



## **Frequently asked questions during the reconstruction of your property...**

**Q: Will it be loud when Highland Construction completes the reconstruction of my property?**  
There will be various levels of noise during the reconstruction of your property. If you, other family members or even pets have a sensitivity to loud noises, we recommend spending some time away from your property while the job is in progress.

**Q: Do I need to remove any loose, unsecured items from the walls, shelves, etc. prior to the reconstruction of my property?**  
Yes. Vibration from construction work may cause items to fall or slide off of shelves and walls. Examples may be mirrors, pictures, figurines or plates. We recommend that any valuable items be removed prior to the start date. Please be aware when entering or exiting construction zones, always keeping small children and pets away from the work area.

**Q: Do I have to leave my property during the reconstruction of my property?**  
If your damage does not require extensive restoration or reconstruction, remaining in the home may be an option. Highland Construction aims to make your home as livable as possible during this process.

**Q: Will Highland Construction take care of any debris or trash removal?**  
Yes. Unless otherwise directed by you, Highland Construction will remove debris/trash associated with the reconstruction work being completed on your property.

**Q: Can I provide my own material for installation?**  
Highland Construction has a three year workmanship warranty on the projects we complete. In order to provide this warranty, we will need to facilitate the purchase of all material associated with your project.

**Q: Can I complete some of the items listed on my project myself?**  
It will depend on what those items are and how they relate to other repair items that you want Highland Construction to complete. Highland Construction is a one stop shop for all of your reconstruction needs and prefers to complete all the items listed on your reconstruction estimate.

Residential & Commercial Restorations and Renovations  
24/7 Emergency Mitigation Services, Fire, Water, and Storm Damage Repairs.

(910) 485-6738 • Toll Free 877-371-1641

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Q: How will the material for my reconstruction project be delivered?

Our material suppliers will be delivering your material with very large trucks that weigh in excess of 65,000 lbs. Typically, these trucks will be entering your property to properly unload the material. Please let us know of any specific concerns or instructions prior to start date.

Q: What is the difference between a change order and supplement?

Change Order: These are changes to the scope of work that you decide to make over that which is covered by the insurance company as a result of the claim. A change order usually means additional costs to you. An example of this might be that you would like to replace your damaged vinyl floor with a wood floor. In this case, you are responsible for the cost difference between the vinyl replacement and the wood floor replacement. Typically, Highland Construction will have you sign a change order spelling out what the change is, as well as the additional cost incurred.

Supplement: Your insurance adjuster and the Highland Construction Estimator will do all they can to identify and agree on repairs for damage as a result of the damages at your property. However, some issues may not be obvious and may not be discovered until we are well into the job. In this case, Highland Construction's Estimator will represent you by calling the adjuster to get approval for the additional work which is usually covered by the insurance company. If these items are not covered by your insurance company, we will present you with the cost difference before proceeding with the repairs.

Q: Who do I call if there is a question or concern with my project?

You will be given contact information for your Project Manager once that person is assigned to your project. Your Project Manager will conduct site visits during the reconstruction process to assist with any questions you may have as well. If for some reason you cannot reach your Project Manager, our office staff will be available to assist as well.

Q: I have a septic tank in my yard. Should I make Highland Construction aware?

Yes, please make Highland Construction aware of the exact location to avoid possible damages from heavy equipment utilized in the roof replacement process.

Q: What does Highland Construction's warranty cover?

Highland Construction offers a three year workmanship warranty on the projects we complete. The warranty for materials is supplied by the manufacturer of those materials. It is understood and agreed that in the event of defects and the necessity of making repairs, the property owner will immediately notify Highland Construction in writing of its conditions and shall give us reasonable time in which to make said repairs. If any person, firm, or corporation other than Highland Construction has, since the completion of the above work, performed or attempted to

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perform any repairs to the property then this warranty could become null and void. This warranty does not cover any repairs made by anyone other than Highland Construction or one of its authorized representatives. Highland Construction shall not be under any responsibility or liability whatsoever to make repairs occasioned by injury to said property caused wholly or in part by windstorm, tornado, lightning, hail or other casualty, or by reasons of negligence by any party not directly associated with Highland Construction.

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Homeowner Signature

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Date

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