

THIS IS LETTER I SENT ABOUT ROOFING ERRORS NAMES CHANGE TO PROTECT EMBARRASSMENT

Rick Gore
Sanger, Texas 76266

May 27, 2017

Acme Roofing (Coyote and Roadrunner Owned)
Dear Linda,

I am writing this letter in response to our conversation on May 24, 2017, where I was expressing concerns about my roof and you told me your roofers "DO NOT take shortcuts". I cannot express how disappointed I am in your company's service, quality, misrepresentation and lack of integrity in work product. I have attached many pictures supporting my claims, along with written explanations. I am VET and have XXX insurance and they provided your company as one of their preferred vendors. After this tiring and exhaustive experience, I can only say that if this was my company I would be ashamed and disgusted with this job and the way your company has treated me.

Let me start with some positives, when your representative, Barney, came out he was professional, sold the product well, answered my questions, listened and had a patch job done on my roof when needed. He gave me the "good company line" about how great Acme Roofing was, how they support the troops, how they are backed by GAF, the roofing standard, GAF MasterElite and many other feel good things, which now appears to be fast sales talk that really meant nothing. The head guy on the roof, Billy Bod, who did the most work, worked the hardest and appeared to be the only experienced and semi knowledgeable roof person on site. He had a great work ethic but he could not do everything and be everywhere.

Some background, I bought this house 4 years ago and it had a new 30 year roof put on, with a warranty. Within one year of living here I had shingles flapping all night. The other roofer, that said the same stuff your guys say, came out in a few days and "fixed it." In the past three years I have had them out three more times for same issues, flapping shingles, blown off shingles, replacing shingles, etc. Each repair took longer and longer and they had more and more excuses. I explained this to Barney and told him if I upgrade this roof and you guys had to be within a year for flapping shingles I am going to be highly upset and extremely disappointed. Well I did not have to wait a year, **THE NEXT DAY**, right after the install, the shingles were flapping. When I called Barney I got the same double talk, I will have someone out tomorrow to glue it down. Lucky me, I get free glue with my warranty.

Now I did my own inspection of my roof install with a more critical eye. I did some studying on GAF videos and tried to get up to speed on how many ways a roofing company can screw you over without you knowing. So as a novice, knowing nothing about proper roof design or installation, the things I found are outrageous. I can only imagine what I did not find and what else your company has hidden, cut corners, shortened me, and my insurance company, and tried to pass this off as a professional quality warrantied install.

Let's start the picture show, since a picture is worth a thousand words.

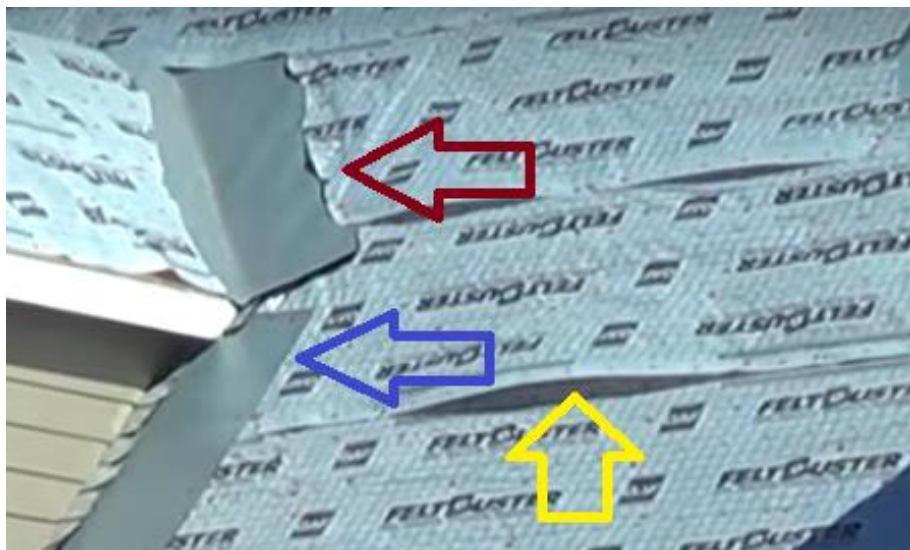
So here are a couple of pictures from day one, after the install in a 10 mph wind. Now this is a roof you can trust and believe in, and have full faith it was properly installed and will last. Yes I have heard the great excuses from many that it did not have time to seal, it was new, it was on an edge, they should have, could have and didn't. This was NOT part of your sales pitch. I was never told that our roof is so good, the next day after the install, you can expect flapping shingles, but don't worry that is all normal. Are you kidding me?



In the picture below I have put a red box that shows the area I caught the roofers using a nail gun to put on felt buster. Right in the brochure your company gave me, it specifically said **Do Not** use nails without plastic cap on the Felt buster. And like many other times throughout the day, I told Barney and pointed out that they were doing it wrong. Barney told them to start using plastic caps, but did not make them remove the felt that was improperly installed. This allowed improper installation after I had pointed it out. So the entire roof protection system and moisture barrier is wrong and compromised. We would have to pull off the shingles to prove it, but I will bet you 10,000 dollars to any takers because I watched it. Maybe they were trying to save materials for some reason.



So here is a picture from the video I filmed during the install. The Red arrow shows felt over the weather guard, the Blue arrow shows the weather guard over the felt, which one is right? Another roofer who watched this video on YouTube said the top weather guard should be longer and over lapping the weather guard below, to prevent a drip trap. The yellow arrow shows hardly no overlay of the felt, less than a half or quarter of inch, GAF shows there should be about 6 inches overlay in next picture. This again appears to be a lack of training, lack of knowledge, lack of caring, saving on product or just routine cutting corners. The lack of consistency, no supervision or quality control just continues to show up throughout this job. People saw me filming this install and they did not care, don't know any better or have been ripping people off for so long this is now normal. I just can't imagine what they do when no one is filming.

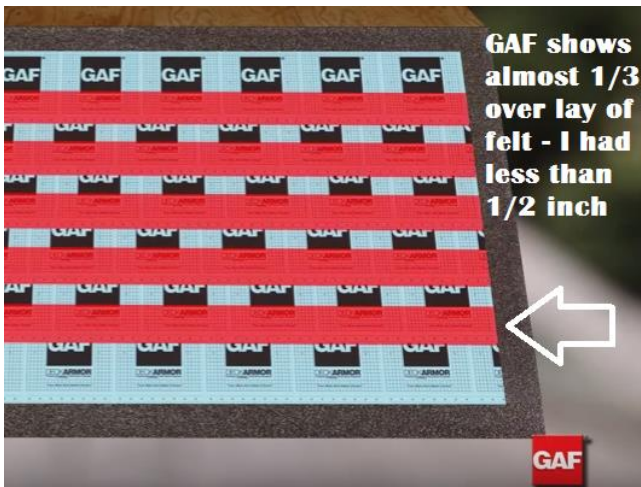


DECK PROTECTION GUIDELINES

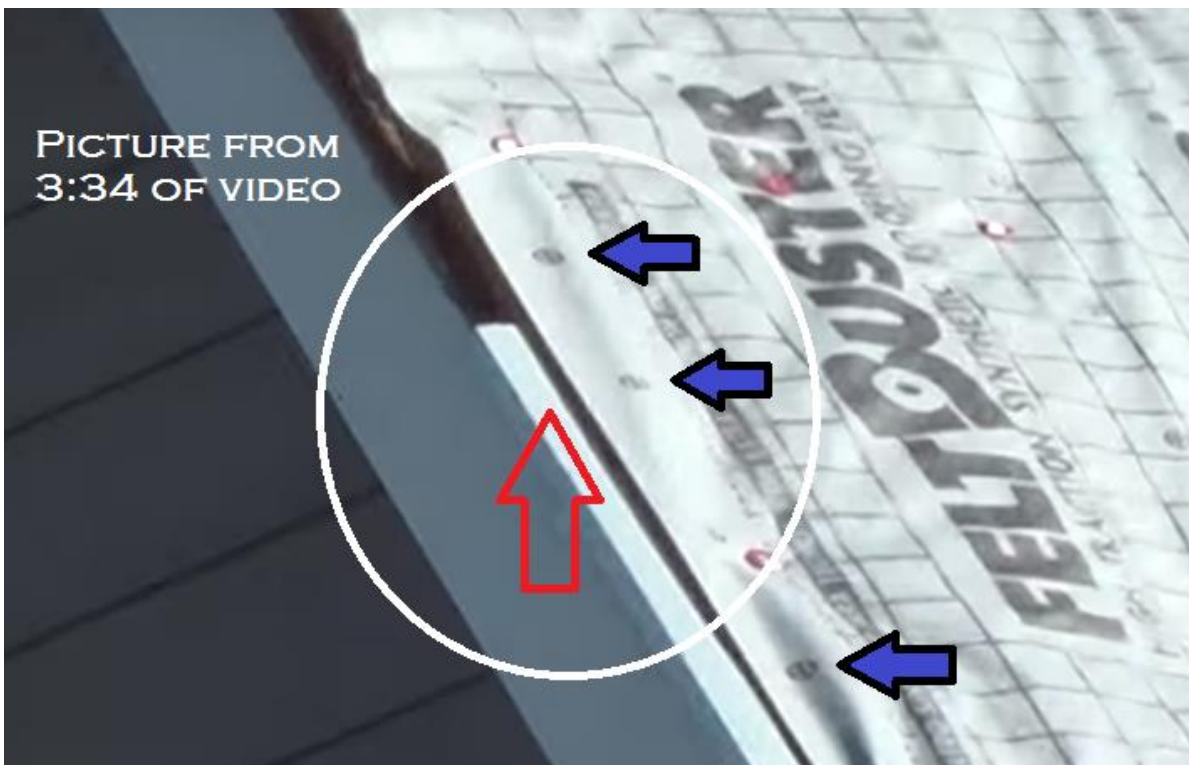
1. At penetrations: Install deck protection before Leak barrier
2. Lap deck protection over hips and ridges a minimum of 6"
3. Properly secure deck protection with fasteners

GAF

This picture shows a good overlay per GAF video. I was lucky to get $\frac{1}{4}$ inch overlay. The red part in the picuter is overlay, per GAF video. Does anyone in this company know that GAF videos are available, I could do a class to show them how to find the links if needed.



In this picture the red arrow clearly shows the felt is NOT covered by drip line and not long enough to reach edge of roof. Why are they shorting me with product that I paid for? Are they saving on materials because product is missing? This gap is allowing shingles to lay directly on the wood with no water barrier. This will also allow water and wind to blow under the felt buster and cause dry rot and leaks. The Blue arrows show where nails should be on the felt, notice the nails are missing. I guess this technique is good for business, since you get more business by having the insurance company put on another roof in 4 years or rip off GAF and make them do the work since you certified the roof. This lack of attention to detail just stinks of incompetence or intentional negligence.



This photo below shows NO metal drip edge installed and the felt buster was NOT to edge of wood. The head roofer, I think Billy bob, told Barney they were out of drip edge and needed more. Barney said No, we don't need it since it did not have a drip edge before so he told them don't worry about. Now that is some pride in product from your company. That must have saved at least 10 bucks, hell I gave Barney 20 bucks cash earlier to buy a sheet of OSB. It appears the Acme Roofing way is, what the hell just throw some shingles on. Then the next day, when the shingles are blowing loose, we will just tell the dumb customer that it is normal and the shingles have not had time to set. Is Acme Roofing policy, if the last roofer did a shitty job, we will do it the same way. This really rubbed me wrong. All day I have been pointing out improper installation of my roof and poor quality work. I paid an extra 20 bucks for a sheet of OSB and when it comes to a few dollars for drip edge, Barney says forget it since it did not have it before. I was just shaking my head in disbelief. I assure you, when he was trying to sell me and get my business, he was telling me how we replace everything and we do everything right and if we see something wrong we fix it. Absolute total BS, cheap shortcuts to save a few dollars.



This a great picture, more quality work from Acme Roofing. The felt does not go to edge of the wood, no drip line installed, no plastic covered nails used on felt, PRO START not nailed to edge, and bare wood exposed. GAF could probably use this picture as an example of what NOT to do. It's amazing this install is certified by Acme Roofing. How can anyone look at me with a straight face and say you guys are trustworthy, competent or honorable?



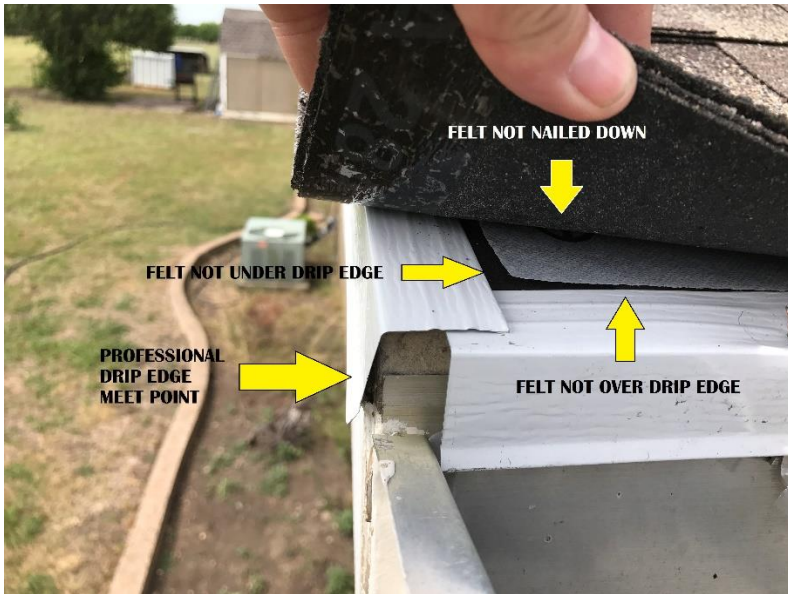
I have to laugh at this picture because it just screams redneck roofing. On one side you put nothing on a bend and eve, and the NEXT DAY, the shingles are flopping in the wind, but it is not your fault. On this side, you will just run roofing nails on top of shingle and put caulk over them. I appreciate the effort Billy Bod did, which tells me, at least he had the forethought to see the shingles would flap and not hold. I can't imagine this is an approved GAF technique and I'm pretty sure Acme Roofing would **NOT** want this on their web site, as a testimony of their great work.



In this picture, besides the no drip edge, the felt is not to the edge of the wood. The plywood looks bad and rotten, because of no drip edge, so the nails are probably not going to hold. Of course no one bothered to mention this or possibly use the entire new piece of OSB I had just bought. I guess it is hard for someone to point something out when NO ONE is checking anything.



This is a picture of the corner of the south roof of the house. Notice the consistent theme of the felt not covering the wood, the felt is not under drip edge on the side and is not over drip edge on the bottom. Let's not overlook that impressive corner where the two drip edges meet. That's some quality work, probably saving on materials since they ran out of drip edge or removed it from the job site. The roofer, Billy Bod told Barney he needed more drip edge. I guess Barney had to save that dollar and what the hell, the dumb owner probably will not check or catch it anyway. Integrity is doing the right thing when no one is watching. I think Acme Roofing has the "no one is watching" part down, they are a bit confused on what the right thing is. I'm guessing another unapproved install technique per GAF.



The below picture is the drip edge that was quickly installed over gutter bracket so it is not making good seal. Because of the rush job and no quality control, the gutter bolts are creating a bulge in shingles and the drip edge. Coincidentally this is the same place the felt is UNDER the drip edge, creating a perfect water trap to rot my wood. As you can see the Blue arrow drip edge is covering gutter screw, the yellow arrow is on top of gutter screw and the red arrow is bent on top of the screw and creating a rise in roof.



This is where they improperly installed the felt UNDER the drip edge. After I caught this and told them it was wrong, they simply ripped it out from under the nail, tearing and compromising the felt buster. So now I have another place my wood will be rotting and my roof will be failing because water will get behind drip edge. But what the hell, I have GAF warranty. Now I will have more Acme Roofing incompetent people come and fix what they installed incorrectly. This is so outrageous, these neglected areas will totally compromise my a new roof. I just have a problem even starting to believe that this is a big surprise or a fluke. Who would believe all other roof jobs by Acme Roofing have been perfect and up to specs. Lucky me, I just happened to get the only bad roof from Acme Roofing.



Here you see more felt is UNDER drip edge at the gutter. Felt should be OVER the drip edge at the gutter. I had already told them this was wrong. So this tells me when no one is watching, no one cares. You are probably wondering who was supervising this job, Me Too! When I pointed this out to the other Acme guy on site, I think Joe Bob, he said it was supposed to be under. I told him, then it is wrong on the front or wrong on the back. More inconsistency and lack of training. Joe Bob did say he was new and was not sure, so he told Billy Bob to look. Billy Bod told his other roofer to put it on top, so he ripped it out. Acme Roofing is so damn busy telling everyone how great they are they actually believe it.



Another picture, of a different location, where the felt was improperly installed and is under drip edge NOT over it. How can anyone look at all these pictures and say with a straight face that this is just a mistake and this roof was properly installed everywhere else, except what I found. How can this roof be covered by a warranty? We are not talking about ordering a hamburger and getting pickles when you asked for no pickles. A roof is protecting my life's largest investment, it is a financial strain to pay over 10,000 dollars for something in good faith and then realize you just got screwed, lied to and basically got took by Acme, GAF and USAA. This is just absolutely ridiculous, especially since this happened just after I corrected this 10 minutes earlier. My insurance rates and deductible were just increased because of my other crappy roof and this claim. So now I pay a higher deductible, higher rates for another crappy roof compliments of Acme Roofing.



You guys love to brag about your warranty, I wonder if people know that your substandard roof fails and ruins my entire house, YOUR WARRANTY ON COVERS THE ROOF. This is sickening how many people have your roofs and have no idea what you did to them.

This is some great workmanship here. Yee Haw, let's throw some shit under the shingle and then say we give you a 25 year warranty. Are you kidding me? This picture should be on both Acme website and GAF website. Here's the caption: "Here is a picture of Acme Roofing Quality Work and Yes GAF trained and warranties their work". Hell, I guess I should be impressed, they actually used the right plastic covered nail. Too bad they missed everything else. They left part of the felt over and part under the drip edge, brilliant. Take note of the consistent theme of NOT running the felt long enough to cover the wood. Once again leaving more open and exposed wood. More product missing and not according to specs, improperly installed, but lucky me, I have a 25 year warranty with GAF. Again a lack of consistency, late in the day, in a hurry, cutting corners & taking short cuts. Linda, you told me your guys do not take shortcuts! I can only imagine what the hell I missed, if this is what I caught. At least they put the pro start over it, to try and cover up their quality work. Also please note the nails in the pro start should be closer to edge to prevent wind blow up. I point this out in another picture, improperly installed pro start, good thing I got a warranty. But wait, let's not overlook the nice clean finished edge where the two drip edges meet. And the hits just keep on coming.



The red arrow points to where weather guard should have been installed. Shocking it was somehow not installed. Notice there is NO weather guard on the eave and only felt. This was another thing I caught missing and I told Barney about it. He told them to add it. They just tore and ripped the felt and shoved storm guard under felt on this side. However, on the other side, the shingles were already installed, so they did nothing to fix that, they just failed to install it. This is getting more and more into the fraud area and not just incompetence. How can GAF or USAA believe any warranty you guys offer. None of this was caught by your two supervisors. I feel sorry for all the other people that trusted you guys and never checked their roof. And please don't try and tell me this is the first and only roof every done this way by you guys.



The yellow boxed area (overhang) should have had weather guard, notice that it only has felt buster. How many other roofs have been installed where you told people they had something and then just did not install it? Oh yea, I forgot Acme does not take short cuts. GAF specifically says weather guard should be installed BEFORE decking felt.



According to GAF site, nails should be close to edge on PRO START to prevent wind blowing up shingles, as shown here in their picture. The next picture is another example of improper installation of the pro guard further compromising my roof protection. I'm starting to get the idea behind doing short cuts and poor roofing, do it bad so we can get paid to do it again in four years. I just saw a news report about roofer fraud in Texas is high, nothing like firsthand experience.



I just shake my head, you are probably wondering who is supervising this job, me too? Nails far from edge allow the wind to lift up shingles and the pro start then water can get under the pro start. Guess what is under your pro start, exposed bare wood since the felt buster was too short and NOT under the drip edge. There, is a saying when working with horses, The Slow Way Is The Fast Way, if you take the time it takes, it will take less time. Perhaps someone should incorporate that into your training. Did I say training? (The act of teaching a person a particular skill or behavior)

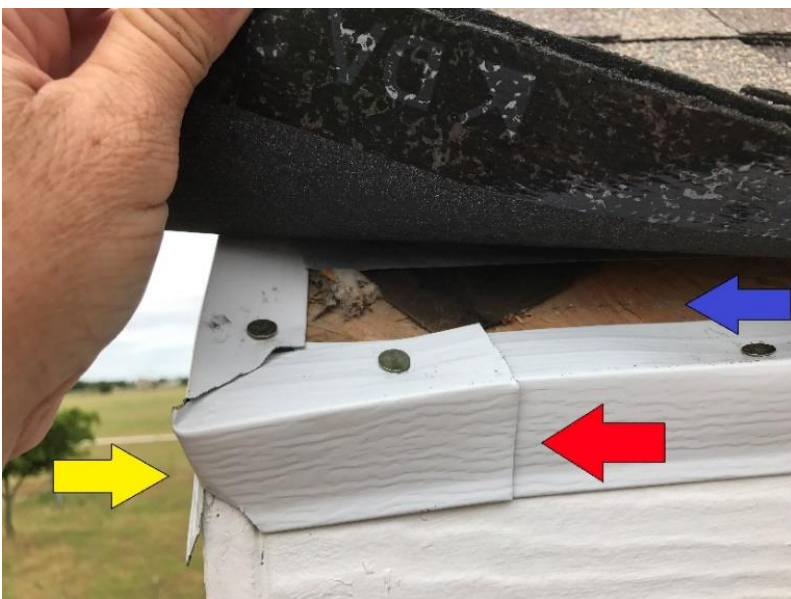


In this picture below, I watched as a shingle was installed and nailed with the felt over the shingle. So as the wind blew the felt upwards, the shingle slid right under the felt and was nailed. Again this improper install compromises my water protection. We have to pull the shingles off to prove it. I keep asking myself why are they being so tight with my product, trying to save on nails, anyone can see the felt is not even properly nailed and is flapping in the wind. Was there a nail shortage, remember they did not use the right nails on the shed roof. Where is all the product that should have been ordered and used on my roof? Why are they having to cut corners? I would really like an answer to why Acme employees were loading my roof materials in their truck and leaving with it.



All the previous pictures are from where I could reach with a ladder, without getting on the roof. As much as I did not want to get on my roof and risk injury, I went up to have a closer look. All the following pictures are from the on top of the roof. Well here's a shocker, I found more substandard installations where I could get to. Hell if I pulled the roof shingles off and checked for more short cuts, I might find a dead body hidden up here. Then again if either one of the Acme Supervisors had walked the roof after install and checked, they might have slipped, fell and hit their head on one of the many exposed nails.

So here we have more fine craftsmanship where we are using two inches of drip edge to finish a corner because of product shortages and short cuts. Really? You are going to use scraps of a drip edge to put on a new 11,000 dollar roof? The Blue arrow points to NO FELT BUSTER and exposed bare wood, the red arrow shows scraps to finish a corner and the yellow arrow another fine White Glove corner finish. Pathetic is too good of a word to describe this. Let's not forget the common practice of NOT NAILING DOWN THE PRO START.



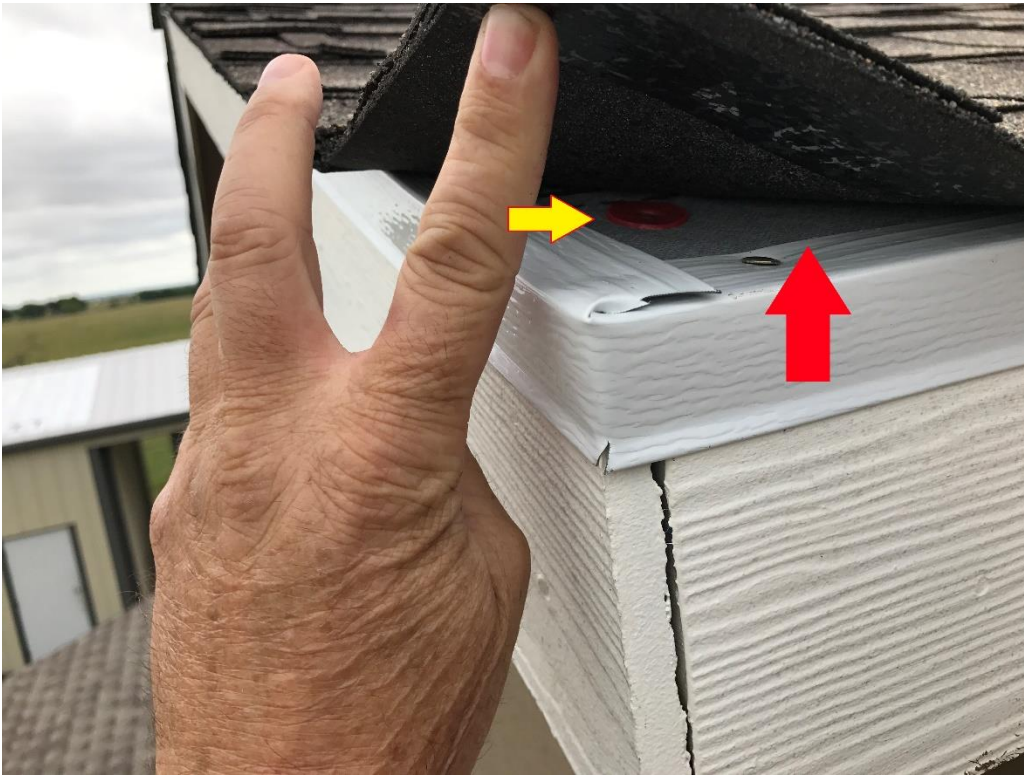
In this picture we see inconsistent practices, on the left you put caulk and on the right you do not? Which one is right?



In this picture the blue arrow shows the pro start is not nailed down, the red arrow points to a nail with no plastic cap, and they **MISSED THE Felt with the wrong nail**. Let's not forget the felt does NOT cover the wood or go under drip edge. It's good thing you give warranty, because anyone with your roof is damn sure going to need it.



I have to point out something good, the yellow arrow points to something good and right. They actually used the right plastic nail cap and actually tacked down the corner felt buster right. Hell, I got all warm and fuzzy for second. Even a broken watch is right twice a day. Too bad they blew it by putting the felt UNDER the drip edge on the down slope, as shown by the red arrow. I will say you are consistent, **NOT ONE** corner of my entire roof is properly installed. But Acme does not take short cuts, right? And if you are tired of me cracking on your company, try doing your damn job and giving people what they pay for. If you have been through what I have for the past few weeks, you might be pissed off too.



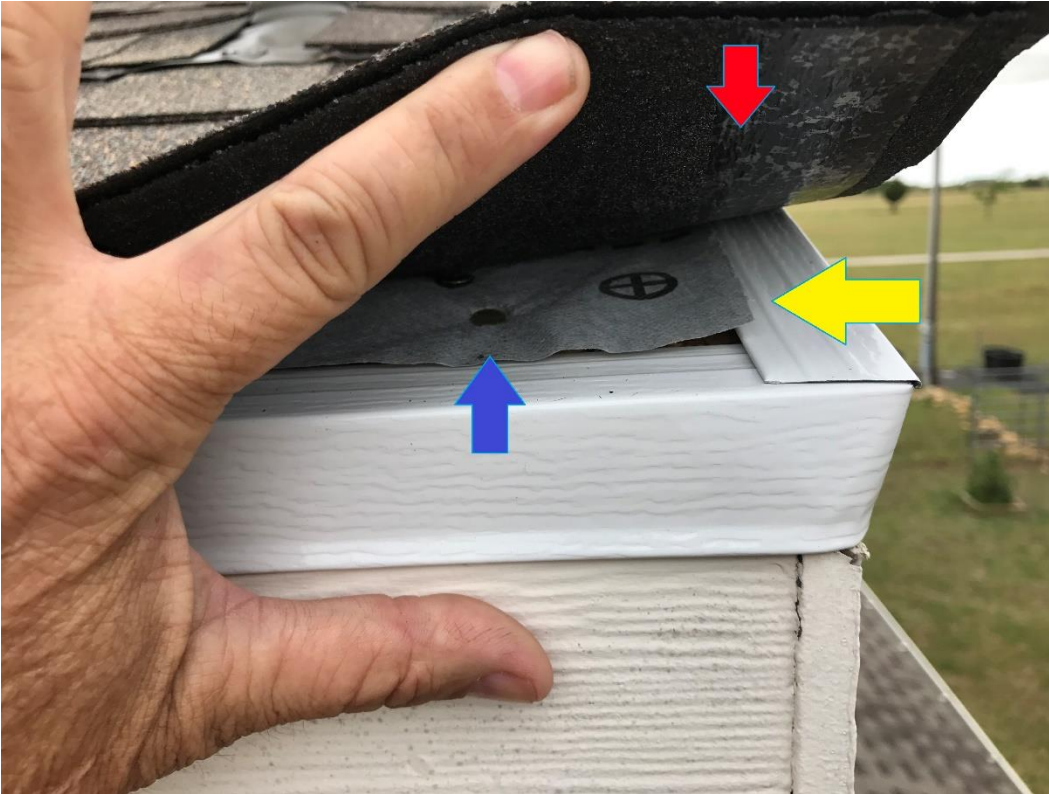
This is minor and if it was the only thing I would ignore it, but this is more quality drip edge work. Going fast while you are lost won't help a bit.



An exposed nail over the shingle not caulked, water leakage point. The nails show an improperly installed shingle.



Another corner on the upstairs roof, red arrow shows pro start not nailed down, yellow arrow shows felt over drip edge (on the side) when it should be under the drip edge, blue arrow MORE NAILS WITH NO PLASTIC CAPS ON FELT.



Another exposed nail, improper shingle install, not caulked, exposed water leak point. At what point, does this Acme Quality install move from mistake, to error, to routine, to negligence, to straight out insurance fraud?



More exposed nails.



More exposed nails.



The red arrow is pointing to where the felt is hanging out below the drip edge. At least I know the felt is right and under the drip edge for once.



Here is some more quality drip edge work.



THINGS THAT I CAUGHT WRONG DURING THE INSTALL:

- Not using weather guard where required
- Not using plastic covered nails on felt buster
- Not putting felt buster over drip edge over gutters
- Not putting felt buster under drip edge on sides
- Not installing Pro Start correctly
- Not using weather guard on roof peak like the GAF video shows
- Not installing drip edge correctly
- Not installing drip edge at all exposed edges, because you ran out, or because it was taken from job site
- Improper overlap of felt buster
- Cutting felt buster short not covering wood
- Drip edge put in wrong causing bulge in roof lay
- Shingles installed under felt
- Exposed nails on shingle, not properly installed and not caulked
- Not ONE corner of my roof has proper felt and drip edge

NOTE: Every time I pointed out something being done wrong, the roofers never had to undo anything wrong and redo it correctly. The roofers were allowed to just start doing it right, at the point I caught them. How many things were done wrong that I did NOT catch? Yea I know, you guys do not take short cuts, so everything I caught was just a blind squirrel finding a nut.

OTHER QUESTIONS ABOUT THIS INSTALL:

Why was new product being removed from the site before the job was started (is this why short cuts had to be taken from lack of all my materials being available) is there a legitimate reason for this?

Why did it take both supervisors leaving together for two hours to go get one sheet of OSB?

Is it normal for you to call the day before an install wanting more money?

So here is couple of concerns I have about your Supervisor Barney. We did a contract we agreed on a time and price. I waited for two weeks with tarps flapping on my roof for you guys to show up. The day before the scheduled install, Barney calls me and says hey we have to go over that contract again. I was confused and asked why. He told me he made a mistake on the pricing and I owed an additional 1100 dollars. Well let's see who can guess how I liked this white glove service. I told him we went over the upgrade in detail and you assured me that was included. Barney told me he was using his phone calculator and not his desk calculator so he punched in the wrong numbers and I owe 1100 dollars for the Armor II upgrade. I told him I thought that was BS and we had discussed this in detail during the preparation of the contract. I told him I would think about it and get back with him. (The day he showed up for install, he told it was only 850 dollars)

After talking to a few buddies, the general consensus was that this was BS. I had a signed contract and I should not pay more just because it was the day before the install. I called Barney back and told him this sounds shady and my neighbor thinks I am being extorted and I should not pay extra. Barney told me if this was a deal breaker, then he would eat the 1100 bucks and for me not to worry about it. I told him I did not want anyone ripped off and wanted to do the right thing so I would think about it. But I also told him this was giving me a bad taste in my mouth. He then told me not to worry about it, he would eat it. He said it was not a big deal and just forget we even had the conversation. This sounded like a scam to others I told about this. As a customer you don't want surprises the day before work begins.

This is why I felt bad about Barney having to buy a sheet of OSB and why I gave him 20 bucks cash to pay for it. When Barney tried to give me the change back, I told him to keep it.

Next, on the morning my materials were delivered the pallets were left on my driveway and the delivery guy left. Shortly after MY ROOF PRODUCTS were delivered, Barney started loading my new products into his truck. This is why I kept hinting throughout the letter about product shortages and running out of product, causing the roofers to take short cuts on product installation. Why would your employees be taking my roof products and then leaving the job site with new material that was delivered for my roof. I did not see everything that was loaded but from what I saw it was about 5 packs of new unopened shingles, maybe some pro start, one roll in the box of new weather guard (remember that stuff that was left off my roof), and one or two rolls of felt buster. After seeing all the short cuts on my roof, I started to question was this the reason. Also, after my new products were delivered, there suddenly appeared several older products that were previously opened and partially used. There were half used rolls of felt, half used rolls of weather guard and yet the crew was still stripping my old roof so NO product had been used yet. Why is my insurance paying for a NEW Roof with New Products and then new products are leaving the job site and older used products are being used on my roof. Is there an explanation for this?

Lastly, I pointed out several things that were being installed wrong and improperly. I would assume that many, if not all of these "shortcuts" would void any warranty offered by GAF. With full knowledge of these failures and substandard install of the roof, I was still given a full golden 25 year lifetime special GAF perfect Acme warranty you guys told me my roof was great. This appears to a misrepresentation to GAF and it causes a loss of confidence and trust in your company or your roof.

So this was my Acme Roofing nightmare roofing white glove experience. I would hope you are as outraged as I am.

IN CLOSING:

If you think this roof install and handling of a customer is something to be proud of and something that should instill trust and confidence in your roof or your company, then we don't have much to talk about. My only recourse is to take up my concerns to my insurance, GAF, Texas Department of Insurance and the Attorney General. If this was my company and my responsibility I would be appalled, ashamed and embarrassed. I hope you can make this right and we can work this out without getting other agencies involved, and turning this into a huge fight.

Respectfully,

Rick Gore