps to ensure their clients are covered in case an accident occurs.

On the other hand “fly-by-night” companies think that insurance is not necessary and if an accident occurs, they “shut down” and move on.

Did you know that if an accident occurs while work is being performed and the contractor does not carry current liability and workmen’s compensations insurance, **your** homeowner’s policy would be responsible for any losses?

If someone falls and gets hurt, **you** would be responsible for their medical bills, loss of pay, etc. That’s not fair!

How do you prevent this?

Insist that a current “certificate of insurance” is sent/faxed to you by the contractor’s insurance agency. This will answer the important question. Do you have current liability and workmen’s compensation insurance?

Beware:

There is a trick that is played, unfortunately quite regularly, where a contractor will start an insurance policy and they will request a “certificate of insurance” from their agency. Once they get the certificate, they cancel the policy.

When a homeowner asks for proof of insurance, they present the “certificate” they received from their insurance agency (certificates show insurance is in effect for the period of the policy, usually 1 year). Actually the insurance was canceled 1 week after it was initiated!

Again, how do you prevent this?

Insist that a current “certificate of insurance” is sent/faxed to you by the contractor’s insurance agency.

HRH Willis

1 303-722-7776

Misconception #4

HAVING THE RIGHT EQUIPMENT IS ALL A COMPANY NEEDS TO REMOVE ROOF SNOW PROPERLY

Not true. Many companies own shovels, ropes and ladders but very few companies teach their employees how to use them properly. This is why it is important to choose your roof snow removal company carefully.

Unfortunately there has been an on-going problem, where a group of people buy a ladder, shovels, rope and harnesses and set out to “take the snow from your roof” That they will, along with your shingles and possibly causing other damage to your roof. (i.e. leaks, damage to gutters, holes in your roof) Just because you have the equipment, does not mean you have the “know how” to remove the snow and ice properly.

Your best bet is once you’ve found a company that you can trust, stay with that company.

Misconception #5

ANY HONEST ROOF SNOW REMOVAL COMPANY SHOULD BE ABLE TO GIVE YOU AN EXACT PRICE QUOTE OVER THE TELEPHONE

I wish this were true, but it isn't.

Honest, reputable roof snow removal companies never price roof snow removal over the telephone. Instead, roof snow removal is usually priced by “time spent”. A “ballpark” figure estimate can be given, based on “like roofs” in the area. So if you’d like me to tell you the exact cost of roof snow removal, I can’t do it.

Alternatively, you can set a predetermined dollar amount of work to be accomplished. For example: “I want \$600 of work to be performed on my roof”

To give you an idea of how I estimate the cost of removing snow from roofs, here are the three things I consider:

- Size of Roof
- Depth of Snow
- Difficulty of Removing the Snow

Beware of contractors that give an exact price to remove snow from your roof. They may be giving you a “bait & switch” price. Offering a low price to get the job, then half way through or at the end, they will charge a higher price.

5 DISASTROUS MISTAKES TO AVOID WHEN CHOOSING A ROOF SNOW REMOVAL COMPANY

Mistake #1: Choosing not to have the snow & ice removed from your roof.

Owning a house in the mountains of Colorado requires you to have maintenance performed on your home that other homeowners don’t have to worry about. Roof snow removal is one of them. You must monitor the depth of snow on your roof regularly and make sure there is not too much weight on the roof.

The easiest way to determine the weight of the snow is to:

1. Measure the sq.ft of your entire roof.
2. Measure the depth of the snow on your roof.
3. Cut out a 1 foot X 1 foot X 1 foot of snow from your roof.
4. Weigh the snow.
5. Do the math

(Total sq.ft) X (height of snow) X (weight of snow) = Weight of snow on your roof.

Mistake #2: Choosing a low price roof snow removal company.

Proper roof snow removal is a service that involves not only specialized training, but also a lot of physical labor. Low price roof snow removers are a HUGE warning sign, because they are a sign of untrained people doing the work and/or no valid insurance is in effect. This means a very high likelihood your roof will be damaged and if so, YOU or your insurance company will have to pay for the repairs.

Mistake #3: Choosing a company that will not have their insurance companies provide you with “current” proof of insurance.

Your roof is very costly to repair or replace. You want to make sure the company that removes the snow from it is fully insured. Equally important is to ensure the company has insurance to cover accidents and injury to their employees; otherwise **YOU** or your insurance company will be paying.

All it takes is a phone call to their insurance agent to have BOTH certificates of insurance sent/faxed to you. If the company refuses to do that, than do not do business with them.

Mistake #4: Choosing a company that lacks proper training and experience.

It's an unfortunate reality that many businesses "claim" to do things that they really don't know how to do properly. In this case, if someone is not being honest about what service they are providing, or what skills they have, they will probably damage your roof. So, if you want to play it safe hire a company that has been in business for years, not days and has a good reputation in the area.

Mistake #5: Choosing a company that does not offer a guarantee.

Any reputable company should guarantee all of their services. The contracted work will be safely and properly performed, should be completed to your satisfaction.

Necessary precautions should be taken by the company to prevent damage to your roof. Use of plastic shovels, not removing all of the snow, (leaving a few inches) and using proper safety equipment are just a few requirements you should insist on.

3 STEPS TO HAVING YOUR ROOF SNOW REMOVED PROPERLY

If you're thinking about having the snow and ice professionally removed from your roof, we encourage you to take these three steps:

Step #1: Make a commitment to yourself to get your roof snow removed properly. The longer they remain with heavy amounts of snow, the bigger the risk of damage to your property or person.

Step #2: Ask questions. The way you learn about a company are to ask specific questions. Here are 14 questions to ask a roof snow removal company before they start working on your roof.

1. How long has the company been in business?
2. What method of roof snow removal do you recommend?
3. What are the steps that you will take when removing snow?
4. Where do you put the snow that is removed from the roof?
5. Do you clear sidewalks and driveways if snow is placed on them?
6. Do you have any references?
7. What kind of shovels do you use?
8. Do you remove ALL of the snow?
9. How do you remove ice dams?
10. What precautions do you take when removing ice dams?
11. Are you liability and worker's compensation insured?
12. Will you have certificates of insurance sent/faxed to me?
13. Do you guarantee your work?

Step #3: Once you're satisfied that you're working with an honest, competent, professional, hire them to remove the snow from your roof. Do not give them any money until the job is completed to your satisfaction.