



ROOF RESTORATION CONSUMER ADVICE GUIDE

ROOF RESTORATION • RE-COATING MAINTENANCE



This simple guide on Roof Restoration, published by the Roofing Association of New Zealand, provides simple guidance tips if you're considering restoration and re-coating work on your roof.

Or maybe it's a general clean up, maintenance and removal of organic growth from your roof that you're after. We explain the processes and what you need to consider before having the work done and who we recommend you use to do the work.

We provide handy consumer advisory tips – key points you should be aware of before you sign a contract, and tips for identification of door-to-door sales people, particularly important for elderly citizens or those living alone.

Protect your investment by employing the services of a specialist professional roofing company.

Get it right – use a registered member of the Roofing Association of New Zealand.

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Simple facts if you're thinking about restoring your roof

What is roof restoration?

Restoration is an upgrade and rejuvenation of an existing roof. Restoration work can be undertaken on various roof types, but the most commonly restored roofs are concrete tiles, metal tiles, pre-painted steel and long run metal roofing.

Full restoration work normally includes:

- cleaning and removal of lichen
- repairs and/or re-pointing/re-mortaring and/or re-flashing
- replacement of damaged tiles or roof sheeting
- application of a coating system

Restoring and applying a colour coating system will extend the life of the roof and improve its aesthetic appearance.

When to restore

If the general condition and/or surface coating has deteriorated with age and needs upgrading.

Re-coating (painting)

The principal reason for re-coating a roof is to re-colour it and restore the overall finished appearance – resulting in a renewed look for your roof.

For metal roofing or metal tiles, re-coating will provide protection of the metal surface.

For concrete tiles, re-coating will also reduce the ageing/weathering of the surface of the tiles.



Do not restore any roof material type where the product is beyond its useful life

Recommended coating process

Before re-coating work is undertaken, it is necessary for the applicator to ensure the roof has been properly prepared prior to application of any coating e.g. repairs have been completed satisfactorily and the roof surface thoroughly cleaned.

A coating system must be applied in accordance with the coating manufacturer's recommended instructions for the surface being coated. This may vary from manufacturer to manufacturer.



Will re-coating on its own fix all the problems?

NO – if the roof is leaking and/or has become extremely porous; has faulty laps; mortar has deteriorated; rusting etc, re-coating only of the roof is not the answer to stopping the leaks.

If the roof is very old and has considerable erosion or surface weathering, these areas of the roof will most likely need to be replaced as they will be unsatisfactory to recoat.

Is it worthwhile to restore a roof?

YES – if your roof is suitable to restore, it is worthwhile as, dependent on the age of the roof, it can extend the life of the roof at least a further 15-20 years and will renew its appearance.

Roof replacement – when not to restore

The Roofing Association of New Zealand does not recommend restoration of roofs in or under the following conditions and advises full roof replacement:

- In severe cases of a roof pitted or eroded and, particularly if it has become extremely porous (absorbing water) through age.
- Any roof material type where the product is beyond its useful life.
- Metal tiles and/or long-run metal roofing with severe rust requiring significant costly repairs (if in fact repair is possible) to make the roof watertight e.g. the cost to carry out repairs proves to be uneconomical.

- The substrate (structure) of the roof is not 'fit for purpose' i.e. the substrate has deteriorated to such an extent it is no longer sound.
- If it is unlikely repairs and recoating of the roof will increase the life of the roof beyond a further 5 years.
- If the cost to restore is uneconomical in comparison to the cost of replacement with a new roof.

General roof cleaning, maintenance and removal of organic growth (moss, mould and lichen)

As full restoration can be reasonably expensive, we recommend the homeowner carry out a certain amount of general maintenance on any roof.

General maintenance should include:

- Hose down at least once every six months any unwashed areas of the roof not exposed to natural rainfall, including fascia and spouting systems.
- It is important to remove any organic growth e.g. lichen or moss build-up, as it can damage the surface of the roofing material if left. For removal of organic growth, a recognised moss treatment process should be applied – preferably by a roofing company experienced in the removal of organic growth.
- If you detect leakage on an interior ceiling which appears to be coming from the roof, arrange for an inspection and repair before the problem becomes more major.



Roof safety

Inexperienced homeowners need to be aware of the risks of climbing up and walking over their roof – not only the risk from a fall at height, but the risk of damaging the roofing material. Never walk on 'brittle roofing', skylights or clear sheeting. Avoid the hazards by leaving the work to an expert.

Health & Safety compliance when working at height:

- All persons working at height are required by law to comply with the requirements of the *Health and Safety at Work Regulations 2015* and take all necessary safety precautions.
- Safety precautions normally involve either the installation of an edge protection system, erection of scaffolding; or contractors harnessed to a secure area.
- The cost of erecting scaffolding or installing edge protection etc is normally built into the contract quote but, if not, the quotation should state if the cost of installing safety equipment is additional to the price quoted.

Your roofing applicator or installer is experienced with working at height and will undertake a site check before commencing any work to identify any safety hazards and safety equipment required for your particular job.

Why use a RANZ Member?

Get it right! It's important you use a professional roofing company to protect your investment.

- Restoring and maintaining your roof system is an important investment and will prolong the roof's life. Before you spend your money, make sure you evaluate the roofing company/contractor who is quoting to do the work. A quality job and competent workmanship is essential to protection of your investment and assurance you are dealing with a reputable business.
- In today's climate, consumers are becoming more aware and cautious of the tradespeople they employ and the importance of using national trade organisation members.
- RANZ members are proven professional, reputable roofing businesses and specialists in the type of work they do. Importantly, for your protection, they are accountable to the Association and are governed by their obligations of membership under our Code of Ethics and Code of Conduct.
- RANZ members will guarantee their work. ***Note: The Roofing Association does not underwrite warranties/guarantees issued by its members.*** In the unlikely event of a serious unresolvable dispute with a member, support is available through the Association's complaint and dispute assessment service.

Contact the Roofing Association on **09 415 0278** for a referral of members or go to our website www.ranz.co.nz.

Consumer advisory tips

Identification – restoration company door-to-door salespeople

It is normal practice in the roof restoration sector for door-to-door salespeople to call on you to discuss the condition of your roof. As you should with anyone knocking on your door, for your security and protection, when approached by a restoration company door-to-door salesperson, **ASK:**

- to sight identification of the person and proof of the company they represent.
- Is the company the salesperson represents a member of the Roofing Association of New Zealand?

Authenticate the caller's claim as to who they are and the company they represent – ensure the person is not a fraud and they are who they say they are – **check yourself by taking the following steps:**

1. Look up the company name and contact phone details online.
2. Phone the company and say you wish to verify the person at your door is their sales representative; or
3. Phone the Roofing Association on 09 415 0278 for assistance and advice if you're in any doubt.

Advice for the elderly and people living alone

If you're unsure of the person, do not invite them in. Discuss the reason for their visit outside. Having discussed your roof, tell the salesperson that you will not make any decision until after you've consulted a family member or neighbour or friend and advise them you will contact them to make an appointment suitable to you. Make sure you do call someone to assist and advise you. Do not be coerced into signing anything against your will and importantly handing over any payment with 'cash'.

DO NOT let anyone into your home unless you are absolutely sure you have identified they are genuine.

Roof inspection and quoting for your roof restoration When discussing the condition of your roof and the costs involved in repairs and restoration, we recommend the following:

1. Ensure a physical inspection of your roof is carried out
2. Ensure you notify the salesperson of any known leaks that may cause unexpected repercussions at a later stage. The roofing company should sight the interior ceilings of your home and take photographs of any existing internal damage and of the roof before any work commences to avoid any later dispute.
3. The salesperson will normally provide you, at the time, with a written quotation/contract which should clearly describe all the work to be done for the quoted price.
4. You can, if required, ask for references of customers you can contact to verify the quality of previous work done.
5. You do not need to make an immediate decision.
6. Read the contract thoroughly.
 - Do not be pressured into signing a contract there and then if you're unsure, despite any 'discounts' that may be offered for you to do so or by use of what we term 'scare tactics' (explained below).
 - Unless you're satisfied with the company you are dealing with, get one or two more quotes so you have other opinions on the state of your roof and price comparison.

Discounts

It is not uncommon for restoration companies to offer some form of discount in return for [example] putting a sign at your gate or using your job in advertising literature or as a customer reference. **HOWEVER** beware of over the top discounts which, when added up, total a significant amount off the quoted price. This could indicate the original quote was excessive or over-inflated.

Scare Tactics

Under no circumstances be pressured into signing a contract under the belief if you don't attend to the roof immediately it will collapse. This type of comment is generally a 'scare tactic' to get you to sign a contract. If your roof has been on for many years and is now requiring restoration, a small delay before making a decision is unlikely to impact on the state of the roof.

Signing the Contract

Now you've read the contract and are happy with the quotation provided, you'll be required to sign the contract as your acceptance and agreement to the terms and conditions and quote as provided. After signing you should keep a copy of the contract for your records.

Deposits / Payments

It is normal practice by roof restoration companies to require payment of a deposit at the time of signing a contract. **HOWEVER** we advise that when paying deposits and contract payments, you should follow the 'golden rule':

1. Payment should be only be made by cheque made payable to the company with whom you have the contract OR by credit card if the company offers this facility.
2. Mark the cheque "Not Negotiable – Account Payee Only" and make sure you cross out "Or Bearer" to avoid the risk of the cheque getting into the wrong hands and being banked.
3. Payments should be made in accordance with the terms and conditions of contract and on receipt of a Tax Invoice from the company.
4. Request a receipt for any payment made.

DO NOT pay a salesperson or contractor with 'cash'.

DO NOT write a cheque out to cash.

Responsibility of a contracting company

The company you have contracted should take responsibility for:

1. the workmanship of its employees and/or subcontractors;
2. ensuring the tradespeople are adequately trained;
3. ensuring a quality control check is undertaken on completion of the job to ensure the work has been completed satisfactorily to the customer's satisfaction.

What to look for in a warranty

- There are varying warranties offered, but beware of long-term warranties offered in excess of 10 years on full restoration/re-coating.
- Generally, pro-rata warranties are given on restoration/re-coating work. Ask for an explanation of what a 'pro-rata' warranty means and what it covers.
- Although there's no guarantee – get clarification of how long the company has been operating – the company's warranty is only good if the company is still around to support the warranty. The minimum term a business must have been operating to be eligible for RANZ Membership is two years.
- Ensure warranty details are fully explained to you before you sign any contract.
- Ensure there is a warranty on the coating product from the manufacturer.
- As the property owner, ensure you are aware of your responsibilities under the warranty terms [for example] maintenance requirements, damage caused by other parties on or putting penetrations in the roof in the event of a future warranty claim.

No company or individual can warrant out of the Consumer Guarantees Act 1993 and any amendments thereto in respect to the residential consumer.

Cancelling a contract – Door to Door Sales Act 1967 – Section 7 "Right of cancellation"

Firstly – you should ensure you read the contract before signing and you are aware of your payment responsibilities in the event of cancellation. If you have signed a contract where a credit agreement is made at a place other than appropriate trade premises, you may cancel that agreement at any time before the end of the period of seven (7) days and seek refund of any deposit paid. To cancel the contract within this seven (7) day period, you must: a) phone the company before the seven days has expired and inform them of the cancellation and request refund of your deposit; then b) send/fax a letter to the company the same day to confirm the phone cancellation (day, time and who you spoke to). Keep a copy of the letter for your records. If you cancel after the legal seven days, be careful as the contract may state that no refund applies.