

THINGS WE HAVE LEARNED FROM 65 YEARS OF RESIDENTIAL ROOFING...

Attics need to breathe

Poor attic ventilation is the leading cause of premature roofing failure. Variability in humidity, or high humidity in an attic can cause deck movement, leading to premature failure of the roofing in as little as 4 years. Many houses have had their intake (soffit) ventilation completely blocked at time of re-insulating, or even in some cases since the house was new. Parker Johnston Ind. Ltd. strongly recommends that all homeowners have their attic inspected by a qualified insulation contractor, certified roofing inspector and/or licensed building envelope professional to ensure optimal performance and the continuation of manufacturer's and contractor warranties.

Organization and communication are the keys to success

Expect things to happen in sequence. The materials for your re-roofing project should arrive ahead of time, as should the disposal bin. The disposal bin should be removed as soon as possible after the last debris is cleaned up. Final clean-up and inspection should occur within 1-2 days after project completion.

At the heart of almost all complaints or deficiencies is a breakdown in communication. This can include all levels of the project from the original estimator to the boots on the ground (or roof). Clear specifications and clear work-orders are the best way to avoid confusion.

The call you want to avoid is the one you should make

No question is a dumb question, and it has proven to have better outcomes if the customer's questions are addressed before work begins. If the job starts out with unclear expectations and unresolved issues, it is difficult to recover trust between the parties. Take time to understand the quote and contract, and we will endeavour to answer any and all questions about the project, regardless of how insignificant they may seem.

Rivers are for salmon, not basements

Excessive moisture in the home (wet basements, leaking pipes, steam) will always find its way to the attic. This condenses on the underside of the cool roof sheathing and can cause serious damage to the attic and premature roof failure. These items would not be covered under the manufacturer's or contractor's warranty.

Bathroom and kitchen exhausts need to go somewhere

Again, warm moist air can leak out of bathroom and kitchen exhaust pipes that are routed into the attic and/or up through the roof. While a competent roofing contractor can be retained to install the correct roof vent termination, a skilled and licensed ventilation contractor should be retained to install ventilation pipes and connections that meet current code requirements.

Building quality determines roofing durability

A poorly constructed roof deck will result in a poorly constructed roof. Decks that move with the structure will move the roof, eventually causing it to fail, and potentially voiding the manufacturer's and contractor's warranty.

Manufacturer's warranties are more than 1 line long

The large print giveth and the small print taketh away. Read and understand manufacturer's warranties. In most cases, warranty lengths are marketing tools and not an indicator of expected performance.

Birds love roofs, roofs hate birds

If your roof is subject to high levels of avian traffic, expect it to fail at an accelerated rate. Bird feces is one of the strongest naturally corrosive materials. It can peel paint off cars, and granules off of roof shingles and membranes. Various commercially available bird deterrents are available.

A clean roof is a happy roof

Moss, lichen, debris, guano, insect nests, and mud can all cause premature roof failure. Regularly scheduled maintenance and cleaning of your roof with non-destructive means should be undertaken. A light bleach and water solution as recommended by the manufacturer is your best bet, along with a light spray from a regular garden hose.

Power washing is for concrete, not asphalt shingle roofing

The force exerted by a power washer can release the glue tab on an asphalt shingle and should NEVER be undertaken on a roof. The force of the water can also release granules and prematurely age the roof.

Cuckoo clocks can fall off walls during re-roofing

Re-roofing is one of the most violent demolition processes that is undertaken on existing structures. This is necessary due to the manner in which old roofs were attached, and can only be mitigated to a reasonable degree. Vibration caused during re-roofing can cause loosely attached wall hangings, chandelier glass, etc. to fall. Items of high value should be removed from walls or locations where they are likely to fall. A tablecloth or towel should be placed over wood or glass tables under large crystal chandeliers.

You may have to park on the road

We are going to hijack your driveway. This may be an inconvenience, but your vehicles will thank you. Until the final clean-up, please avoid the driveway.

Delivery trucks leak oil

Unfortunate, and unavoidable events happen. Dealing with a reputable contractor will ensure that when they do, they get fixed right, and quickly.

Pets hate roofing, and will 'fetch' falling shingles

Some dogs and cats are extremely affected by the uncertainty surrounding new people on their property, particularly when accompanied by loud noises. We're pet owners too, and less stress is a good thing. Keeping them inside is a must during re-roofing.

Painting and other work on the home is better left until after re-roofing

Not only does it make sense to work from the top down from a risk perspective, but re-roofing sometimes results in changes to flashing heights, and roof perimeter details. Working in sequence with a painting or decking contractor will result in a better finished product.

Low price and high quality are strange bedfellows

Although it happens, a very low price will usually be indicative of something different or missed in a quote. Further information about how to choose a competent roofing contractor can be found in "A consumer guide to roofing" at www.rcabc.org. It is generally accepted that people know exactly what their services are worth.

The most valuable plant in the yard is located in the spot where the only dropped item will land

Plants need to be protected. In some cases this is no small chore and can add significant cost to an estimate. Parker Johnston has learned the hard way that Japanese maple trees are quite expensive. We will work our hardest to ensure that in the unlikely event that debris falls from your roof, the grounds and surrounding areas are protected.

The neighbourhood hooligans will find a new use for roofing materials

Sidewalks painted with primer, materials used as lawn signs, lawn signs used as grad props... we've seen it all. Care and control of the jobsite is paramount. If it can be used for something other than roofing, assume it will be.

The dump doesn't like drywall, cardboard, rocks, trees, asbestos, carcasses, etc.

Unfortunately (and fortunately for the environment), the days of throwing everything in the landfill are gone. Please ask before you throw anything in a roofing bin... sorting through a bin filled with garbage is nobody's favourite job. We've seen almost everything thrown in a roofing bin. Please don't.

It wasn't like that before....

When you remove tons of material from the top of your home, nail pops and cracks can happen. Sometimes they are pre-existing. Please take note of the interior condition before and after roofing, and bring any concerns to the supervisor or project manager as quickly as possible.

Concrete, brick, and block are not waterproof

Contrary to public belief, an untreated chimney, particularly when no longer used to burn wood, will eventually leak. This will show up as water inside your home. The same holds true for concrete walls and block walls or chimneys. Various commercially available treatments are available.

"The time to repair the roof is when the sun is shining" - John F. Kennedy

Although roofing in Victoria can be undertaken at any time of year, planning ahead will result in shorter wait times, better project schedules, and a faster completion. Generally, roofing of any type should not be completed during inclement weather. Fiberglass shingles installed during winter may look lumpy and/or uneven until the summer heat settles them into their final position.

Things get lost in translation

Owners don't always give a clear indication to renters as to what is going to be happening during the re-roof. Letting us communicate directly with renters often alleviates any problems that may arise, from cleared driveways to power outlet usage. Please discuss this option with your estimator or the superintendent if your project includes rental accommodation.

Skylights likely won't last as long as your roof

While the designs for rooftop skylights get better with every year, we typically recommend replacement every 10-15 years. It is often more cost effective to replace the skylight than the skylight lenses when seals deteriorate. Sometimes, the simple act of removing a skylight when re-roofing causes the seals to break, as the skylight has settled into the shape of the curb during its time in place. When re-roofing, give careful thought to whether your skylights are new enough to not warrant replacement. Generally, there is a date stamp on the glass.

Painting over soffit vents restricts airflow

Refer to point #1. Attics need to breathe.

Gravity is unavoidable... but dust can stick to ceilings, as well as floors

Falling dust and debris from ceilings and skylight tunnels is common during re-roofing. This is particularly the case with exposed vaulted ceilings where dust may be sitting in the board joints of the wood ceiling. Certain types of re-roofing will also result in debris falling into attics or open ceilings. A simple bed sheet or drop-cloth makes clean up a snap. Parker Johnston Ind. Ltd. can provide lightweight polyethylene free of charge for this purpose.

Channel 170 never works after someone has moved the satellite dish

Knowing what you're good at and sticking to it is the sign of a true craftsman. Specialty trades items like those listed above can be adversely affected by well-meaning trades cutting corners. Specialty work is best left to specialists. If there are specialty items on your roof – and you don't know who to call to move them – we can arrange for this or give you a list of qualified contractors.

Why are the roofers leaving at noon or starting at noon?

The conventional 7:00am to 3:30pm is not common in residential roofing. It isn't because they are working on another project or at the bar. Re-roofing is primarily completed in sections, some of these areas require a full day to complete, and can't be started at noon. Sloped roofers don't like to tear off in the rain, not for their benefit, but for that of their customers. If the forecast is for rain, the delay is for the best.

Parker Johnston Industries Ltd. endeavours to make your roofing project as worry-free as possible. If there are any concerns, please do not hesitate to call the Superintendent or Project Estimator.

**Thank you for choosing
Parker Johnston Industries Ltd.**