

# CUSTOMER CHECKLIST

**We understand that for many people this may be your first experience with a major construction project. With that in mind, we have provided this checklist to help avoid any confusion throughout the process**

- Your driveway must be clear before we arrived and remain clear until project is complete.
- During warm months, grass should be mowed prior to the job start. This helps with a thorough cleanup as taller grass tends to hide debris. During Holidays, no décor outside is allowed.
- Please relocate yard décor and/or outdoor furniture to a well-protected area until the project is complete. (If assistance is needed in the moving of these, please bring this to your project manager's attention)
- Please bring any important plants or shrubs to our attention if there is a concern. We will do our best to protect them with tarps and/or sheathing.
- Remove or secure all fragile or irreplaceable items on walls/ceilings that could be disturbed or damaged during the project due to vibrations on the roof.
- Arrangements may need to be made for pets that do not do well with loud noises.
- Please contact/make arrangements with your satellite TV provider for any satellite dish to be reinstalled after completion if removal is necessary during the roof install.
- If we are replacing your wood shingles/wood shake roof, there will be debris that falls into the attic as we remove the roof. Please protect any belongings in the attic with plastic sheeting or tarps, as we do not clean inside attics. We will gladly haul away any attic debris collected by the homeowner so long as it is gathered before the dump trailer leaves your home.
- If you have any problem with outdoor outlets or spigots, please wrap or mark them if they are unusable during the project.



- Please be aware of falling debris as well as ground debris if/when you need to come and go from your home
- Pre-existing wood rot where siding is in contact with roofing will likely get chipped or flake off. Repairs or touch ups may need to be done after the roof install. The homeowner will need to hire a painter or carpenter for this and AKW is not liable for cost.
- During hot summer months, scorched grass from shingles and tarps is a real possibility. After the install is complete, watering these areas will bring them back green, as it does not kill the grass.
- If your roof currently has a skylight, the skylight will need to be removed to replace flashings. Some grit and dust will likely fall through to the room below. Please use a towel, sheet, etc. to protect those areas.
- Nail pops may occur if you have vaulted ceilings. It is common experience and we cannot be held responsible for the damage to the sheetrock.
- During steep roof removals, minor dents and scratches on the gutters are possible and somewhat unavoidable.

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- We will provide the trailer for disposal of roofing materials \*only.
  - We will need access to an external electrical power source.
  - We will make every attempt to protect your home. Due to the large amount of debris being removed, there are times when minor damage may occur. Please alert your project manager within 24hrs of damage.
  - At the end of each day, the work area will be picked up.

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- All work performed by AKW Roofing and Exteriors, LLC will be in accordance with manufacturer's recommendations, guidelines as well as local building codes.
  - On the last install day, the work area will be thoroughly cleaned of debris and magnetically swept to pick up any leftover nails. There is a chance some could be missed. If you find additional nails after the project is complete, please call our office ASAP for an additional magnet sweep.
  - All gutters pertaining to the work area will be cleaned of roofing debris.
  - Your project manager will provide a completion certificate at the end of the job. Payment is due at this time.



**AKW Roofing and Exteriors, LLC extends to its customers a  
(5) year workmanship warranty for all complete roof  
replacement projects.**