

Joe McKenna: What sets us apart is being there to take care of it. It doesn't matter if it's five years, seven years, 10 years, if we put the roof on, we own it and we're going to stand by it.

Lee Wallace: Hi. I'm Lee Wallace, president of Tip Top Roofing. It was started by my father in July of 1972, which was actually a month before I was born. I would go with him on the weekends when I was five years old, and then with Gary Frederick, who is currently my vice president. Growing up in the business, I watched my father running the crew himself to getting busy enough to where he was just out doing the sales, and watched the company grow organically. And it's all been by doing good-quality work and standing behind what we do.

Joe McKenna: We feel like the homeowner owns the house, but we own the roof. We treat it like our own. And if there's any issues with the roof, it's our responsibility and obligation to get back there and make it right.

Lee Wallace: Started full time in the summers when I was 14, and I've worked every summer. I've worked some spring breaks and Christmas breaks.

Joe McKenna: Some of the most experienced people work here.

Lee Wallace: First and foremost, we're roofers. Everybody in my office started in the field so we understand what it takes to get it done, and it helps us to price it appropriately, that we're not just guessing at what we're doing. Our average tenure is over 15 years. There's guys that have been here since they were 18 and they're in their 50s. It's been nice to watch them get married, have kids, buy homes, grow with the company.

Joe McKenna: We're not just a big corporation where people get lost in the numbers.

Lee Wallace: Our employees know our customers just the same as I do. They get that comfort level in knowing that they can trust and rely on us. You can feel safer that my guys are at your home. A bunch of good family guys that are here working hard.

Joe McKenna: Lee's always been very supportive to both the fire department, police department, all our military.

Lee Wallace: I'm a big supporter of an organization called Wounded Warriors Outdoors, getting active-duty service men and women out of hospitals and rehab centers and taking them on what's called Adventures Enabled, which is hunting trips, fishing trips, mountain biking. Those people have given a lot of life and limb for our country, and it's important to me to be able to give something back. Being in business for as long as we have and to see we did half of the roofs on this street or I've worked on that roof when I was in high school. And to remember that customer, it's very rewarding.