

Insurance Custom Pages

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INSURANCE PROJECT HOMEOWNER JOURNEY

ESTIMATOR

- Review Adjuster's Estimate
- Equipment Estimate Submitted to Insurance
- Reach Scope of Work Agreement with Insurance
- Notify Homeowner of Preliminary Agreement with Insurance
- Submit Final Invoice to Insurance
- Confirm All Funds Released from Insurance



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ADDITIONAL SERVICES

RESIDENTIAL SERVICES

- New roofs, repairs, leak detection
- Asphalt, rubber, wood, metal roofs
- Siding, Hardie
- Fibre cement siding & paneling
- Enerothroughs & soffits, fascia & cladding Outer cleaning
- Airac inspections
- Attic & siding insulation Ice dams & condensation issues
- Painting
- Custom metal Garbage bin rental
- Annual maintenance Emergency services

RESTORATION

- Water & flood damage Asbestos abatement Sewer backup
- Mold remediation
- Fire damage
- Hail / wind
- Condo building services Trauma scene clean up

CONSTRUCTION

- Basement & secondary suites Garage builds
- Decks, fences, patios, & railings Renovations

CLEANING

- Carpet & tile cleaning Upholstery
- Mold cleaning
- Office cleaning
- Janitorial services Post-construction cleaning
- Green environmental cleaning Airbux cleaning

LANDSCAPES

- Landscaping, lawn maintenance
- Landscape architecture & construction
- Snow removal Irrigation
- Spring & fall cleanup Tree, hedge, shrub maintenance
- Patios, pathways
- Water features
- Sod, mulch, synthetic turf
- And much more

COMMERCIAL SERVICES

- Metal, flat, tor & gravel roofing
- Metal paneling, custom cladding & flashing
- Custom home design & builds
- Commercial design & builds
- Architecture
- Engineering
- Construction
- Project management

DESIGN BUILD

- Custom home design & builds
- Architecture
- Engineering
- Construction
- Project management

VINYL REPAIRS

- Vinyl siding repair

INSURANCE CLAIM SPECIALISTS

INDUSTRY VETTED

By repeatedly demonstrating quality workmanship and excellent customer service, our company has earned a spot on the preferred contractors list of numerous insurance companies. They recognize that we do great work, and will be around for years to support that work.

- Some insurance companies offer an extended warranty when choosing a preferred contractor. Ask your adjuster for details.

UNMATCHED EXPERTISE

With expert knowledge and highly trained staff, Epic is able to provide honest advice on how to manage your insurance claim. We have the experience necessary to accurately assess damage, identify cost saving strategies, and expedite the repair process.

- We staff certified estimators who are specifically trained to identify exterior hail damage.
- We'll work directly with your insurance adjuster to ensure your claim is managed smoothly and efficiently.

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THINGS TO REMEMBER DURING CONSTRUCTION

Remember to keep your cars parked in the garage or on the street the day of construction. If you must park on your driveway, you may want to park on the street. The garage door will most likely be blocked by our debris trailers.

Please move all contents at least 10 ft. from the perimeter of the home. Due to loose working conditions, debris may end up around the entire perimeter of your home. HomeGuard will be happy to assist in moving contents from the perimeter of the home on the day of the project, but we cannot be held liable for broken or damaged property.

Please keep pets away from the construction site at all times. The construction process can often be too noisy for pets and children around the property can create an unsafe environment. Most pets find it more comfortable at a neighbor or family member's home.

Please keep children away from the perimeter of the construction site. As stated above, the site may often have nails and sharp debris around the perimeter of the home.

Please limit and avoid entering and exiting doors or walking around the perimeter while work is being performed. During construction, debris and nails will be dropped from the roof to the area surrounding your home. Entering and exiting should be avoided and caution taken in circumstances where it is necessary for removal of construction debris and load removal during emergency situations or otherwise. There will be nails on the ground during this time, so please watch where you walk.

Please notify your Project Manager of any known hazards. There may be conditions around your house that may create a hazard to our team. Please notify your project manager of any other hazard that might cause injury or concern to our employees.

Remove fragile items from walls, shelves and ceilings. The construction process can cause loose light decorations throughout the home. It's nothing major but can sometimes be enough to shake pictures or when loose light fixtures on the ceiling.

We will need access to at least 1 electrical outlet during the project. Even if you do not have an outlet on the exterior of your house, we will advise your sales representative for further coordination.

In most cities we will have to set a ladder for inspection. The ladder will be left off to your gutter and the inspector makes it to the projects to inspect the roof. We have no control over the inspection process.

Sanitize CAR getting your provider to re-evaluate. Our roofing installers may be able to recalibrate your satellite without the help of the provider. If we cannot help you register signal, please call your provider and send us your bill for recalibration.

If there is no access to load roof material. Low hanging power lines or truck bed cannot reach roof. Please get with your Project Manager and plan to stage material in a convenient area where you can still access your driveway if we have bad weather and fall behind schedule.

Please pick colors for all materials and sign for them once decided. Our process travels through many hands so we need a few decisions once these colors are confirmed and signed for, and any changing orders.

Hail Pigs: In rare cases heavy deposition on the roof can sometimes cause nails to pop through the drywall on your ceiling. When the situation calls for the nail pop through the drywall, inspecting the nail heads. This is something that is caused by the installation method of the drywall & this is unavoidable by our roofing crews.

Call Lines: Calling your team a day prior to installation of your roof will help our Crews clean up those hard to find nails.

Start Times: Our Crews typically start work between 7:00am-8:00am & typically finish the same day, sometimes in peak season these times may vary. Your Project Manager will communicate any changes to start time.

Inclement Weather: Inclement weather can cause us to reschedule your roofing project. Your Project Manager will communicate any changes. If weather becomes an issue.

Vent Debris: Sometimes when we tear off your roof, a small amount of debris could come through the vents in your ceiling. This is unavoidable by our roofing crews and requires minor cleanup.

THINGS TO REMEMBER DURING THE INSURANCE PROCESS

If you have a Mortgage: Please contact your mortgage company immediately after your roof replacement is approved by your insurance adjuster. This process can vary slightly, so it's important to understand their requirements to continue the insurance check.

Insurance claims: When dealing with insurance claims, it is important to be patient. Shuffling through this process is never the answer. HomeGuard makes sure all trades are registered and are insured, that they met and control the quality of installation, and materials being used before the project even begins. The registration process can take anywhere from 7-20 days depending on the individual carrier's availability. Their registration also helps limit your risk should your policy not cover something.

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