



## **NOTICE TO HOMEOWNER**

As a professional general contractor, we like to accommodate all our homeowners wants and needs and keep them informed of our processes. Whether this is your first experience with us or you're a previous customer of ours, here is what you can expect. As always, we encourage you to call us with any questions.

- **ADJUSTER MEETING**-*This is the most important part of the process. Our Project Manager (PM) will need to be present when the adjuster is present on your property to make sure all the storm damage is noted and covered correctly. Please schedule a date and time for both the adjuster and the PM to inspect the damages together.*
- **SCOPE REVIEW**-*The loss estimate will be provided following the adjuster meeting. HiPoint will need a copy as well so our PM can review it and make sure that no significant items were missed. The PM will perform the calculations by trade to make sure that HiPoint price points are being met.*
- **SUPPLEMENTS**-*Supplements are determined with the Insurance Carrier to ensure that the homeowner is receiving the most value for their claim. They are done for building codes, missing items and other things of this nature. Please keep in mind that supplements could drastically alter the "typical" job timeline.*
- **DECKING**-*If there is water damage or decking that cannot be nailed, we must replace it to properly install your roof. Contact your PM for details.*
- **CONTRACT MEETING**-*The PM will go over all the final details with the homeowner during this meeting. This will include the repairs to be done, the final color and brand selections and the pre-construction evaluation. The pre-construction evaluation looks for existing damage to the home before we start any work.*
- **MONEY DOWN**-*In order to schedule the job, a minimum of 50% of the total contract price is due as a down payment. In most cases, the ACV check and/or deductible will cover this amount.*
- **PRODUCTION TIMELINE**-*The general production timeline for all work done is 6 weeks. The roofing project is completed first and, in most cases, they are done in a day or two. The remaining trades will follow over the next few weeks. However, please keep in mind that this could vary based on the complexity of the project, the weather and possibly the labor shortage our country is currently experiencing.*
- **INVOICING** – *Once the project is complete, our office will "final invoice" the Insurance Carrier and the Homeowner. Please remember, it's possible that supplements could have been added during production due to multiple layers of roofing or other such items that can be discovered during tear-off and installation. These items will be added to the contract amount when incurred. Ideally, the final checks will come from the Insurance Carrier within a week. In some cases, this does not happen and multiple follow-ups will be needed.*