

2006 – 2007

Florida Roofing Code of Ethics & Competency

Official Policies, Procedures and Standards for
Roofing Contractors In Florida

Developed By

Duffield Home Improvements



**"Shoddy Workmanship
and Contractor FRAUD
are the Biggest Complaints
Among U.S. Consumers."**

-U.S. Better Business Bureau

Protect Yourself:
*Make Sure Your Roofing
Contractor Complies With
These 17 Consumer
Quality Audits*



Why Do We Want Code Of Ethics And Competency?

Thank you for asking about our Code of Ethics and Competency. Every member of the Duffield Home Improvements (DHI) team is required to adhere to this Code. We've been in business for 18 years and worked on more than 3,700 properties across the State of Florida. We KNOW the way we work with EVERY SINGLE individual is critical to our long-term success.

Our commitment to you is reflected in the demands we set upon our team of employees and the way we service the community. With that in mind, we have developed and commit ourselves to a CODE of ETHICS and COMPETENCY that [sets a standard of care to protect you, the Consumer](#). We encourage you to review our Code of Conduct and use the information to satisfy yourself with our commitment to you. *Superior service and products can create superior results... but they don't just happen* because we are good people or want to do a good job. The RESULTS we deliver is because of the systems we have established to do the work in a timely manner, our ability to acquire products that are exactly what you need, and the steps we take to service you from the very first time you talk to us to the time we leave your home or business clean and ready to enjoy. It IS very HARD work and hard to find...but it is our commitment to you...isn't that what it should be?

I encourage you to make sure your contractor complies with the Florida Code of Ethics and Competency...it will help you avoid unnecessary headaches and worries. A copy of the Code is provided with this letter.

In the event you are considering any form of home improvement, I'd like to take this moment to encourage you to get your FREE Home Improvement Buyer's Guide from us...it is filled with specific steps and tips that I promise will help you ensure you make the best selection. Regardless of whether or not you use our services, I encourage you to read these materials and employ them in your selection process.

Should you have any questions or wish to talk to me personally, please call me at (352) 375-7008. Just ask for Bill, I am the owner and I'm available to talk to you any time.

Thank you,

DUFFIELD HOME IMPROVEMENTS

Bill Duffield, Owner

Make Sure Your Contractor Complies With The Florida Code Of Ethics And Competency For Roofing

Complaints and lawsuits over Home Improvement and repair construction have risen over 60% in the past 3 years and currently amount to over 1.1 million each year, more than double that of faulty auto repair. *"It's easy to get taken by dishonest or inept contractors because their lack of skills or time to do it themselves makes them so vulnerable,"* says the Better Business Bureau. Indeed, even the savviest people can be duped easily by dishonest or greedy contractors. Before you embark on any construction project make sure your contractor complies with the standards set within the 2006-2007 Code of Ethics & Competency Guidelines. **Protect yourself.**

TOP 5 Biggest Problems U.S. Consumers Have With Roofing Contractors

1. Fraudulent Contractors
2. Poor Quality Workmanship
3. Having to Spend More Money Than Bid
4. Poor Service
5. Job Not Completed On Time

PROBLEM #1 Fraudulent Contractors

- 45% of all contractors are "mom & pop" type operations.
- 24% of contractors go out of business within 1 year.
- >85% fail with 5 years.
- More than "One Third" of all jobs are not completed by original contractor.

PROBLEM #2 Poor Quality (Shoddy) Workmanship

- About 1/3 of Contractors have inadequate experience and lack the financial resources to protect you.
- Nearly half of the Contractors interviewed have no written systems to prevent bad installation or construction.
- About 33% of homebuilders report they experience the same issues with their roof after the job is finished.

PROBLEM # 3 You Pay More Than Original Bid "The Money Pit"

- More than 67% of all jobs results in the home owner paying more than the job was originally bid.
- Most jobs are underbid due to lack of experience or worse.
- Most owners will pay 20 - 30% more than expected.

PROBLEM # 4 Poor Customer Service

- More Than half of the roofing contractors don't show up on time.
- Nearly 65% of roofing contractors do not return phone calls within 24 hours.
- Nearly 1/3 of homes are left in shambles by workers, dirty, dusty.

PROBLEM # 5 Job Not Completed On Time As Promised

- 82% of all jobs are not completed at the promised date.
- 71% fail to provide adequate coordination of its subcontractors and/or workers.
- 61% of the workers do not show up on time.

"Contractor Fraud & Shoddy Workmanship Is The Biggest Complaint Amongst U.S. Consumers."

- U.S. Better Business Bureau.

Before You Start... Make Sure Your Contractor Complies With The 2006-2007 Code of Ethics & Competency

To Protect Yourself, Ask
Him For These 17 Things
Before You Start

By asking your remodeling contractor to produce these pieces of evidence you can more fully ensure quality workmanship and reputation. Simply hand your contractor the document on the back of this brochure. If you have questions concerning your contractor you can call our consumer HOTLINE at Ph. #: 352-375-7008.

17 Quality Compliance Audit Points

- ✍ Current business license
- ✍ Compliance with the Florida Roofing Code of Ethics and Competency?
- ✍ 5 **real** references
- ✍ Insurance certificate – not "self-Insured"
- ✍ Installations guidelines for each job
- ✍ Past Compliance reports
- ✍ Subcontractor compliance

agreements

- ✍ Subcontractor phonebook
- ✍ Written bid with L-3 or L-4 specifications
- ✍ 27 point bid checklist
- ✍ Past written change orders
- ✍ Preconstruction meeting and resolution agreement
- ✍ Statement of values
- ✍ Who is my construction Supervisor and what is his/her experience?
- ✍ Security assurance program
- ✍ Daily cleanup roster
- ✍ On-Time resolution reports

***For a complete description of these terms and why they are important to you, see pgs. 5-12 of the Duffield Home Improvement Buyers Guide. It's available **FREE**.*

- Roofing
- Siding
- Windows
- Screen Rooms
- Sun Rooms

EMPLOYEE/SUBCONTRACTOR COMPLIANCE AGREEMENT

We want you (or your business) to be successful working with Duffield Home Improvements. We know the results of our success will help ensure the Property Owner will be thrilled. By adhering to a few rules of professional conduct, the results will be satisfied customers, more referrals, and more jobs.

Please read through each of the following guidelines and sign that you agree to abide by these guidelines when working on job sites for DHI. Individuals that fail to adhere to these requirements will be asked to leave the jobsite.

- ✍ NO smoking inside the client's home. NO cigarette butts left on ground of jobsite.
- ✍ NO foul language on the jobsite.
- ✍ NO alcohol or drugs on the jobsite.
- ✍ Any radios or music on the jobsite must be played quietly.
- ✍ Clothing must be neat and clean.
- ✍ Respect the clients' telephones, bathrooms, parking spaces, etc.
- ✍ A neat and clean project is important to our clients. Do your work so that dirt and any mess are kept to a minimum. At the end of each day, put trash in the container and leave the site broom clean.
- ✍ Must have current license appropriate for your trade.
- ✍ Subs must carry workers' compensation, accident insurance, or have a waiver form signed before work begins. Insurance must remain in effect for the duration for the job. We request that subs carry general liability insurance; if they do not; special arrangements must be made with contractor before the contractor begins.
- ✍ Subs will be responsible for their taxes.
- ✍ Every member of the project is responsible for enforcing OSHA safety regulations.
- ✍ Any changes to an agreed work schedule must be communicated to the job supervisor before the original scheduled time.
- ✍ Subcontractors will warranty all work and materials supplied by them for one year, and perform any callbacks or warranty work within two weeks of the request.
- ✍ Invoices for work completed by Friday evening must be submitted by 5:00 PM on that day in order to be considered for payment on Friday. *(Any invoices received after that time will be considered for payment the following Friday.)*

(Employee or Subcontractor)

(Date)