

# WHITE CASTLE ROOFING

## PREPARATION INFORMATION

### WHAT TO DO

Once your gutters have been scheduled, these simple preparation tips can help make for a smoother experience:

**Remove valuable items like decorative vases or specialty light bulbs from your yard.**

While we take care to protect your property, rare accidents do happen as we work on your home. Keeping your valuables out of the yard can help take further steps to protect them.

**Mow your lawn.**

This can help in the clean-up process to assist in making sure all hardware is retrieved and not hidden in the grass.

**Make sure your car is out of the garage on the day your gutters are scheduled.**

While our gutter trucks are generally parked on the street, it's helpful to have the driveway available for ample workspace to create your custom gutter solutions.

**Make sure power is accessible to the outside of your house.**

If an outlet is only available in the garage, please leave the door open, or provide an access code. If any inside switches need to be turned on to provide power to an outdoor outlet, please make sure they are on. If no power is available, please let us know in advance so that other preparations may be made to provide it.

### WHAT TO EXPECT



#### Scheduling

Our gutter scheduler will call you to set up your workday a day or two in advance. We work hard to make this as timely as possible after your roof is completed, but it may be several weeks later, depending on work volume.



#### Crew arrival

We try and schedule according to when we anticipate starting the job, but we will have a project manager that will call you on the day we start to let you know of any delays and give you the best information possible.



#### Photo documentation

We take pictures to document our progress throughout the work. These photos can be made available to you upon request.



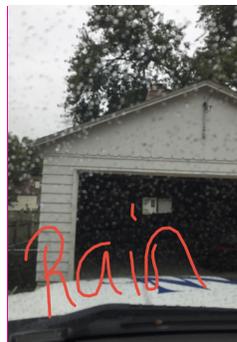
#### Clean-up

While it can appear messy while the work is in progress, clean-up will always be a high priority for us. Please rest assured that any mess that's created throughout the work will be cleaned up before we leave.



#### You do not need to be home for the work!

Often customers prefer not to be home. Just make sure your car is out of the garage so that it remains easily accessible.



#### In the event of a weather delay...

Extreme heat, cold, or precipitation can make work with metal gutters unsafe or impossible, and as such, work may be delayed for more favorable weather conditions. If a delay must occur, our scheduler will call you with any updates. We appreciate your flexibility and understanding as we navigate our ever-changing Nebraska weather.



#### Quality assurance

Each crew is led by an on-site foreman, and team of project managers will monitor the crew's progress as well. You are welcome to ask questions of anyone on the site at any time. Once the work is completed, a manager will visit to check on the work, make sure everything was done correctly, and take additional photos.

**We look forward to seeing you soon!**