

CODE OF ETHICS AND COMPETENCY

# CONTRACTOR STANDARDS | THE FIRST TIME

Learn How to Choose the Right Contractor...  
**THE FIRST TIME.**



**Hippo Roofing** LLC  
**METAL ROOF SAME PRICE AS SHINGLES**®\*

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Questions? Call 1.800.GO.HIPPO

or 321-951-2500

[www.HippoRoof.com](http://www.HippoRoof.com)

1555 N. Harbor City Blvd.

Melbourne, FL 32935

CCC1329209

\* Hippo DefenderRoof layover and Hippo Shingle ShieldRoof same price.





“We were **shocked** and **embarrassed** when we found out that contractors were America’s #1 most complained about industry.”

—Ricardo Matus  
General Manager, Hippo Roofing

## So, You’re Thinking About Re-Roofing Your Home?

Congratulations! When done properly, a remodeling project can make your home more enjoyable and prove to be a valuable investment. Unfortunately, we’ve all heard horror stories about home remodeling projects gone bad. Problems with longer-than-expected installation, final bills that come in higher than the quote, and shoddy workmanship, sadly, are commonplace. We were shocked and embarrassed to find out that, according to Better Business Bureau statistics, home improvement contractors are in the top 1% most complained about industries—right up there with auto repair and airlines.

We’ve always done a good job and treated our customers right—and we’ve been able to build a nice business because of it. However, over the years I’ve noticed that some consumers will choose less-than-reputable companies to do jobs for them... usually because they are quoted less money. Don’t get me wrong: I’m all for good, honest competition, but it pains me to see good folks risk their hard-earned money with contractors who don’t have their best interests at heart. You deserve a great value for your money—which includes an honest contractor who maintains an office, carries workers compensation, uses high quality products and stands behind their work in both word as well as deed.

### Industry Standards Weren’t Tough Enough

We wanted to find a way to educate consumers about how to choose a good, honest home improvement contractor. The industry standards simply aren’t tough enough—just about anybody with a hammer and a pickup truck can be a contractor. That’s why we’ve pioneered a set of standards called the **Code of Ethics & Competency for Remodeling Contractors**. The Code calls for contractors to uphold a high set of standards that will allow you to judge BEFOREHAND whether or not a contractor is likely to do the job right. This guide specifies those standards.

Before you hire any company to work in or around your home, make sure you consult this guide and INSIST that the company comply with EVERY SINGLE STANDARD in this book. If you do, chances are excellent you’ll get exactly what you want out of your project.

Sincerely,

**Ricardo Matus**  
General Manager, Hippo Roofing LLC



# STABILITY

You need to make sure that any contractor you do business with has proven themselves in the past, and will be there if you need them in the future. **Don't just ASK the contractor if they are stable;** look for tangible proof of longevity and financial stability by asking for the items listed on the next few pages.



BELOW IS YOUR LOCAL BUSINESS TAX RECEIPT  
PLEASE DETACH AND CONSPICUOUSLY DISPLAY TO PUBLIC VIEW

\*\*\* NOTICE \*\*\*  
THIS RECEIPT MUST BE RENEWED BY  
9/30/2018  
Renewal AFTER 9/30/2018 will result in late  
fees of up to 25% of the annual cost.

City of Melbourne Local Business Tax Receipt FY 2018 BTR 24099  
Business Name: STILLWELL, WILLIAM B  
Location: 1555 N Harbor City Blvd  
Classification: 117K Prof/contractor: Roofing  
Comments/ Restrictions: Certified Roofing Contractor Ccc1329209 (existing Storage Non-conforming)  
Issue Date 10/1/2017 Exp Date: 9/30/2018  
*Sandra L. Angelo*

## WHAT TO LOOK FOR:

**Why It's Important:** Believe it or not, many contractors use a pickup truck for an office and showroom. Make sure that any contractor you're dealing with is substantial enough to have a real office with all the normal business functions—accounting, production, sales, etc. If a contractor does not have an office, that should tell you something. Don't fall for the "we just use our trucks as offices!" line.

# WHAT TO LOOK FOR:

Questions?  
 Need More Information?  
 Call 1.800.GO.HIPPO  
 321-951-2500  
 www.HippoRoof.com

## Banking

**Why It's Important:** Good standing with one's financial institutions and Florida financial regulatory authorities is crucial for any business and the clients that it serves. Hippo is in good standing with all business banks utilized as well as with the banks it represents for client home improvement loans as documented by the Florida Office of Financial Regulation.



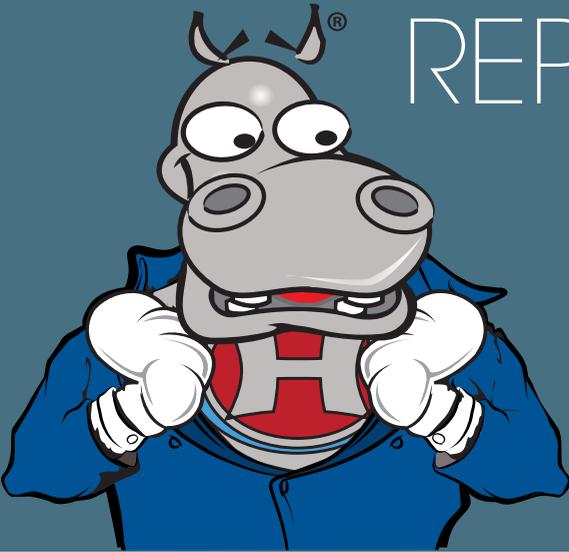
License Name: HIPPO ROOFING, LLC  
 License#: HI9900611  
 License Type: Home Improvement Retail Installment Seller  
 License Status: Approved  
 License Status Date: 12/3/2016  
 Expiration Date: 12/31/2018



## Supplier Letter

**Why It's Important:** Like in any business, having the correct relationships with suppliers is of extreme importance. Hippo not only has relationships with local supply houses, but also has direct distribution agreements with companies like Interlock Roofing Systems, Classic Metals and Union Corrugating Company.





# REPUTATION

Questions?  
Need More Information?  
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You can tell a great deal about a contractor based on what others are saying about them—particularly their customers. The old advice of “ask for 3 references” is just too easy to fake. You’ll need to get a little tougher with your contractor to protect yourself. Insist that any contractor you’re considering can produce the things listed on the next few pages to PROVE that their reputation is rock solid.

## WHAT TO LOOK FOR:

### BBB Accreditation

**Why It’s Important:** You need to go further than just checking a contractor’s standing with the BBB. Remember, many contractors shut down and open under new names year after year. So check to see how long they’ve been a member, and check to be sure the contractor is accredited by the BBB. This means that if complaints arise, the contractor agrees that the BBB’s judgment is binding and must perform accordingly. Without this agreement, you may have no recourse. Hippo Roofing is a BBB Accredited Business with an A+ rating at the time of this printing.

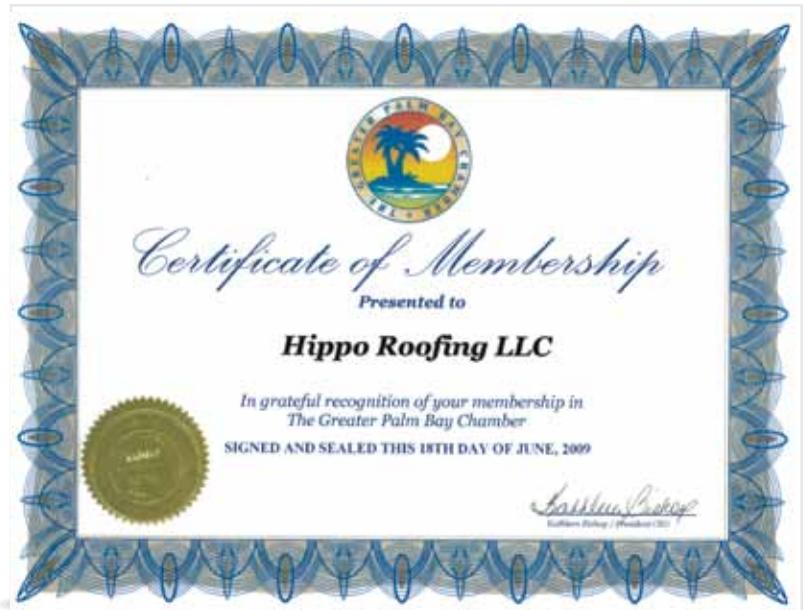
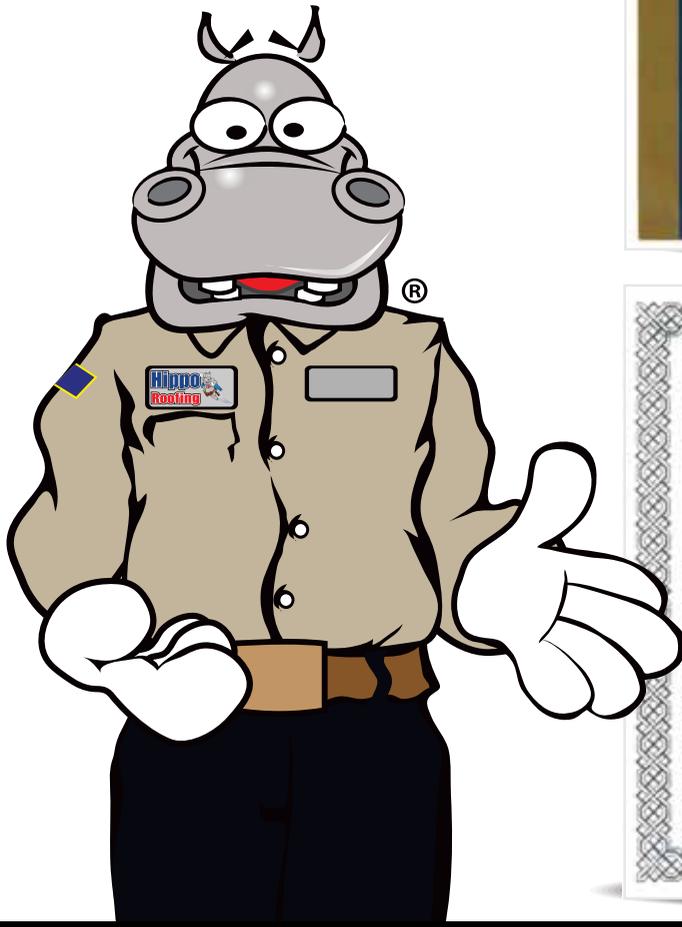
[www.bbb.org/central-florida/](http://www.bbb.org/central-florida/)





## Memberships

**Why It's Important:** Any reputable company will be a member of at least their local Chamber Of Commerce—and often multiple Chambers. Companies that aren't members of their local BBB are almost surely trying to hide past unresolved complaints. Insist that any contractor you're considering hiring can show you current certificates of membership for all of these organizations.





## Customer References

**Why It's Important:** All reputable contractors carry pre-printed lists of references... that includes customers from 1 to 5 years ago, as well as customers from the previous six months. This list should contain at least 100 references. In addition to the Hippo references below, go to:

**<http://www.topratedlocal.com/hippo-roofing-reviews>**

You can also visit our Youtube channel at:

**<http://www.HippoRoof.com/youtube>**

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*Very professional, would refer to anyone.*

**Tony B. • Palm Bay, FL**

*The job was done very professionally and in a timely manner.*

**Bill H. • Palm Bay, FL**

*We have been impressed and very pleased with the entire roofing project. Your customer service is absolutely superb and quality of workmanship and materials is without question the best!*

**Mark H. • Melbourne, FL**

*Great Job!*

**James H. • Merritt Island, FL**

*I'm pleased with everything. It couldn't have gone better.*

**Karen D. • Satellite Beach, FL**

*We can't say enough positive things about Hippo and their team. The job was completed on time, on budget and couldn't be more perfect.*

**Robert R. • Melbourne, FL**

*The installation crew was outstanding!*

**Dorothy L. • Port St. John, FL**

*Everything done in a timely and professional manner. Thank you all!*

**Robert C. • Palm Bay, FL**

*Thanks for a great job!*

**Bruce H. • Malabar, FL**

*Thank you for a fine job.*

**Daniel M. • Merritt Island, FL**

*We are very happy with our new roof and the entire experience. You are a lucky company to have such fine young men employed. You guys are the best!*

**Kathy C. • Melbourne, FL**

*The crew that did the actual work was very courteous and professional. I am so thankful we chose Hippo Roofing!*

**Kimmy T. • Titusville, FL**

*Roof looks great!*

**Dennis S. • Merritt Island, FL**

*I am very satisfied with the service provided.*

**Donald M. • Titusville, FL**

*It's obvious why Hippo Roofing is "Brevard's Best." They work diligently and conscientiously. Workmen are courteous. The finished product is good looking and upgrades the neighborhood. I'm glad we chose Hippo.*

**Herm & Donna S. • Merritt Island, FL**

*Everything was done very professionally and we're very happy with the entire job. We would definitely recommend Hippo to our friends and family.*

**Eddie W. • West Melbourne, FL**

*Very good job, great company, good workmanship!*

**WD L. • Titusville, FL**

*Total team excellence.*

**Joseph S. • West Melbourne, FL**

*Would recommend Hippo to anyone.*

**Dan R. • Cocoa, FL**

*The crew worked extremely well together. They took pride in the finished product!*

**Elwin & Deborah D. • Palm Bay, FL**

*Great job, the entire crew was polite and professional. Give them a raise!*

**John G. • Viera, FL**

*I am extremely pleased with the appearance & confident of the quality.*

**Helen H. • Melbourne, FL**

*Everyone from sales to service were wonderful. I will tell everyone I know about you.*

**Charles W. • Indian Harbour Beach, FL**

## WHAT TO LOOK FOR:

### Accolades and Awards

**Why It's Important:** If a contractor has been in business for any length of time—and doing a good job—they will most likely have been written about in a magazine or newspaper, received an award of some kind, or received special recognition from an association or trade organization. Any company that can't produce at least SOME of these kinds of accolades might not be worthy of accolades!



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### Local Contractor Wins National Award

The Metal Construction News—the nationwide trade publisher of news, products and strategies driving the metal construction industry—has recognized Hippo Roofing with its prestigious 2016 Peak Award. Only three companies in the nation were recognized, with Hippo receiving the honors in the residential metal roofing classification.

### Florida's Largest Residential Metal Roofer

According to Metal Construction News, Hippo Roofing is a Florida family-owned and operated contractor focusing on panel metal for residential clients. They are the largest residential metal roofer in Florida and 8th largest in the nation installing over 300,000 square feet of residential metal roofing each year.

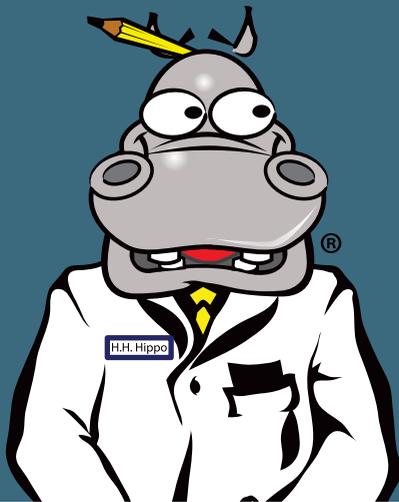
### Voted Best Roofing Contractor by Brevard's Residents

The readers of Florida Today voted Hippo Roofing as “Best of Brevard” in the roofing classification for 2016. Hippo was also voted “Readers Choice” by the readers of the Hometown News. These awards have been received in prior years thanks to the many residences of Brevard County recognizing Hippo Roofing as an outstanding contractor.



Rank	Company Name/Location	2015 Revenue	2014 Revenue	% Change	2015 Revenue	2014 Revenue	% Change	2015 Revenue	2014 Revenue	% Change	2015 Revenue	2014 Revenue	% Change
1	Exxon Corp., Maricopa, AZ	1000	1,010,000	1,000,000	0.0%	1,000	1,000	0.0%	1,000	1,000	0.0%	1,000	1,000
2	Marine Services Co., Burlington, N.C.	1000	1,010,000	1,000,000	0.0%	1,000	1,000	0.0%	1,000	1,000	0.0%	1,000	1,000
3	A-1 Roof Systems, a Division of Centex Industries Inc., New Smyrna Beach, Fla.	1000	1,010,000	1,000,000	0.0%	1,000	1,000	0.0%	1,000	1,000	0.0%	1,000	1,000
4	Restoration Roofing Systems LLC, Woodbridge, Va.	1000	970,000	950,000	-2.1%	970,000	950,000	-2.1%	970,000	950,000	-2.1%	970,000	950,000
5	Masterpiece Roofing, Millersville, Md.	1000	970,000	950,000	-2.1%	970,000	950,000	-2.1%	970,000	950,000	-2.1%	970,000	950,000
6	Luff and Associates, Lehigh, N.C.	1000	880,000	860,000	-2.3%	880,000	860,000	-2.3%	880,000	860,000	-2.3%	880,000	860,000
7	DKG & Associates Inc., Albuquerque, N.M.	1000	400,000	301,300	25.3%	400,000	301,300	25.3%	400,000	301,300	25.3%	400,000	301,300
8	Hippo Roofing LLC, Melbourne, Fla.	1000	301,300	254,211	18.6%	301,300	254,211	18.6%	301,300	254,211	18.6%	301,300	254,211
9	Absolute Metal Roofs, Wilmington, N.C.	1000	285,000	210,000	35.7%	285,000	210,000	35.7%	285,000	210,000	35.7%	285,000	210,000
10	Bristol Engineered Metals LLC, Duluth, Ga.	1000	211,200	204,000	3.5%	211,200	204,000	3.5%	211,200	204,000	3.5%	211,200	204,000

7	<b>DKG &amp; Associates Inc., Albuquerque, N.M.</b>	1997	400,000	235,000	70.2%	N/A
8	<b>Hippo Roofing LLC, Melbourne, Fla.</b>	2008	301,300	254,211	18.5%	N/A
9	<b>Absolute Metal Roofs, Wilmington, N.C.</b>	2010	285,000	210,000	35.7%	99
10	<b>Bristol Engineered Metals LLC, Duluth, Ga.</b>	1999	211,200	204,000	3.5%	N/A



# PROFESSIONALISM

A good contractor doesn't just do good work. They also understand that when dealing with customers, it's oftentimes the little things that make a big difference. You should find a contractor that shows you respect by the way they treat you, the way they look, the way they treat your property, and how they pay attention to details. Check any contractor you're considering against these standards of professionalism found on the next few pages.

## WHAT TO LOOK FOR:

### No Tricks, No Pressure Sales Agreement

**Why It's Important:** Many unethical contractors will resort to high-pressure sales tactics to get you to buy before you've had an opportunity to do proper due diligence on them. If you know nothing about the contractor prior to the sales call (from literature, references, online information), and they give you a low-ball price "but only if you buy right this minute," you should be wary. Any time you feel uncomfortable or unduly pressured in a sales environment, you should ask the contractor to "back off." Reputable companies will have a no-tricks, no-pressure sales pledge signed by the owner, sales manager, and each construction consultant.

All Hippo Roofing's Construction Consultants sign a "Zero Sales Pressure Agreement" that is also signed by our sales manager to pledge that they will handle sales situations in a respectful way. Ask your Construction Consultant to see a copy of his signed agreement when he comes into your home.



#### CONSTRUCTION CONSULTANT "CUSTOMER RESPECT, NO TRICKS, NO PRESSURE" AGREEMENT

As a construction consultant for Hippo Roofing, LLC., you must agree to abide by the principles and precepts of our Code of Ethics and competency. Any violation of these principles will be grounds for written warning; multiple violations will be grounds for termination.

I \_\_\_\_\_ agree to abide by these guidelines when working with prospective customers/current customers for **Hippo Roofing, LLC.**

1. I will not smoke inside the customer's home.
2. I will not use foul language on the jobsite.
3. I will respect the customer's time by being punctual.
4. In the event I cannot be on time, I will call to alert the customer and reschedule if necessary.
5. I will keep my clothing neat and clean.
6. I will respect the customer's telephones, bathrooms, parking spaces, etc.
7. I will earnestly strive to find the best solution for each customer's needs.
8. I will not utilize high-pressure techniques to force customers to comply with my requests.
9. I will not sell products or services to customers when they are financially not able to manage the investment.
10. I will give all of my customers a fair price and a fair opportunity to consider their options.
11. I will educate my customers on all sides of the purchase decision being made.
12. I will give my customers the opportunity to express any concerns they have and work to resolve them.
13. In the event that the customer is not ready to move forward, I will respect their decision.

\_\_\_\_\_  
CONSTRUCTION CONSULTANT SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SALES MANAGER SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
OWNER SIGNATURE

\_\_\_\_\_  
DATE

\* Hippo DefenderRoof layover and Hippo Shingle ShieldRoof same price.



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## Jobsite Cleanup Agreement

**Why It's Important:** Your home and yard should be cleared of large debris, and dangerous materials daily by the crew. After the job is completed, a total home clean-up should take place, including nail/screw detection (with a specialized magnet) and removal of any hazardous materials in your house or yard. Make sure your contractor has a pre-determined daily jobsite cleanup routine, and a more thorough cleanup routine upon completion of the job. All Hippo Roofing Associates follow this multi-step cleanup process at the end of EVERY SINGLE DAY. Show this roster to other contractors. See if they don't balk.

## Worker Conduct Agreement

**Why It's Important:** This compliance agreement, signed by the workers, is a 17-point contract prohibiting the use of alcohol, drugs, foul language, misconduct, or other bad behavior on a job site. It also gives appearance standards. Keep in mind that not everything is perfect, but this agreement will greatly reduce the likelihood of problems. All Hippo Roofing Associates sign a "Worker Conduct Agreement" that is also signed by our sales manager to pledge that they will conduct themselves in a respectful and courteous manner. Ask your Associate to see a copy of his signed agreement when he comes into your home.



**16-POINT JOBSITE CLEANUP AGREEMENT**

As a team leader for **Hippo Roofing, LLC**, you must agree to abide by the principles and precepts of our Code of Ethics and competency. Any violation of these principles will be grounds for written warning; multiple violations will be grounds for termination.

I, \_\_\_\_\_ agree to abide by these guidelines when working with prospective customers/current customers for **Hippo Roofing, LLC**.

**DAILY CLEANUP**

- Entire jobsite is to be patrolled and cleaned for trash, including:
  - Soda cans, drink bottles, cups, etc.
  - Food items, bags, containers, etc.
  - Miscellaneous trash
- Small hand tools will be removed from the jobsite daily.
- Any larger tools that will be left on the jobsite will be unplugged and stored in a tidy manner.
- Any materials that will be left on the jobsite will be neatly organized and stored.
- Any hazardous materials will be either removed completely or tightly secured.
- Scrap materials (including metal, glass, sawdust, boards, etc.) will be disposed of.
- Work area will be patrolled to remove any nails, screws, and other sharp objects.
- Customer's driveway and street will be patrolled to remove nails and/or screws that could cause tire damage.
- Work area will be left with adequate ventilation in the case of painting or other materials that cause fumes and/or odors.
- Any work areas that leave your home exposed overnight will be covered with plastic tarps and securely taped.
- Work area will be swept with a push broom daily (where applicable).

**AT THE CONCLUSION OF THE JOB**

- Entire work area and yard will be patrolled for trash, debris, materials, etc.
- Magnetic nail locator will be used to find nails, screws, and other debris in customer's lawn.
- Customer lawn will be restored to pre-job condition if damage has occurred as a result of job.
- Customer home/yard will be inspected for any incidental damage; repairs will be made if necessary.
- Cleanup not complete until customer signs off on this document.

_____	_____
TEAM LEADER SIGNATURE	DATE
_____	_____
SALES MANAGER SIGNATURE	DATE
_____	_____
CUSTOMER SIGNATURE	DATE

\* Hippo DefenderRoof layover and Hippo Shingle ShieldRoof same price.



**WORKER CONDUCT COMPLIANCE AGREEMENT**

As a team member for **Hippo Roofing, LLC**, you must agree to abide by the principles and precepts of our Code of Ethics and competency. Any violation of these principles will be grounds for written warning; multiple violations will be grounds for termination.

I, \_\_\_\_\_ agree to abide by these guidelines when working with prospective customers/current customers for **Hippo Roofing, LLC**.

**FOR ALL WORKERS**

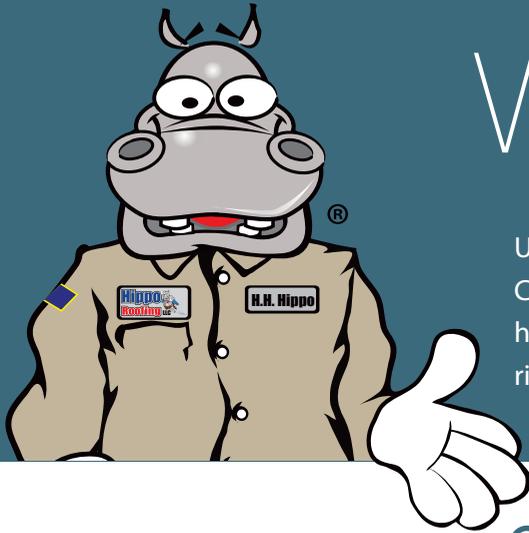
- I will not smoke inside the customer's home.
- I will not use foul language on the jobsite.
- I will not consume alcohol or drugs on the jobsite.
- I will play any radios or music on the jobsite quietly.
- I will keep my clothing neat and clean.
- I will wear my identification and certification badge when on the jobsite.
- I will respect the customer's telephones, bathrooms, parking spaces, etc.
- I will strive to keep dirt and messes to a minimum.
- I will put trash in the proper container and leave the jobsite clean at the end of each work day.
- I will keep any materials or tools that are left on the jobsite in an orderly fashion at the end of each day.
- I agree to keep a current license appropriate for my trade(s).

**FOR SUB-CONTRACTORS**

- I agree to carry workers' compensation, accident insurance, or have a waiver form signed before work begins. I understand that my insurance must remain in effect for the duration of the job.
- I agree to carry general liability insurance; or make special arrangements with the contractor before any work begins.
- I agree to be responsible for my own taxes.
- I agree to comply with any OSHA safety regulations for my trade.
- I will communicate any changes to the agreed work schedule to the job supervisor before the original scheduled time.
- I agree to warranty all work and materials supplied by me for one year, and perform any callbacks or warranty work within two weeks of the request.

_____	_____
TEAM MEMBER SIGNATURE	DATE
_____	_____
SUPERVISOR SIGNATURE	DATE

\* Hippo DefenderRoof layover and Hippo Shingle ShieldRoof same price.



# WORKMANSHIP

Ultimately, any contractor has to be competent to do the job right the first time. Competence comes as a result of training, experience, and good old-fashioned hard work. As you evaluate a contractor, look for signs that they can do the job right the first time.



## WHAT TO LOOK FOR:

### Guaranteed Results by a company that cares...

Hippo pledges that we will do everything possible to ascertain that you are a satisfied client. If something is not quite right, we'll do our utmost to correct the situation to your satisfaction. We promise you will have more than a guarantee that disappears when the job is done. We simply will not be happy until you are happy...and you have our word on it!!

**LIFETIME**  
**LABOR MATERIAL**  
**GUARANTEE**  
See your guarantees and warranties for details

**Y**our new roof will be constructed to high standards by skilled, certified craftsmen utilizing products of excellent quality. Your roof should be the last roof you will purchase for your home, condo or other covered structure as a result of normal wear and tear.\*

ISSUED TO: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

HIPPO ROOFING LLC  
CONSULTANT: \_\_\_\_\_

DATE: \_\_\_\_\_

**Hippo Roofing** LLC CCC1329209

\* Terms and conditions apply. See your specific written guarantee or warranty for exact details. Warranty details available upon specific request at any time prior to purchase.

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Questions?

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321-951-2500

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## WHAT TO LOOK FOR:

### Project Photos for Ideas & Inspiration

**Why It's Important:** A contractor who serves his customers well should be proud to present pictures of the work they've done. Ask to see a sample of jobs they've done—for inspiration for your own project and to gauge the quality of the work they've done in the past. If no photos can be produced, that should be a major warning sign.



# Hippo Roofing LLC



# Frequently Asked Questions

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## **Q: Are there any other things I should look for or watch out for that aren't listed in the pages of this guide?**

A: Look for some of these telltale signs of contractors who shouldn't be trusted:

- Main phone numbers that ring to cell phones
- Main phone numbers that are never answered by receptionists
- No financing offered
- Trucks without signage on them
- No business cards or cheap business cards
- No company logo on work clothes/uniform
- Few references available
- Unresolved BBB complaints or no report at all
- Prices that are unusually low compared to other bids
- No website or very poor website
- Ability to start on your job immediately—no backlog
- Unwillingness to give any information

## **An Ounce Of Prevention...**

It's been said that an ounce of prevention is worth a pound of cure. When the stakes are high—your home and your wallet—that saying is even more true. We hope that by reading this guide you feel more prepared to evaluate home improvement contractors and make the best decision for your family.

## **Q: Are you saying that you are the only company in the area that can uphold these standards?**

A: Most companies cannot uphold them, but there are several good, honest contractors to be found. Just be sure to take the time and use this guide to make sure before you hire anyone.

## **Q: Can a contractor just "fake" these standards?**

A: Not likely. Most shady contractors that don't put any effort into making their businesses good, also won't put effort into faking these standards. It's a lot easier for them to just move on to their next unsuspecting victim.

## **Q: What if a contractor SAYS they can do all these things, but can't show the proof?**

A: Don't settle for lip service. Demand to see the documentation for every single standard on the checklist at the end of this guide.



When you're hiring someone to do any type of work in your home, remember it's your money and your home. Be sure you get everything in writing, ask all the questions on your mind, and clearly understand the answers you receive.

Besides what we've mentioned here, there are several other ways to gather information on a company before giving anyone a dime. Check with established consumer-to-consumer reporting groups like the Better Business Bureau where we maintain an A+ rating. [www.bbb.org/central-florida/](http://www.bbb.org/central-florida/)



If all this makes sense, and you are curious about our approach to remodeling, please give us a call. We'll be happy to answer all of your questions for free.

As part of our commitment to our previous and potential new customers, at your request, we will set up a time to come to your home to answer your questions and concerns. At this time we can also determine if we can meet your remodeling needs. We provide this as a FREE, NO OBLIGATION service for you and your family.

Hopefully we can show you, as we have thousands of others, how to make your home absolutely gorgeous— something to be really proud of!

Remember that when Hippo Roofing visits your home, we are not going to use high-pressure sales tactics. It is simply a chance for you to meet us and see if our services can benefit you. If, after our meeting, you believe there is no benefit to be derived from working with us, we simply leave and that is that. If, however, you do find that you would like our help, we will discuss how we proceed from there.

I can't think of a better way to work. Can you?

If you think our approach is fair and honest, please consider Hippo Roofing for your construction needs.

Best of luck with your roofing plans!

Sincerely,

**Ricardo Matus**  
General Manager, Hippo Roofing LLC

# Contractor Standards Checklist

For your convenience, we've enclosed a checklist of all the items you'll want to look for before hiring any contractor

WHAT TO LOOK FOR	HIPPO ROOFING	CONTRACTOR A	CONTRACTOR B
Free Lifetime Labor & Material Warranty	✓		
Free Rotten Wood Replacement	✓		
Free Screw Grip Deck Fasteners	✓		
Free Stainless Steel Roof Fasteners	✓		
Free Solar Ventilation	✓		
Free Annual Inspection and Maintenance	✓		
Free Wind Mitigation Report	✓		
\$900 Federal Tax Credit	✓		
Energy Savings Design	✓		
Proof of Establishment	✓		
Bank Letter & Supplier Letter	✓		
Financing Available	✓		
Business License	✓		
Insurance - No Work Comp Exclusions	✓		
BBB Accreditation	✓		
Memberships	✓		
Customer References	✓		
Accolades and Awards	✓		
No Tricks, No Pressure Sales Agreement	✓		
Jobsite Cleanup Agreement	✓		
Project Photos for Ideas & Inspiration	✓		



**Questions? Need More Information? Free Estimate?**

**321.951.2500**

**www.HippoRoof.com**



Drug tested, criminal background checked and factory-certified employees

**Phone • 321-951-2500 - Fax • 321-254-0744 1555 N. Harbour City Blvd. Melbourne, FL 32935**

\*Information Herein Is General In Nature. Please See Your Specific Agreement, Guarantees, Warranties And Other Applicable Written Documentation For Specific Details About Your Hippo Roofing System. Warranty details available upon specific request at any time prior to purchase. The Material Contained In This Guide May Not Be Reproduced Or Described In Any Way Without The Express Written Consent Of Hippo Roofing LLC.

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