



# **7** Steps to Help You Avoid “The Rogue Roofer” and Find a Roofing Gem You Can Trust

**ROOFTEC**  
(SCOTLAND) LTD.



# Introduction

So what is a Rogue Roofer? Well the definition of rogue is...

**A DISHONEST OR UNPRINCIPLED PERSON**

.... and yes, sadly many of them exist in the roofing trade.

I see it time and time again when I'm called out. Folks who have put their faith and trust in the wrong person. The Rogue Roofer.

In some cases the roofer has done the work but they continue to have roof problems, their calls are never returned and they have to call in a second contractor to fix the problem again. In the worst cases they pay in full up front and never see the roofer or the cash again!

The question is how do you avoid them? How do you find a roofing gem that you can trust? A contractor who will provide you with top quality workmanship and high value in return for the hard earned cash you spend with them?

**Don't panic. I'm here to show you how.**

In this simple guide I will walk you through the 7 Steps you need to take to make sure the roofer you hire is a trustworthy and capable contractor not a scam artist just after your money.

Call us on **01324 309045** for your roofing needs

# First things first – Where to look?

So OK let's say you have a missing roof tile and a leak into your loft space. Oh no! Where do you start?

The local paper?

A local online list of "Trusted Workmen"?

The knight in shining armour who conveniently knocks on your door and offers to help?

Well, yes, no and maybe to all of the above.

## The local paper



You read it every week, you trust the content, and you may even know the editor.... But just because a company advertises in it week after week doesn't mean that they are good. Or trustworthy. They may be your man. But you need to ask a few more questions first... we'll get to that in just a minute.

## Online Sites of "Trusted Traders"

This is just another form of paid for advertising. It doesn't mean they are good. It doesn't mean that they aren't either.

But it says Trusted Trader! Surely they must be good?

Not necessarily.

Ask yourself, how do the tradesmen get on the site? Who owns the site? Who has assessed their work and can say beyond reasonable doubt they are qualified? Read the bottom of the pages on these sites first and have a beady eye ready to spot the disclaimer, no one takes ownership. These sites are just advertising space that anyone can buy.



## Your Door Knocking Knight in Shining Armour

So what about the roofing superhero who has spotted the missing roof tile and knocked on your door?

In true superhero fashion, he can fix it today...but (there is always a but) you need to pay in advance and it's not just the tile at fault there is now a string of faults. What do you do?

**To start with, NEVER pay full in advance to anyone who knocks on your front door. Never.**

Alarm bells should be deafening you!! As a good roofer, I am far too busy working on my customers roofs to drive around and go knocking on random people's doors.

Ask yourself, if they were good would they be standing here right now?

No. Probably not.

Would you choose your dentist just because he knocked on your door when you had a toothache? I highly doubt it. I'm not saying your roof is the same as your health however the stakes are still pretty high. If you get a botch job all your treasured worldly possessions inside your property could be ruined.

Whilst it may be unfair to say that all door knocking roofers are rogues, this is the least reliable place to find the answer to your roofing problems.

Hand over your cash to a door knocker and you're most likely to become the Rogue's next "victim".

So, you've asked your door knocker to kindly depart and you've found a few promising looking ads online and in the paper. Now to really check them out...



## Step No. 1

# Ask yourself, Are they really “Roofers” or do they just use the title?

In your home every day you will create moisture from cooking, drying your laundry, showering...the list goes on.

The NFRC (National Federation of Roofing Contractors) is an organisation that inspects and checks a roofer’s capability to carry out work to industry standards. All companies are vetted by qualified staff before they become approved members.



Roofers that are part of the NFRC, like us, get access to up to date training and guidance that helps to make sure we offer the very best service available.

Work with an NFRC accredited member and The NFRC can offer you advice and even get involved should there be a dispute or you are unhappy with works carried out.

This really helps reduce your risk with your property and your cash.

There are a few other organisations out there that claim to do the same but you really want to look for one that is roofing industry specific.

So what about the Rogue? Well he may lull you into a false sense of security and use logos on his van/website/leaflets that he has no entitlement to use. How can you be sure?

Confirm directly with the organisation that the company you are about to engage with IS actually a current member.

It’s easy to do and most often it can be done online. It would surprise you how many are not or how many have been asked to leave because they have not maintained the standards required but don’t remove the logo.

Call us on **01324 309045** for your roofing needs

## Step No 2.

# Give them a call and get them to come out and look at your roof

So, you've found some possible candidates and checked out their accreditations. What next?

You give them a call and they come out to take a look at your roof.

### Here are a few things to consider...

- + **How easy was it to get hold of them in the first place?** Did they pick up the phone when you rang? Do they have an office address? Is it real? How hard would it be to get hold of them if you do have a problem with the work? This is important, if things go wrong or you are unhappy with the result you want to be able to contact them rather than they disappear forever without a trace.
- + **Did they turn up when they were supposed to?** If they are late for a quote will they turn on time to do the work? Unlikely.
- + **Did they actually get up on the roof?** If you are given a solution and the ladder has not even been taken off the van don't entertain it, even the experts need to get up there to get a good look at the problem.
- + **Did they clearly explain the problem and solution to you?** If the roofer seems a bit vague or lacking in knowledge it is time to be on Rogue alert and move on. The opposite also applies, if you are bombarded with technical terms you don't understand ask exactly what they mean and then do a bit of research yourself. I always take photos of the problem areas for my clients to look at. Doing this means I can give you evidence of the issue and then clearly advise you on how we fix it.
- + **Don't feel pressured into deciding there and then.** At the time of the inspection remember you are under no obligation to agree a deal. If you're not sure, then wait and do your own research.

## Step No 3.

# Assessing your quote – What you really need to know

A professional roofing company will give you a quote that is clear and easy to read. You should be able to see how much in total you will be due to pay, when it is due and what you will get in return.

Be aware, especially if you are having a full new roofing system installed, there maybe some work that the roofer cannot confirm is required until the full roof is stripped off.

This is genuine situation that can occur and would be in relation to the timbers/boards hidden under the slates, felt or tiles. I include this as a footnote on all quotes so you are aware of the potential extra cost, obviously ONLY if it is required meaning no nasty surprises for you later on.

### Hidden extras are the Rogue Roofer's best friend.

A rogue roofer may not disclose the possibility of hidden charges until it's too late and your roof is wide open to the elements.

You are then left with no choice but to spend more of your cash with them - it's a bit sneaky to say the least.

Clarify with your roofer before you sign on the dotted line if this is the case and of there

are likely to be any hidden extra charges.

Always compare the works to be done match on quotes from different roofers. This will help to make sure that work you are paying for does actually need to be done.



I have come across cases where the customer has been charged for "hidden extras" and the work does not even get done because, guess what, it is not required and the extra cash is straight into the pockets of the Rogue.

Once you are satisfied that the quote clearly covers the all the work you are expecting and you have clarified any possible hidden costs you can then compare and try to choose the best one.

There are a few things here that you need to know.

Firstly, please do not make the price your main focus.

Remember the old saying “You get what you pay for” the lowest price is not always the right option. Take into account the materials being used, for example, roof slates come in different Grades with A being top notch. Lead again comes in different “Codes” and certain parts of your roof require a certain code of lead to be used for it to effectively protect your property.

If you are looking for cheaper alternatives then there are other options but generally they won't last as long, which is fine, if that is what you want. Just make sure you are aware of the lifetime of the product offered and any available guarantees.

As a reputable roofer, I always offer different price options and clearly explain what the differences are allowing you to make an informed choice.

Get them to confirm that they will only fit the products you have agreed on. I ALWAYS supply and fit the product we agree on but

sadly with a Rogue Roofer that's not always the case.

It's a dirty trick but it happens. Customers like you opt for a top notch product and think well “That's the roof taken care of, only the yearly maintenance required and it's good for a very long time”.

But the Rogue strikes again and buys low quality alternatives but still charges you top notch prices.

Make sure with the materials “You DO get what you pay for”!

Another note on the pricing is that experts don't come cheap. In no way I am saying go crazy and pay silly money but be prepared to pay for valuable and quality workmanship.

Make sure you are satisfied that you are not wasting your money with someone who will potentially cost you more in the long run if they do not have the required expertise. Lastly take into account what kind of customer service you have received so far, are you impressed? All these factors should be considered when looking at the quotes.

Finally, choose one based on all the criteria we have discussed, not just the price.

## Step No 4.

# Check who will be doing the work. Will it be subcontracted?

**Wait! Put that pen down, did you think that was it? You could now decide and sign on the dotted line with your roofing expert. Not quite...**

There are still a couple more important steps to take to make sure you're choosing a quality roofing specialist, not a Rogue Roofer.

Ask the company who will actually carry out the work.



I bet you think it will be the company you called? Not always.

Really good companies like mine will offer a cast iron guarantee that the only people who will carry out your roof repairs or replacement are their full time employees. Not just any old subcontractor who was available.

With us, this means that you have a personal service where you can access a senior member of my team (there are only 3 of us] to discuss progress or have any questions you have answered there and then.

If the company you choose is using subcontractors it's unlikely they are able to offer the same level of service and quality control.

Make sure you get an answer to this question, so you know if this work is being subcontracted out to someone you have never met or checked out before.

This is crucial because unknown to you, you could be engaging a company who will never carryout the work and where does that leave you if things go pear shaped?

Call us on **01324 309045** for your roofing needs

## Step No 5.

# Ask, What measures are taken to ensure the Health and Safety risks are minimised?

## How are you feeling today? You're great, that's brilliant!

How will you be feeling once the work on your roof starts, still brilliant you hope? Well to make sure you, your family and even the dog will be kept safe during the works, think about Health and Safety.

A full assessment should be made to protect the Health and Safety of all who potentially could come close to the working area.

For good roofers like us, this is of paramount importance because it ensures that you, your family, my staff and your property all are protected and it is breaking the law if it is ignored.

Any good roofer will prepare a full Risk Assessment and Method Statement to ensure that all potential risks are removed and that the job gets done without a hitch. Ask to see it.

Rogues will pay no attention to the Health and Safety requirements, just check out the HSE website for evidence of what I mean.

You do not want to compromise on this. If your roofer does not prepare a full risk assessment and method statement - move on. It's not worth the risk to you or your home.



## Step No 6.

# Is there insurance in place and if so is it up to the job?

A copy of the insurance certificate should be readily available, ours always is.

Always ask the question....

**“Are you fully insured?”**

The reply should be “Yes”.

Accidents can happen, there is no escaping that, but not all insurance policies are created equal - think of your car insurance and all the bits and pieces that can be added or removed!



Business insurance is the same, is your roofer covered to work at heights? Are they covered to work with a naked flame? What would happen if it all went wrong and your house was damaged or destroyed?

Seems a tad over the top but it's an important consideration.

For the safety of your property, be it your home or business, ensure whoever you choose is covered to carry out the work involved. If not it could be a massive mistake if things go wrong.

Remember the Rogue Roofer may tell fibs. Ask to see their certificates and clarify what exactly their insurance covers before you instruct them to do the work.

Call us on **01324 309045** for your roofing needs

## Step No 7.

# Trust Your Instincts

**So, you found a roofer in the paper or online. You've checked their accreditations, they've done a good inspection and you're happy with the quote.**

But something doesn't quite feel right. You're not sure what but for some reason you don't want to sign on the dotted line.

Don't ignore your hesitations.

Rogue roofers can be experts at deceit but there are some things they can't get past you. If your roofer seems unprofessional or makes you feel uneasy there's probably a reason.

The roofer you choose is going to be working on your home. You need to feel comfortable with him and be able to trust him.

If you're not sure he's the one, keep looking.

## And Finally

I hope that I have given you lots of helpful advice that will help you be more aware of what to look for in a roofer. I am more than happy to answer your questions or pop round for a chat.

**Call me today on 01324 309045 or ping me an email at [info@rooftecscotland.co.uk](mailto:info@rooftecscotland.co.uk) and I will take care of your roof check and maintenance. Keeping you and your home safe and dry and making your roof feel loved again.**

Mark

