



INVESTOR
MANAGEMENT
SOLUTIONS

IMS Exteriors

www.ims-exterior.com

1705 McPherson Ave Suite LL400
Council Bluffs, IA 51503

PREPARE YOUR HOME AND FAMILY FOR CONSTRUCTION

Once you receive the Ready to Build notification, please remove any items from your walls or shelves that may shake loose. There will be a LOT of noise, shaking, and vibrations from the crew working on your roof. If you intend to put your children or pets in daycare, please understand that your project commencement may be canceled on short notice due to weather or emergencies.

Before construction, please move any valuable items away from the perimeter of your home such as lawn furniture, wind chimes or bird baths that could be damaged by falling debris.

Most of our homeowners prefer to not be home during the day of construction. Once the crew commences with construction, it is very important to keep children and pets inside and or away from the construction zone. Materials, nails, debris and even tools can accidentally fall from the roof and create hazards for your loved ones.

PARKING & YARD ACCESS

Please keep your cars out of your garage or driveway in the evenings once you have received a Ready to Build notification. Our crews show up between 6 AM and 10 AM and we do not want to trap your cars in the garage. Make sure there are no vehicles in your driveway for the day of construction.

*IMS Exteriors is not liable for damage to property (to include vehicles) if all measures are not adhered to.

Our crew will need access to the backyard of your home throughout the project. Please make sure to give us full, unlocked access. Our crews may use your exterior outlets to plug in power equipment.

MATERIAL DELIVERY

Once all of your paperwork is signed and submitted by your IMS Exteriors Representative, our office staff will work diligently to prepare your project. Every project undergoes a thorough review process of our field notes, measurements, and dozens of photographs to ensure the correct materials are ordered, the scope of work is accurate, and the new roofing system meets all local codes and manufacturer's requirements. We then send our report to your insurance carrier for review and approval of any discrepancies.

The IMS Exteriors Team will complete a material order and send it directly to the local supplier, who will confirm a tentative date for delivery. Depending on the time of year, material, and crew availability, your project may take anywhere from 2 to 8 weeks to deliver and begin construction. It is our goal to complete your project within 3-5 weeks, weather permitting.

As soon as the supplier confirms a delivery date, you will receive a text and email from IMS Exteriors informing you of the expected delivery date. Please note that deliveries can arrive 24 hours before or after the date provided, depending on the supply truck's schedule and route. Once you receive the delivery notifications, please remember to remove your vehicles from your driveway to allow access for the supply trucks to deliver materials.

Depending on the layout of your home and the steepness of your roof, your materials may be loaded on your roof, or left on pallets to the side of your home or driveway.



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WEATHER

If there is unforeseen weather, which is common in the spring, summer and fall months, your project may be delayed after you receive your Ready to Build notification. Our crews will only remove existing roofs if our construction management team is extremely confident that surprise weather will not damage your home.

If your project has been delayed by weather, you will receive another Ready to Build notification 24 hours prior to construction. It may take a few days to receive this notification depending on the duration and severity of the storm.

SATELLITE DISH

If you have a satellite dish, our crew may need to remove it and reinstall it if it is mounted on the roof. We will try to position the satellite dish in the same position in which it was found, however IMS Exteriors cannot guarantee that service will not be disrupted and require the dish provider to return to the house. IMS Exteriors recommends asking the dish provider to relocate the satellite dish to the side of the house prior to commencement of construction to avoid service disruptions and penetrations in the roof system. Call your dish provider if there are any issues after the roof is completed.

MATERIALS & DEBRIS

During construction, a lot of materials will be removed from your roof. A typical replacement of the average sized roof in America requires that we remove over eight thousand (8000) pounds of debris and install the same amount. That's more weight than a full-sized pickup truck. If your roof has more than 1 layer of shingles, that debris amount doubles!

When removing a roof, the roofers will use pitchforks, shovels, leaf blowers and hand tools. Much of the roofing debris will not come off of the house neatly and will end up falling from the roof. The roofing debris may sit in piles on the side of your home until it is time to install new materials. Periodically members of the crew will clean up, however we instruct our crews to focus on preparing the roof deck and getting the home watertight before completing cleanup duties. This is to protect your home from leaks during the install process.

Our crews and suppliers will be bringing heavy equipment and materials onto your driveway. We photograph all driveways thoroughly prior to construction to document damage. However, in the event you do not want IMS Exteriors or our suppliers to place heavy loads on your driveway, please notify your IMS Representative as we will need to procure approval from your insurer for the added expense of hand-loading materials on to and off of your property.

CEILINGS & SKYLIGHTS

Please take note of your ceilings, which may already be cracked from the shifting of your property. Once materials are loaded onto your roof, existing cracks may become larger and some new cracks may appear due to the flexing of your roof and ceiling trusses. This is not structural damage to your home, it is just paint or plaster cracking. If you are concerned with cracking to your ceilings, IMS Exteriors may not be able to proceed with construction as the changes in weight on your roof trusses is unavoidable.

If your property has skylights, even if those skylights are not being replaced, our crew may need to remove the lenses to install new flashing. This may cause caulking or sheetrock that is improperly adhered to the interior of the skylight lens to crack and fall into the



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house. Please keep any valuables under the skylights covered with towels or sheets to protect from dust. IMS Exteriors will not access the interior of the home to repair any unavoidable paint or sheetrock damage to the interior of the skylight assembly.

If your home has any vaulted ceilings or open soffits with exposed rafters or with tongue and groove boards, please notify your IMS Exteriors Representative. Our crew will attempt to use shorter nails in these areas to avoid damaging your ceilings or soffits.

SIDING

When your roofing project is complete, your roof will look clean and new, however your siding, brick or stucco may not due to wear and tear, especially at roof-to-wall transitions. Please note that wherever our crew must be in contact with your siding, there may be unavoidable damage of cracks chips or smudges done to the wall where it meets the flashing

NAILS

A typical roof has about 70 pounds worth of roofing nails installed per layer. That means your roof likely has between 15,000 and 45,000 roofing nails in it currently. When we install your new roof we will use another 15,000 nails to install it. There could be as many as 60,000 roofing nails on your property at any given time. Our crew will probe your yard with magnets to collect as many nails as they can find, however, many hidden nails will be left over. If at any time you would like your IMS Exteriors Representative to return for additional cleanup, please call them directly for assistance.

PERMITS

A permit may be posted on the side of your home during and after construction. Please leave this permit posted until you are notified that it may be removed. Some cities and municipalities do not provide ladders for their inspectors. If you see a ladder on the side of your home after your roof is completed, a member of the IMS Exteriors team left it there for the city inspector. Please do not remove the ladder, an IMS Exteriors representative will return for it.

INSURANCE

If your insurer is paying for your roof replacement, you may receive several payments for "Actual Cash Value" (ACV), depreciation and supplements. Your initial payments are due prior to material ordering and scheduling of your project. Final payment, which will include the depreciation and supplements mailed to you by your insurer, is due once your roof is installed and operating to its functional purpose. If you have punch-list or cosmetic items you would like addressed, IMS Exteriors will address them in a timely manner, however, city inspection issues, punch list issues, or other non-functional matters shall not interfere with payment to IMS Exteriors.

As a service, IMS Exteriors Representatives discuss your roofing project directly with your insurance provider. This is to ensure any items missing from your insurance adjuster's summary are addressed and replaced by IMS Exteriors at no additional cost to you. Some insurance providers require verbal authorization from the customer to allow our operators to discuss the insurance claim. In the event you receive a phone call from your insurance provider, please allow the IMS Exteriors Representative to discuss the claim with your insurance adjuster. Also, if you receive any additional paperwork from your insurer, please provide it directly to your IMS Exteriors Representative to expedite completion of your project.



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HOA

IMS Exteriors is not responsible for the color or shingle requirements of homeowners' associations or covenant controlled communities. If you live in a community with architectural requirements, please submit that paperwork prior to construction.

CERTIFICATE OF COMPLETION

After your roof is complete, your IMS Exteriors Representative will walk the property with you and collect a certificate of completion. In order to receive your final payments from insurance, the Certificate of Completion must be signed and delivered to your insurance provider along with proof that the project was completed properly. IMS Exteriors will deliver this information immediately following your approval of the Certificate of Completion. If there are any areas of concern or punch list items at this point, they should not hold up any payments as long as your roof is installed and operating to its intended purpose.

CONCLUSION

At IMS Exteriors, our mission is simple yet powerful: to consistently surpass your expectations in every aspect of our service. From our commitment to effective communication to our dedication to timeliness and fulfilling our promises, we strive to create an experience that will leave you completely satisfied. Our goal is to provide such exceptional service that once you've worked with us, you'll never want to seek the assistance of another contractor again. We are here to redefine your expectations, elevate your experience, and build a lasting relationship based on trust, reliability, and unparalleled results. Thank you for trusting IMS Exteriors, a locally owned and veteran operated business, to complete your exterior project; we truly appreciate your support and confidence in our roofing services.

