

Lee Wallace: Roof inspections are extremely important.

Joe McKenna: Our job is to get out there and find out what the condition of the roof is, whether they have any leaks or need new repairs or if it's a full group replacement that's required.

Lee Wallace: It typically takes an expert to do that assessment.

People call up, request an estimate, we get a ticket written up, and then from that point it goes to the repair superintendent and then he'll schedule a truck out. They'll get people call back, let them know when they're on the schedule. Then we'll come out, do the assessment.

Joe McKenna: The process is just to climb on the roof, measure it rather than taking the drone or Google Earth approach to it. By getting up there, walking the roof, you're able to catch and find out if there's different intricacies or issues with the roof that you won't be able to see with any other needs.

Lee Wallace: If it's a small repair, one to two hours, we typically fix it while we're on site. If it's a larger, more involved with repair, then we'll provide them with a proposal to do so. They'll usually do a followup call, make sure that they received it and if they have any questions. When people decide to go with us, they'll return the signed proposal and then it goes to our permitting department. We generate all the required documents that are needed to pull the permits. Schedule appointment with the owner to have them sign all those documents, and once the permit is pulled, it goes in the scheduling and then it gets started. Typically runs about two weeks for that process.