

CODE OF ETHICS AND COMPETENCY

# CONTRACTOR STANDARDS | THE GUIDE

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



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Questions? Call (877) 345-EZHS

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



# So, You're Thinking About A Remodeling Project For Your Home?



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

—Robert O’Geay  
Owner, EZ Home Solutions

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 uses high quality products and stands behind their work in both word and 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 BEFORE hand 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,

Owner, EZ Home Solutions





# 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.



## WHAT TO LOOK FOR:

### **Proof of Establishment**

**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.



## Supplier Letter

**Why It's Important:** This is written confirmation of the company's dealings with a supplier of the product that install stating that they are in good standing as vendor and pay their bills promptly. These letters are easy for your contractor to obtain from suppliers—if a contractor says they are difficult to obtain, then there might be something that they're trying to hide.



**ShieldPRO plus+™**  
Certified Residential Roofing Contractor Program

NAME **EZ Home Solutions**

has been registered on this date **10-22-2013**, by IKO as an  
IKO ShieldPRO plus+™ Professional Roofing Contractor for having roofing knowledge  
and the pride in workmanship required to apply IKO residential roofing products.

*C. Perkins*  
C. Perkins, Director of Marketing

 Note: The Contractor is not a representative, agent, or employee of IKO. IKO does not warrant or guarantee the workmanship of The Contractor.

## Business Licenses

**Why It's Important:** Make sure they have been operating under the same name for a minimum of 5 years. Many contractors open and close their doors multiple times to avoid past customer complaints. (Naturally, some businesses will be legitimately new—if so, get a 10 year work history of the owner and ASK questions!)

Minnesota Department of Labor and Industry  
Construction Codes and Licensing Division  
443 Lafayette Road N  
Saint Paul, MN 55155

Licensing and Certification Services  
Phone: 651.284.5034  
Email: [DLI.License@state.mn.us](mailto:DLI.License@state.mn.us)  
Website: [www.dli.mn.gov/celd.asp](http://www.dli.mn.gov/celd.asp)

**NOTICES**

NOT TRANSFERABLE

CHANGE YOUR BUSINESS STRUCTURE  
SUBMIT A NEW APPLICATION FOR NEW ENTITY

EZ HOME SOLUTIONS LLC  
2595 HAMLIN AVE N  
ROSEVILLE, MN 55113

RENEW OR REPLACE INSURANCE POLICY  
SUBMIT NEW CERTIFICATE OF INSURANCE

**NOTIFY THE DEPARTMENT OF A CHANGE IN YOUR BUSINESS.**  
Failure to do so, subjects you to administrative penalties of up to \$10,000.


**15-Day Notice Requirement** – Forms available online at [www.dli.mn.gov/CCL/DLItoUpdate.asp](http://www.dli.mn.gov/CCL/DLItoUpdate.asp)

- Change in business' physical address, mailing address, phone number, or email address
- Change in control, owners, officers, directors, members, partners
- Change in business' legal name and/or assumed name
- Loss of or change in QUALIFYING BUILDER
- Change in general liability insurance or workers' compensation insurance coverage

**Immediate Notice Requirement** – Notification to DLI in writing

- **Judgment Debtor.** A licensed contractor has 15 days to provide written notice of the finding that it is found to be a judgment debtor based upon conduct requiring licensure.
- **Bankruptcy Petition filed.** A licensed contractor has 15 days to provide written notice that it filed a petition for bankruptcy.
- **Conviction Notice.** A licensed contractor has 10 days to provide written notice that it has been found guilty of a felony, gross misdemeanor, misdemeanor or any comparable offense related to the license, including convictions of fraud, misrepresentation, misuse of funds, theft, criminal sexual conduct, assault, burglary, conversion of funds, or theft of proceeds in this or any other state or any other United States jurisdiction.

YOUR CERTIFICATE IS BELOW THE PERFORATION.      SHOW CERTIFICATE WHEN OBTAINING PERMITS.

 **RESIDENTIAL BLDG CONTRACTOR**

Construction Codes and Licensing Division  
Website: [www.dli.mn.gov/celd.asp](http://www.dli.mn.gov/celd.asp)

Licensing and Certification Services  
Email: [dlicense@state.mn.us](mailto:dlicense@state.mn.us)

443 Lafayette Road N St. Paul, MN 55155  
Phone: 651.284.5034

This is to certify that the certificate holder is licensed as a RESIDENTIAL BUILDING CONTRACTOR in the state of Minnesota and is in compliance with Minnesota Statutes 326B.805, and may build residential real estate, contract or offer to contract with an owner to build residential real estate, and contract or offer to contract with an owner to improve existing residential real estate; provided the responsible individual is at all times a QUALIFYING BUILDER and the certificate holder maintains compliance with the required general liability insurance, and workers' compensation laws.

License : RESIDENTIAL BLDG CONTRACTOR  
Lic Number : BC657434      EZ HOME SOLUTIONS LLC  
Effective Date : 04/01/2014      2595 HAMLIN AVE N  
Expiration Date : 03/31/2016      ROSEVILLE, MN 55113

VERIFY UP-TO-DATE STATUS, BOND, AND INSURANCE INFO AT [www.dli.mn.gov/celd/LicVerify.asp](http://www.dli.mn.gov/celd/LicVerify.asp) (ENTER NUMBER).

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# REPUTATION

Questions?  
Need More Information?  
Call (877) 345-EZHS  
www.ezhomesolutions.com



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. EZ Home Solutions is a BBB Accredited Business with an A+ rating at the time of this printing.

**Better Business Bureau®**  
**Start with Trust™**

*Be It Known By All*

*that*


**EZ Home Solutions, LLC**

*has earned the Better Business Bureau’s Accreditation.*

*Truth, Honesty, Trust, Transparency, Honor and Integrity*  
*are the BBB’s Principles of Trust which define a*  
*BBB Accredited Business.*

*This company has maintained the*  
*Better Business Bureau*  
*Accreditation:*

**July 2006**  
**to**  
**June 2015**



**www.thefirstbbb.org**

A magnifying glass icon with a red handle and a white lens, positioned to the left of the text "WHAT TO LOOK FOR:".

## WHAT TO LOOK FOR:

### 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.

*"Many roofing companies approached me to do the restoration to my property and I did not trust them. EZ Home Solutions was the only company I actually trusted. I liked that they started the work immediately and were very efficient. The crew was very nice, and meticulous. They worked hard and were very dedicated to getting my job done right. They were fearless and even put on the siding when it was raining. They came back after the job was done and made sure everything was cleaned up. I was very happy that I went with EZ Home Solutions."*

**JASON WALKER ST. LOUIS, MO**

*"... working with EZ Home Solutions was the best decision we made for repairing and remodeling our home! The owner and field team were incredibly helpful and knowledgeable, and they always had our best interest in mind. They worked quickly and thoughtfully to create a construction plan that was within the tight time frame we needed, and they worked directly with our insurance adjuster to manage the claim. The construction workers were efficient and respectful, and the field team checked in daily to observe the progress and assure everything was meeting their high standards. The end result was a beautiful new home, thanks to EZ Home Solutions' careful attention to detail throughout the entire process. We couldn't be happier with EZ Home Solutions and we give them our highest recommendation!"*

**ALISON LANGLEY, EAGAN, MN**

*"I had a really good experience working with EZ Home Solutions. I found that they were efficient, friendly, honest and trustworthy. They followed through on all their promises and demonstrated that they are truly experts in their field. Not only do they have excellent customer service, they were proactive with my concerns. They walked me through the whole storm restoration process and made the whole experience hassle free."*

**WILLIAM ASK MINNEAPOLIS, MN**



# 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!

### Exterior200 2013

RANK	COMPANY	2012 REVENUE (\$ MIL)	2012 REVENUE (K)	2012 REVENUE (M)	2012 REVENUE (K)	2012 REVENUE (M)	2012 REVENUE (K)	2012 REVENUE (M)	2012 REVENUE (K)	2012 REVENUE (M)	2012 REVENUE (K)	2012 REVENUE (M)	2012 REVENUE (K)	2012 REVENUE (M)
16	UNIVERSAL WINDOWS DIRECT INC.—Oakwood Village, Ohio William Earl Michael, universalwindowsdirect.com	\$26,253,891	3,889	3	11									
17	WINDOW NATION—Glen Burnie, Md. Harley Maglen, windownation.com	\$26,188,159	4,718	0	10									
18	COMFORT WINDOW & DOOR CO.—Syracuse, N.Y. Alfred Gentile, comfortwindows.com	\$25,358,436	5,058	1	11									
19	AMERICAN VISION WINDOWS INC.—Sims Valley, Calif. William B. Hayes, americanvisionwindows.com	\$24,580,000	3,275	0	0									
20	PATIO ENCLOSURES BY GREAT DAY IMPROVEMENTS Macedonia, Ohio, Steve White, patioenclosures.com	\$23,200,000	1,300	0	0									
21	K-DESIGNERS—Gold River, Calif. Larry D. Judson, k-designers.com	\$22,783,834	2,956	0	32									
22	WOODBRIDGE HOME EXTENSIONS—Dallas Michael Spitzer, woodbridgeclass.com	\$21,882,439	2,127	0	30									
23	SUNGATE ENERGY SOLUTIONS INC.—San Diego Brad Smith, thesungate.com	\$20,709,827	1,385	1	0									
24	WINDOW WORLD OF ST LOUIS—Bridgeton, Mo. James Lamm, windowworld.com	\$20,321,588	7,667	0	5									
25	STORM TIGHT WINDOWS INC.—Boynton Beach, Fla. Lee J. Brown, stormtightwindows.com	\$19,819,650	1,017	0	0									
26	PARAMOUNT BUILDERS INC.—Virginia Beach, Va. Edward G. Augustine, paramountbuilders.com	\$19,690,788	2,317	12	34									
27	SOLAR ENERGY WORLD—Whippany, N.J. George Danning, solarworld.com	\$18,990,000	491	0	0									
28	UNIQUE HOME SOLUTIONS—Indianapolis Bob Dillon, uniquehomesolutions.org	\$17,725,000	1,995	15	20									
29	CUSTOM REMODELERS INC.—Lino Lakes, Minn. Craig R. Carpenter, customremodelersinc.com	\$17,192,803	2,489	16	26									
30	NATION WIDE WINDOW & SIDING—Clifton, N.J. Rayan Clark, nationwidewindow.com	\$15,836,644	2,228	5	50									
31	AMERICA'S WINDOW LLC—Borden, Ind. Greg Kendrick, americaswindowusa.com	\$15,063,000	2,420	0	8									
32	NORTHWEST EXTERIORS INC.—Rancho Cordova, Calif. Thomas Orr, northwestexteriors.com	\$14,541,105	1,882	0	10									
33	CEL WIND—Livonia, Mich. Patrick Ward, celwind.com	\$14,219,992	1,955	30	17									
34	GUTTER HELMET SYSTEMS—Millsville, Md. Del Thebaud, haryhelmet.com	\$13,982,624	4,310	10	0									
35	THE SOUTHWARD CORP.—Great Bend, Kan. R. Joe Southard, southwardcorp.com	\$13,945,468	1,409	0	4									
36	S & K ROOFING SIDING & WINDOWS INC.—Eldersburg, Md. Donald C. Katzenberg, skroofing.com	\$13,696,646	3,340	68	12									
37	YOUR HOME IMPROVEMENT CO. LLC—St. Cloud, Minn. Steven J. Little, yourhomeimprovementco.com	\$13,191,048	1,790	5	5									
38	AMERICAN HOME DESIGN INC.—Goodlettsville, Tenn. Don C. Bruce, americanhomedesign.com	\$12,969,551	1,426	0	4									
39	WEATHER TITE WINDOWS—Tampa, Fla. John Hollander, weather-tite.com	\$12,848,800	3,800	0	0									
40	HARDY WINDOW CO. INC.—Essex, Calif. Tom Hardy, hardywindow.com	\$12,596,870	1,680	0	0									
41	HOMEVIEW CONTRACTORS INC.—Pikesville, Md. Michael J. Zuber, homeview.com	\$12,486,501	1,958	0	10									
42	PACIFIC COAST HOME SOLUTIONS—Anaheim, Calif. Eric Martinson, pchsc.com	\$11,816,245	1,131	0	5	60	0	0	0	0	25	12	5	5
43	MODERN REMODELING INC.—Manassas, Va. Jonathan Ballantyne, modernremodeling.com	\$11,648,396	487	20	20	10	0	5	0	5	0	5	0	30
44	ANS, INC.—Pompano Beach, Fla. John Maraj, ansaff.com	\$11,400,000	1,930	75	5	5	5	5	5	0	0	10	30	40
45	UNITED STATES SEAMLESS FARGO, DBA WESTERN PRODUCTS Fargo, N.D., Michael Bullinger, westernproducts.com	\$11,185,118	2,105	7	46	27	2	0	0	0	11	4	19	21
46	EZ HOME SOLUTIONS—Roseville, Minn. Robert O'Geary, ezhs.com	\$10,859,416	942	55	35	10	0	0	0	0	0	12	0	0

2 2013 QR ForResidentialPros.com



**TOP 500 2013**

RANK	COMPANY	2012 REMODELING GROSS SALES	2012 REMODELING JOBS	2012 REMODEL GROSS SALES FORECAST
71	<b>CROOM CONSTRUCTION CO.</b> — Vero Beach, Fla. David S. Croom croomconstruction.com	\$12,462,000	36	\$12,000,000
72	<b>HOMEVIEW CONTRACTORS INC.</b> — Pikesville, Md. Michael T. Zabel homeviewinc.com	\$12,406,501	1,958	\$14,000,000
73	<b>A&amp;I CORP. DBA A&amp;I FIRE AND WATER RESTORATION</b> — Myrtle Beach, S.C. Daniel H. Isaac Jr. ai-restoration.com	\$12,363,095	759	\$13,500,000
74	<b>PACIFIC COAST HOME SOLUTIONS</b> — Anaheim, Calif. Eric Martinson pjchsc.com	\$11,816,245	1,121	\$15,500,000
75	<b>MODERN REMODELING INC.</b> — Manassas, Va. Jonathan Ballard modernremodelinginc.com	\$11,668,396	487	\$9,000,000
76	<b>AMS INC.</b> — Pompano Beach, Fla. John Murray amspfla.com	\$11,400,000	1,350	\$11,500,000
77	<b>UNITED STATES SEAMLESS-FARGO, DBA WESTERN PRODUCTS, INC.</b> — Fargo, N.D. Michael Bullinger westernproducts.com	\$11,105,118	2,105	\$12,160,000
78	<b>NEWBATH</b> — New Orleans Lawrence Cross newbathnow.com	\$11,090,255	1,501	\$12,000,000
79	<b>EZ HOME SOLUTIONS</b> — Roseville, Minn. Robert O'Grady ezhs.com	\$10,859,416	942	\$15,000,000
80	<b>ELITE REMODELING GROUP</b> — Rolling Meadows, Ill. Michael Macek elitewindowsand siding.com	\$10,673,576	1,043	\$11,000,000
81	<b>APPLEBY SYSTEMS INC.</b> — York, Pa. John Kallian applebysystems.com	\$10,416,333	1,021	\$12,000,000
82	<b>BROTHERS HOME IMPROVEMENT INC.</b> — Roseville, Calif. Gene V. Cavanna brothershomeimp.com	\$10,283,062	2,096	\$13,162,311
83	<b>ACCURATE CONSTRUCTION</b> — Torrance, Calif. Carl Neppinelli/Clive Gosporner accuratereconstruction.com	\$10,247,873	942	\$12,000,000
84	<b>AMERICAN EAGLE BUILDERS SUPPLY INC.</b> — Arlington, Texas Roy Williams americanaglebuilders.com	\$10,235,311	841	\$11,278,420
85	<b>MOSBY BUILDING ARTS</b> — St. Louis Scott Mosby kallmosby.com	\$10,047,722	429	\$12,400,000
86	<b>EXOVATIONS</b> — Cumming, Ga. Roone Unger exovations.com	\$9,994,985	1,143	\$11,500,000
87	<b>WEST SHORE WINDOW &amp; DOOR INC.</b> — Mechanicsburg, Pa. B.J. Wierzyn westshorerepair.com	\$9,948,497	1,355	\$14,000,000
88	<b>PRINCE WILLIAM HOME IMPROVEMENT</b> — Woodbridge, Va. Scott Holtzhauser princewilliamhomeimprovement.com	\$9,943,132	789	\$10,750,000
89	<b>JACKSON &amp; LEROY REMODELING</b> — Salt Lake City Brandon LeRoy jacksonandleroy.com	\$9,791,892	18	\$8,100,000
90	<b>AMBASSADOR HOME IMPROVEMENTS INC.</b> — Mechanicsburg, Pa. Joseph L. Zarnon ambassadorh.com	\$9,601,558	1,899	\$10,358,240
91	<b>MAD CITY ROOFING SIDING WINDOWS</b> — Madison, Wis. Cory Sturman madcitywindows.com	\$9,598,278	1,250	\$12,000,000
92	<b>RENEWAL BY ANDERSON OF LAS VEGAS &amp; PHOENIX</b> — Las Vegas Bill Goddard rbawegas.com	\$9,509,702	1,014	\$10,250,000
93	<b>EVERLAST HOME ENERGY SOLUTIONS</b> — Anaheim, Calif. Mike Lumary/Greg Friend everlasttopgreen.com	\$9,268,517	806	\$10,500,000
94	<b>ASHCO EXTERIORS INC.</b> — Champlin, Minn. Jason Jaggensen ashcoexteriors.com	\$9,202,288	727	\$13,000,000
95	<b>COMMUNITY BUILDERS INC.</b> — Tulsa, Okla. Greg Walter communitybuildersinc.com	\$9,067,947	952	\$10,000,000
96	<b>ALLEN ASSOCIATES</b> — Santa Barbara, Calif. Bryan Peterson allenassociates.com	\$8,956,797	132	\$11,000,000
97	<b>GLOBAL HOME IMPROVEMENTS INC.</b> — Feasterville, Pa. Paul Kadlow globalhomeinc.com	\$8,909,523	475	\$12,000,000
98	<b>DFW IMPROVED</b> — Frisco, Texas Gary Simms dfwimproved.com	\$8,800,000	586	\$12,000,000
99	<b>BENNETT CONTRACTING INC.</b> — Albany, N.Y. Greg Bennett bennettcontracting.com	\$8,798,536	1,103	\$9,000,000
100	<b>JACKSON DESIGN &amp; REMODELING</b> — San Diego Toot Jackson jacksondesignandremodeling.com	\$8,707,024	54	\$9,200,000
101	<b>CLEARVIEW HOME IMPROVEMENTS INC.</b> — Placentia, Calif. Michael Lumary/Joseph Kovacic clearviewhome.com	\$8,687,917	947	\$10,000,000
102	<b>SUN DESIGN REMODELING SPECIALISTS INC.</b> — Burke, Va. Craig Durosko sundesigninc.com	\$8,678,866	57	\$10,000,000
103	<b>TIM WHITE HOME IMPROVEMENT</b> — Seaforth, N.Y. Timothy White timwhiteremodeling.com	\$8,665,000	226	\$8,000,000
104	<b>ABC SEAMLESS OF FARGO</b> — Fargo, Minn. Gerald W. Beyers abcseamless.com	\$8,562,000	1,524	\$8,819,000
105	<b>SHOWCASE RESTORATION</b> — Fayetteville, N.C. B. Wayne Etowski showcase Restoration.com	\$8,560,021	733	\$6,720,000
106	<b>HANDYMAN TO THE RESCUE</b> — Turlock, Calif. Steven Littrell	\$8,400,000	425	\$12,500,000



# Congratulations!



## Announcing The Industry's Best Steep-Slope Contractors

For nearly 15 years, the GAF Master Elite™ Contractor Program has been the gold standard of contractor certification programs. How do we know? Because more than 90% of respondents agreed and they would recommend their Master Elite contractor to a friend or loved one. We can't thank each of you enough for your dedication to providing property owners with the best and safest choice in roofing.

Our general, special challenge to the Master Elite™ Contractor listed below, who are our 2010 Excellence Award winners for the Central Area of the U.S. and for Canada, is to have exceptional operations at the top performance in one (or more) of three service ratings: customer satisfaction, training excellence, and installation excellence. Each of you should be generally proud of your achievements – and of being one of the "best of the best" in the roofing industry!



### ★ Single Award Winners

- 1. Able Construction Services, Inc.
- 2. Barry Roofing, Inc., Mo., IL
- 3. BC Exterior Maintenance Corp., Westport, NY
- 4. Cullen Construction, Inc., Chicago, IL
- 5. EZ Home Solutions LLC, Saint Louis Park, MN
- 6. First Division of MN, Inc., Maple Grove, MN
- 7. Fry Construction & Home Improvement LLC, Maple Grove, MN
- 8. Great Lakes Roofing, Inc., Milwaukee, WI
- 9. Ironhorse Construction Services, Inc.
- 10. Kaurm Roofers, Inc., Madison, WI
- 11. Luster Construction, Inc., Dallas, TX
- 12. Mike Pitzer Roofing Services, Inc.
- 13. Mull & Company | Roofing Services, OH
- 14. Property Claims Solutions Group, Inc.
- 15. Rigid Home Improvement Services, Inc.
- 16. Remanence Roofing, Inc., Omaha, NE
- 17. Phoenix & Sons Roofing, Inc., Home, CO
- 18. Seth Roofing & Remodeling, Inc., San Jose, CA
- 19. Sutton Roofing & Remodeling, Inc., Dayton, OH
- 20. Tite-Bertha Construction Services, Inc., IL

### ★ Double Award Winners

- 1. Accelerated Roofing LLC, Westport, NY
- 2. ABC Contracting LLC, San Jose, CA
- 3. American Roofing, Inc., Lakewood, CO
- 4. G.K. Services Inc. of Henning, Jackson, MI
- 5. Everett Builders LLC, Cleveland, OH
- 6. G.L. Construction, Inc., Kansas, KS
- 7. Main Coast Roofing & Siding, Inc., San Diego, CA
- 8. The Bull Custom Roofing LLC, Geneva Township, MI
- 9. Ridge Top Roofing & Siding, Inc., Madison, WI
- 10. Rockford Contracting LLC, Indianapolis, IN
- 11. Swanton Roofing Services, IL
- 12. The Roof Doctor, Fairport, NY
- 13. TC-Country Roofing, Inc., Memphis, TN
- 14. Wazy Brothers LLC, Memphis, TN
- 15. West Side Roofing Co., Inc., Cleveland, OH

### ★ Single Award Winners

- 1. A-Mid Roofing & Siding, Inc., OH
- 2. Amen's Home Improvement, Inc., Green Bay, WI
- 3. ACH Contracting, Inc.
- 4. Adams Roofing Professionals, Inc., #8 Duane, WI
- 5. Advanced Roofing & Home Improvement LLC, Milwaukee, WI
- 6. Advanced Roofing & Siding, Inc., Dallas, TX
- 7. Advanced Roofing, Inc., Kansas, KS
- 8. All-Cheney Home Improvement & Computer Sales, OH
- 9. All-American Elite Roof Solutions, Inc., Dallas, TX
- 10. American Roofing Contractors, Inc., Denver, CO
- 11. American Roofing & Siding Co., Louisville, KY
- 12. Auraland Construction, Inc., New Canaan, NH
- 13. Auroville Roofing, Inc., New York, NY
- 14. B&J of Missouri, Inc., Lawrenceville, GA
- 15. Campolano Roofing, Inc., Stoughton, MA
- 16. Certified Home Improvement LLC, Houston, TX
- 17. Dura-Tite Construction, Inc., Houston, TX
- 18. Dura-Tite Exteriors, Houston, TX
- 19. Lennox Roofing Co., Inc., Fremont, NJ
- 20. Frazier Roofing Co., Houston, TX
- 21. Furr Roofing, Inc., Houston, TX
- 22. Gable Construction, Inc., Dallas, TX
- 23. The American Roofing & Siding, Inc., Dallas, TX
- 24. Gator Company, Inc., Dallas, TX
- 25. Gable's French Roofing, Houston, TX
- 26. Gates General Contractors, Inc., Phoenix, AZ
- 27. Hauschilder Roofing & Siding, Inc., Houston, TX
- 28. Horizon Roofing & Installation, Inc., Dallas, TX
- 29. Hubbard's Roofing Co., Inc., Dallas, TX
- 30. Horton Roofing & Siding, Dallas, TX
- 31. Horvath Roofing, Inc., Houston, TX
- 32. Jason Heisterkamp Construction, Houston, TX
- 33. J.C. Home Construction, Inc., Houston, TX
- 34. John Best, Inc., Dallas, TX
- 35. JT Roofing, Inc., Houston, TX
- 36. Karch Roofing, Inc., Houston, TX
- 37. K.W. Ribben, Inc., Houston, TX
- 38. Magee Construction Company, Cedar Park, TX
- 39. M&J Roofing, Inc., Dallas, TX
- 40. New Life Contracting, Inc., Houston, TX
- 41. Position Roofing & Construction, Inc., Dallas, TX
- 42. Quality Roofing, Houston, TX
- 43. Renovations Roofing & Remodeling, Inc., Houston, TX
- 44. Roof America Contractors, Houston, TX
- 45. Rick's Roofing & Siding, Inc., Houston, TX
- 46. Ridgepole Construction, Inc., Houston, TX
- 47. Ridge Top Roofing & Siding, Inc., Houston, TX
- 48. River City Roofing Co., Inc., Houston, TX
- 49. Quality 211 Dallas, Inc., Houston, TX
- 50. Sheveller Roofing Services, Inc., Houston, TX
- 51. Small Roofing, Inc., Houston, TX
- 52. Spangler Construction Services LLC, Houston, TX
- 53. The Clarke Company, Houston, TX
- 54. United Roofing & Remodeling, Inc., Houston, TX
- 55. Walker Roofing Co., Inc., Houston, TX
- 56. White Castle Roofing, Inc., Houston, TX
- 57. Wright-Hill Home Services, Inc., Houston, TX

www.gaf.com



"Quality You Can Trust Since 1885... from North America's Largest Roofing Manufacturer"

Jim Slauson  
Vice President  
Certified Program and Services  
email: jslauson@gaf.com

## EZ Home Solutions LLC Wins All Three 2010 Excellence Awards!

EZ Home Solutions LLC is one of only fifty-six contractors in the country to win all three 2010 Master Elite™ Excellence Awards which include...

- Consumer Protection Excellence
- Training Excellence
- Installation Excellence

EZ Home Solutions LLC achieved this goal by their commitment to superior quality and continuous improvement. EZ Home Solutions LLC is truly focused on providing great quality and service to their customers.

We at GAF are very proud to have EZ Home Solutions LLC as a Master Elite™ Contractor and we appreciate their commitment to their customers!



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"Quality You Can Trust... from North America's Largest Roofing Manufacturer"

Jim Slauson  
Vice President  
Certified Program and Services  
email: jslauson@gaf.com  
www.gaf.com

For Immediate Release

## EZ Home Solutions LLC Receives Excellence Awards

WAYNE, NJ (08511) - GAF, North America's largest roofing manufacturer, is pleased to announce that EZ Home Solutions LLC of Saint Louis Park, MN, is one of only fifty-six contractors in the country to receive all three of the prestigious GAF Master Elite Excellence Awards. These coveted industry awards recognize EZ Home Solutions LLC's dedication to quality roof system installations, and their commitment to continuous improvement and superior customer service.

Most consumers recognize that choosing a roofing contractor can be a confusing and sometimes risky decision. In fact, the Better Business Bureau lists roofing as one of the highest inquiry categories nationwide. As a factory-certified Master Elite™ Contractor, EZ Home Solutions LLC has been carefully pre-screened by GAF. In fact, only 2% of the roofing contractors in the country have earned GAF's Master Elite status – a distinction that truly sets them apart from the rest, and ensures that EZ Home Solutions LLC is dedicated to helping every customer make their best and safest roofing decision. As a GAF Master Elite Contractor, they are also dedicated to continuous improvement and training through access to CARE (the Center for the Advancement of Roofing Excellence). CARE is a non-profit educational institute supported by GAF and dedicated to "changing an industry through excellence in education."

NEWS RELEASE

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## A Product With the Good Housekeeping Seal is Different From Others

It's Passed a Strict Review By the Good Housekeeping Research Institute

Products aren't awarded the Good Housekeeping Seal - they earn it. That's why it's reassuring to see the Seal, because you know the product has been thoroughly evaluated by the scientists, engineers and technicians at the Good Housekeeping Research Institute (GHRI). Founded in 1909, GHRI has the distinction of being the oldest consumer product-testing lab of its size in America. Its stringent clearance standards set the benchmark for product integrity.

### Limited Warranty

Many people perceive the Good Housekeeping Seal to be an endorsement, but in fact it symbolizes a two-year warranty. The Seal means that Good Housekeeping will replace or refund defective products within two years of purchase, so you can shop worry-free. It's an invaluable benefit. As a recent article in the Wall Street Journal notes: "Good Housekeeping puts its own money behind its recommendations. No government agency does that."

### Recommended By A Trustworthy Authority

For over 100 years, GHRI has sifted through the confusing clutter of claims for you to find out which products perform as promised. There are many labels used in the marketplace, but few have the recognition and reputation of the Good Housekeeping Seal.

"They don't just trust - they verify"

The Wall Street Journal, February 7, 2010

Shop with confidence - choose a product with the Seal

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RES349

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 sales associate.

All EZ Home Solutions's Sales Associates 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 Sales Associate to see a copy of his signed agreement when he comes into your home.



#### SALES ASSOCIATE "CUSTOMER RESPECT, NO TRICKS, NO PRESSURE" AGREEMENT

As a sales associate for **EZ Home Solutions**, 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 **EZ Home Solutions**.

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.

\_\_\_\_\_  
SALESMAN'S SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SALES MANAGER'S SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
OWNER'S SIGNATURE

\_\_\_\_\_  
DATE




**Questions?**  
**Need More Information?**  
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[www.ezhomesolutions.com](http://www.ezhomesolutions.com)

## Jobsite Cleanup Roster

**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 EZ Home Solutions Sales Associates follow this multi-step cleanup roster 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 EZ Home Solutions Sales 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 Sales Associate to see a copy of his signed agreement when he comes into your home.



**11 POINT JOBSITE CLEANUP ROSTER**

As a sales associate for **EZ Home Solutions**, 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 **EZ Home Solutions**.

**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.

_____	_____
CREW FOREMAN'S SIGNATURE	DATE
_____	_____
SALES MANAGER'S SIGNATURE	DATE
_____	_____
OWNER'S SIGNATURE	DATE



**WORKER CONDUCT COMPLIANCE AGREEMENT**

As a sales associate for **EZ Home Solutions**, 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 **EZ Home Solutions**.

**FOR ALL WORKERS**

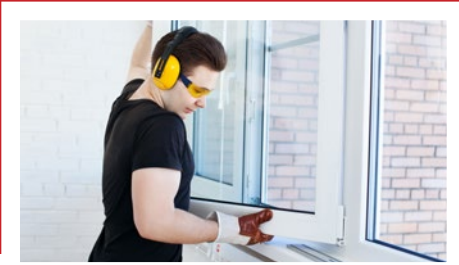
- I will not smoke inside the customer's home.
- I will not use foul language on the jobsite.
- I will not consume alcohol or drugs on the jobsite.
- I will play any radios or music on the jobsite quietly.
- I will keep my clothing neat and clean.
- I will wear my identification and certification badge 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.

_____	_____
WORKER SIGNATURE	DATE
_____	_____
SUPERVISOR SIGNATURE	DATE





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:

### Money Back Guarantee

**Why It's Important:** Less than 1% of contractors nationwide offer the ultimate level of protection against potential problems a homeowner might experience with a contractor—the money back guarantee. Think of it as the equivalent of the “lemon law” for home improvement. If something goes wrong with your home improvement project that cannot be fixed through reasonable measures, the contractor should agree to refund your money and he should agree to restore your home to its original condition at no additional cost. This isn't a guarantee for the unconfident or incapable contractor! To protect yourself at the highest level, insist on this important guarantee.



#### EZ Home Solutions Lifetime Warranty

**Roofing Warranty**

All materials are guaranteed under the manufacturer's warranty and the company further warrants that any roofing home improvements shall be free from all defects caused by faulty workmanship for life from the date of installation. This warranty is non-transferrable and will be held in the homeowner's name.

**Siding Warranty**

All materials are guaranteed under the manufacturer's warranty and the company further warrants that any siding home improvements shall be free from all defects caused by faulty workmanship for life from the date of installation. This warranty is non-transferrable and will be held in the homeowner's name.

**Gutter Warranty**

All materials are guaranteed under the manufacturer's warranty and the company further warrants that any gutter home improvements shall be free from all defects caused by faulty workmanship for life from the date of installation. This warranty is non-transferrable and will be held in the homeowner's name.

**Window Warranty**

All materials are guaranteed under the manufacturer's warranty and the company further warrants that any window home improvements shall be free from all defects caused by faulty workmanship for life from the date of installation. This warranty is non-transferrable and will be held in the homeowner's name.

**General/Repair Warranties**

Pursuant to Minn. Stat 302A.02, Subd. 3(c), not require in Missouri, but is still followed, for all the repair not covered by the above warranties, during the one year period from and after the warranty date the home improvement provided by the company shall be free from defects caused by faulty workmanship and defective materials due to noncompliance and building standards.

**Exclusions**

The above warranty specifically DO NOT EXTEND TO THE FOLLOWING:

- Loss or damage not reported by the vendee or the owner to the company or the home improvement contractor in writing within six months after the vendee or the owner discovers or should have discovered the loss or damage
- Loss or damage caused by the defects in design, installation, or materials which the vendee or the owner supplied, installed, or directed to be installed
- Loss or damage from normal wear or tear
- Loss or damage from normal shrinkage caused by drying of the dwelling or the home improvement within building tolerances
- Loss or damages from dampness and condensation due to insufficient ventilation after occupancy
- Loss or damage from negligence, improper maintenance or alteration of the dwelling or the home improvement by parties other than the vendor or the home improvement contractor
- Landscaping or insect loss or damage
- Loss or damage from failure to maintain the dwelling or the home improvement in good repair
- Loss or damage which the vendee or the owner, whenever feasible, has not taken timely action to minimize
- Loss or damage which occurs after the dwelling or the home improvement is no longer used primarily as a residence
- Accidental loss or damage usually described as acts of God, including but not limited to: fire, explosion, smoke, water, escape, windstorm, hail or lightning, falling trees, aircraft and vehicles, flood, and earthquake, except when the loss or damage is caused by failure to comply with building standards
- Loss or damage due to defects in the existing structure and systems not cause by home improvement
- Any loss or damage due to ice dams or excessive winds (in excess of 60 mph)



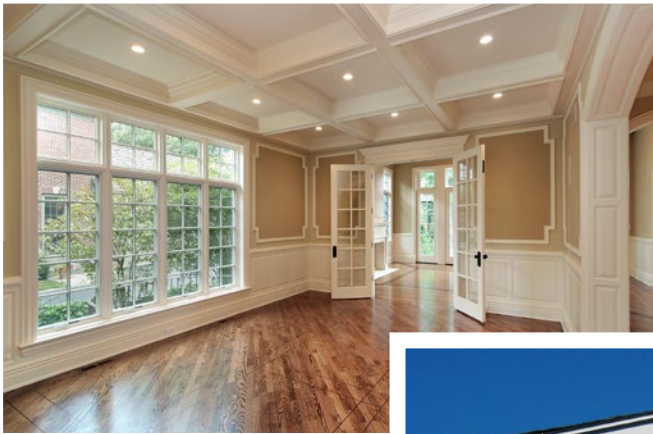
## WHAT TO LOOK FOR:

### 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.









# Frequently Asked Questions

**Questions?  
Need More Information?**  
Call (877) 345-EZHS  
[www.ezhomesolutions.com](http://www.ezhomesolutions.com)

## **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
- 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 consumer-to-consumer reporting groups like the Better Business Bureau, at [www.betterbusinessbureau.com](http://www.betterbusinessbureau.com), or Angie's List at [www.angieslist.com](http://www.angieslist.com).



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 EZ Home Solutions 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 EZ Home Solutions for your construction needs.

Best of luck with your remodeling plans!

Sincerely,

A handwritten signature in black ink that reads "Rod O'Leary".

Owner, EZ Home Solutions

# 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	EZ HOME SOLUTIONS	CONTRACTOR A	CONTRACTOR B
Proof of Establishment	✓		
Bank Letter & Supplier Letter	✓		
Business License	✓		
Insurance	✓		
BBB Accreditation	✓		
Memberships	✓		
Customer References	✓		
Accolades and Awards	✓		
Detailed Proposal and Change Orders	✓		
No Tricks, No Pressure Sales Agreement	✓		
Jobsite Cleanup Roster	✓		
Worker Conduct Agreement	✓		
Project Photos for Ideas & Inspiration	✓		





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