

Lee Wallace: The most important aspects of your building envelop is to have that peace of mind that in a high wind event, or a hurricane, a week's worth of rain, you don't have to worry about water pouring in your house and causing damage, and ultimately having to replace the roof before the end of its useful life expectancy.

Joe McKenna: Most of the people that come to Tip Top are looking for quality.

Lee Wallace: You know, I feel a cheap roof is the most expensive thing you can buy. It can cause premature leaks, say catastrophic failure in a high wind event, water intrusion which can turn into mold.

Joe McKenna: Mold is similar to asbestos. It causes illness and it's something you don't want to have in your house. The homeowner, if they're spending their hard-earned money on the roof, then they want to make sure that they're putting it in somebody that they can trust and that they know is going to be reliable.

Lee Wallace: What I'd like to say is you're paying for it, but I still own it, and I mean that legitimately.

Joe McKenna: 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. People appreciate the quality work that we do, the communication that we do, that we're constantly in touch with the people, letting them know where we are, when they're going to be finished.

A quality roof is something that everyone's eventually going to need. We're Tip Top, being commercial and residential and doing all the roofing systems. Shingle, metal, tile, built-up and TPO. We can solve anyone's problem.

Lee Wallace: We're 95% previous customer and word-of-mouth referrals and knowing that they can trust and rely on us, that's what sustained this company for almost 47 years.