



FAQ's

1) What is the lead time?

Lead time factors include sign date; if the customer signs later in the season, the customer can expect a later lead time. Jobs do not get scheduled until there is a deposit and colors are chosen.

2) When do I need my color choice selected by?

Colors can take some time to decide! Driscoll Roofing wants the customer to feel confident in the choices selected; however, choosing the color can factor the start of the job. Some materials may be considered special order and take longer time to be delivered to supplier.

3) Do I get my own permit?

Driscoll Roofing will obtain permits. Permit cost and fees will be added to final invoice.

4) How much money is required to begin the job?

Driscoll Roofing requires 50% of the contracted amount to begin the job due at contract signing.

5) Can I keep a vehicle in the driveway?

Driscoll Roofing requires all vehicles to be removed from the driveway. This allows room for material to be delivered. We use a dump trailer or dump truck at each job that will be parked close to the building to work to collect debris.

6) What type of debris can I expect?

Depending on the work being completed at your home will vary from customer to customer. Homeowners can expect to see, but not limited to, shingles, metal pieces, underlayment material, nails, pieces of wood, and material packaging.

7) Will the crew clean each night?

The crew attempts to be as tidy as possible, ie. Throws trash into trailer and will use tarps around the home to catch debris. The crew will clean at the end of each workday. The crew will use magnet strips along the yard and driveway to collect unseen nails.

8) Will someone contact me if there is additional work needed to be completed?

Per contract, there is always the chance of unseen issues or concerns that may require additional work. Driscoll Roofing will always get in contact with homeowners for verification. Driscoll Roofing does not require a homeowner present during the work; however, Driscoll Roofing does require the homeowner to be available via phone to be in touch regarding additional work.

9) When should I expect to make a final payment?

Homeowners are expected to make final payment upon completion of work, per contract.

10) Why do I need to keep my pet indoors?

Driscoll Roofing asks pets to remain indoors to ensure pet safety. When they need to be let out, we ask that you use a leash and if possible carry your pet to a further distance. This is to protect your pet from stepping on nails. Remember debris is coming from above and to be careful of any falling materials.

11) Do I need to stay home when work is being done?

No. Homeowners are not required to stay home; however, Driscoll Roofing will require access to electric. If you do not have exterior electric, the crew can use the electric source in your garage. Electric is needed to power saws and other electric tools needed.