

# **The Community Manager's Guide to Surviving a Re-Roofing Project**

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# **The Community Manager's Guide to Surviving a Re- Roofing Project**



# Roles

Understanding the roles of key individuals is crucial for the success of any re-roofing project within an HOA. Effective communication among these stakeholders is paramount for project success.

1. Homeowner's Association (HOA):
  - Represents the owners' and community's interests.
  - Comprises volunteers tasked with maintaining property values.
  - Decision-makers within the community.
2. Community Manager:
  - Appointed by the HOA board to assist in their duties.
  - Provides expertise in managing HOA-run communities.
  - Offers advice to the board but does not make decisions.
3. Roofing Consultant:
  - Possesses expert knowledge of roofing systems and quality assurance.
  - Assesses roof conditions and provides unbiased reports and recommendations.
  - Drafts construction documents and oversees contractor selection.
4. Quality Assurance Observer (QAO):
  - Oversees on-site work to ensure compliance with contract documents.
  - Collaborates with project stakeholders but lacks authority over contractors.
  - Reports to the HOA board through the community manager.
5. Roofing Manufacturer Representative:
  - Represents the manufacturer supplying materials for the project.
  - Ensures materials meet specified standards and may provide technical support.
  - Conducts final inspections for warranty purposes.
6. Roofing Contractor:
  - Provides labor, equipment, and materials for the project.
  - Holds responsibility for labor warranty.
  - Overseen by a project manager and job site foreman.

# Quality Assurance vs. Quality Control

Distinguishing between quality assurance and quality control is essential for project success. While they are often used interchangeably, they serve distinct purposes and require different skill sets.

- Quality Assurance:
  - Ensures work is conducted in accordance with contract documents.
  - Responsibility of the roofing consultant.
  - Focuses on verifying compliance and addressing deviations.
- Quality Control:
  - Ensures the quality of workmanship.
  - Responsibility of the contractor.
  - Involves activities such as inspections and corrective actions.

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# Starting the Project Right

Effective communication is the cornerstone of a successful re-roofing project. Clear communication channels and thorough planning set the stage for a smooth project execution.

- Pre-Construction Meeting:
  - Sets the tone and pace of the project.
  - Involves all parties directly involved in the project.
  - Discusses logistics, contractual terms, and conducts site inspections.
- Materials Delivery Site Visit:
  - Ensures materials meet specifications and are in good condition.
  - Documents material delivery and storage.
- Site Visits:
  - Monitors work progress and identifies deficiencies.
  - Provides documentation for quality assurance purposes.
- Substantial Completion:
  - Conducts inspections for punch list items.
  - Ensures compliance with contractual obligations.
- Final Completion:
  - Verifies work completion and conducts final inspections.
  - Addresses any outstanding issues before final payment.

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# Handling Minor Problems

Prompt and effective resolution of minor issues is essential for maintaining project momentum and preventing escalation.

- Reporting and Resolution:
  - Documenting issues and notifying relevant parties.
  - Investigating and addressing issues promptly.
  - Keeping affected parties informed throughout the resolution process.

# Dealing with Major Issues

In the event of significant problems requiring legal assistance, clear documentation and proactive communication are crucial for swift resolution.

- Legal Considerations:
  - Providing clear and concise documentation.
  - Cooperating with legal and regulatory authorities.
  - Prioritizing timely resolution to minimize disruptions and costs.

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## Conclusion

While re-roofing projects within HOAs can be complex and challenging, effective communication, diligent planning, and proactive problem-solving can mitigate risks and ensure successful outcomes. By understanding the roles of key stakeholders, implementing quality assurance measures, and addressing issues promptly, you can navigate re-roofing projects with confidence and minimize potential disruptions to the community.

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