



COMPARING CONTRACTORS

A Checklist for Homeowners

Not all contractors are the same. At THI, we have been in business since 1996! To date, we have served over 20,000 homes - All while maintaining a Better Business Bureau A+ Rating!

THI is a GAF Certified Master Elite Contractor. We are HIGHLY EXPERIENCED. We have a track record of thousands of happy customers. We are FINANCIALLY SOUND. THI is LICENSED & INSURED. We have local offices. We are Family Owned. We offer the highest possible warranties backed by some of the top names in home improvement such as GAF.

Before you hire any contractor - be sure to ask these questions:

- How long have you been in business?
- Where is your physical location?
- Are you in-state / out state?
- Do you offer 24 hour support? If so, how?
- Do you have a customer call center?
- How many years of experience do you have dealing with insurance companies on behalf of homeowners?
- Do you have certified and trained salespeople?
- What are warrantee offers?
- Are you rated by the Better Business Bureau? If so, what is your rating?
- How many jobs completed in area?
- How many referrals do they have?
- How many testimonial letters do they have?
- Before and after photos?
- Are you involved in the communities you serve? If so, how?
- Do you do your own labor or do you contract out to cheap labor providers?

Now, ask us at THI the same questions and any others you wish. When you compare, you will see THERE IS NO COMPARISON - THI - The Storm Damage Repair EXPERTS!



www.THISTormRepair.com
1-800-Call-THI

THI Storm Damage Repair 1-800-CALL-THI



THI Neighborhood Activity Memo

To: All local homeowners

From: Total Home Improvement (THI)

Re: **Storm Damage Repair Underway In Your Neighborhood**



The PROVEN Storm
Damage Repair Experts

Dear Neighbors:

Over the next few days you will notice trucks from THI and THI employees working in the neighborhood on several of your neighbors homes. Following the recent hail and high wind storms that passed through the region these homes were found to have storm damage.

THI performed a free no obligation inspection of these homes, found storm damage and now we are working to repair that damage to prevent mold, mildew and other long term damage that can cause serious health problems or reduce the value of a home.

In most cases, homeowners insurance covers the full cost of our services.

Prior to our inspection, many of the homeowners we will be working with did not realize their homes had suffered serious damage. Most hail and storm damage can take years to show evidence of mold, reduced roof life, leaks and other hazards. The homeowners we are working with decided to have their repairs done now, when it will most likely be covered by insurance, rather than waiting until later when the homeowners themselves would be liable for the costs.

If you would like to receive a free, no obligation inspection of your home, simply notify any THI employee and we will be happy to inspect your roof and siding for signs of hail and high wind damage. Such damage is usually fully covered by homeowners insurance. THI has a program in place to assist with your insurance deductible.

As is our policy, we will clean up as we work and strive to be good visitors to your neighborhood.

Thank you,

Rich Ryan

President THI

GET SOCIAL WITH TOTAL HOME IMPROVEMENTS



Total Home Improvements is a Better
Business Bureau A+ Rated Company!



SCAN WITH YOUR
SMART PHONE OR
TEXT THI TO 84444

www.THISStormRepair.com

1-800-CALL-THI

The THI Pride Program

At Total Home Improvements we take great pride in our work - and we're willing to pay for the privilege of letting others know about our company.

We want other homeowners in the area to know the crews working on your home are from THI. That's why we've developed the THI Pride Program, you simply refer your friends and earn a cash rebate. It's that easy. Ask us about the THI Pride Program today.



THI Is A GAF Master Elite™ Certified Contractor

THI has earned the designation as a GAF Master Elite™ Certified Contractor. Only 3% of the contractors in the nation earn this prestigious title. To earn the certification, THI has to show professionalism, a commitment to ongoing training, a stellar reputation and proof of being fully licensed and insured.

According to GAF, "Choosing a GAF Master Elite™ contractor is your assurance that you'll be dealing with a quality, reputable, and dependable professional contractor - not some "fly-by-nighter."

The THI Refer-A-Friend Program



Again, this is where the quality of our workmanship and professionalism comes into play. The vast majority of our customers come from referrals from current customers. We appreciate the fact our customers believe so strongly in our company they refer us to their friends and neighbors. To say "thank you", we started the Refer-A-Friend Program. If you refer us to another homeowner and we are hired, we issue you a check for \$100. As with everything at THI, there's no strings attached.



The PROVEN Storm
Damage Repair Experts





Why Choose THI?

Before you allow any contractor to work on your home, your most valuable asset, make sure you are comfortable with the experience and expertise offered to you. THI will be your clear choice!

Here are some facts about Total Home Improvement - THI!

- THI is Highly Experienced - We have a long history of professionally and ethically working for our customer. We have recently completed projects at over 2,000 homes. In doing so, we have maintained an A+ Rating from the Better Business Bureau - the highest possible rating!
- THI is a Certified Master Elite® Contractor - We have earned Certified Master Elite status from which places us among the top 5% of all contractors in the USA. This certification shows the ongoing effort we put into training and education to keep on top of our industry.
- THI uses name brand materials. Many contractors use cut-rate materials to lower their bids - those materials however usually can't stand the test of time. At THI, we use materials from top names such as GAF and CertainTeed.
- THI Offers the Best Warranty in Our Industry - Simply put, we stand behind our work and we have thousands of homeowners whose projects stand as references to our professionalism. To see actual THI customers, visit us at www.thisstormrepair.com and click "Customer Testimonials" on the top left hand side of the page.
- THI Is Not A "Couple of Guys In A Pick-Up Truck" Company - THI has multiple locations to serve you. We are a large, well capitalized highly professional firm. When you hire us, you have the peace of mind knowing we will be here to stand behind our work for decades to come.
- THI has an excellent relationship with most insurers. Our reputation for honesty and integrity has allowed us to build a professional relationship with many of top insurers. Many of our customers in fact often ask us to negotiate with the insurance companies on their behalf.
- THI is a Multiple Division Company - We offer you Total Home Improvement Services - from Storm Damage Repair to Handy Man Services, from Replacement Windows to Major Home Improvement projects such as new roofs, siding, decks, porches and so much more.

THI Services



THI Storm Repair - We are the most respected name in Storm Damage Repair. We have helped thousands of regional home owners protect their home following a damaging hail or high wind storm. Our long time association with many of the state's top insurance companies allows us to help our clients negotiate a fair insurance settlement - in the vast majority of cases our entire fee is covered by the insurance company with little or no money out of the pocket of the homeowner.



THI Home Maintenance and Repair - This division is for the smaller jobs on your home. Need your gutters cleaned? How about replacing that old ceiling fan? Let us take over your "Honey Do" list! THI can help with projects that range from staining decks to replacing faucets and installing toilets and so much more. A THI Handy Man is highly trained, efficient and willing to take on those tasks that have been on your "to do" list for some time.



THI Major Home Improvements - Put a highly experienced, Certified Master Elite® Contractor to work for you today! At THI, our Certified Master Elite® status means we are among the top 5% of contractors in the USA. We have the in-house experts who can install a new roof, siding, shutters, replacement windows, new decks, porches and more. Call us today for your FREE no obligation estimate.

Call us today with a question or for a FREE no obligation estimate.

THI - Your Trusted Home Improvement Experts!

1-800-CALL-THI (225-5844)



The PROVEN Storm Damage Repair Experts

1-800-Call-THI
www.THISTormRepair.com



Storm Damage FAQ's From The Leading Storm Damage Repair Experts Total Home Improvement (THI)!

Your Home May Have Suffered Storm Damage

The hail storms that moved through the area caused damage to many local homes. Some of this damage is not visible to the naked eye and requires a roof or siding inspection to detect. Left untreated this damage could lead to long term problems such as mold and mildew - problems that can affect your health and reduce the value of your home. THI can help.

Over the past year we have helped thousands of homeowners replace their roofing or siding - Often with **NO OUT OF POCKET EXPENSE**. THI - We're the **LOCAL** storm damage repair experts trusted by countless numbers of your friends and neighbors. Licensed. Insured. Highly Respected & More.

Call or visit us today - **1-800-CALL-THI**
www.THISStormRepair.com



THI Credentials:

THI is a CertainTeed Master Elite® contractor - among the top 3% of all contractors in the United States.

We enjoy an A+ Rating with



Q. How can I get my storm damaged roof or siding replaced at no cost to me? My insurance has a deductible.

A. At THI we have helped thousands of homeowners get a new roof or siding in the last year alone - often at no out of pocket cost. At THI, insurance carriers know and respect our company. When we inspect your home for damage following a storm, we carefully document the damage, making it easier for them to process a claim. Also, only THI offers two great programs to help with your insurance deductible, the THI Pride Program and the THI Refer-A-Friend Program. We will thoroughly explain both programs to you during your initial meeting.

Q. But won't my homeowners insurance rates go up if I have a claim?

A. Under the "Act of God" provision in most Homeowners Insurance Policies, individual rates will NOT increase if you need to replace your roof or siding following storm damage. Damage to your home after a storm is a common and legitimate claim. Storm damage can reduce the value of your home due to the long term mold and mildew damage that can result - insurance carriers understand this and would rather pay for a new room or siding than an extensive renovation due to mold or mildew.

Q. Why should I use THI rather than another company?

A. THI is highly experienced - licensed - insured - and respected by regional insurance carriers. We are a **LOCAL** company - that means we are here today and you can count on us being here tomorrow. We know there are a lot of out of state contractors coming in offering low bids - often they get the job and in turn give the work to out of town low bid contractors. Where do you turn if there's a problem? At THI you can rest assured you are dealing with experts -- and we stand behind our work!

Q. How does hail affect my roof?

A. Hail causes soft spots or bruising to your shingles. The roofing granules can also loosen and break apart - this greatly reduces the life span of your roof. Over time it can lead to leaks - and leaks lead to mold and mildew damage. Mold and mildew are not only health hazards to you and your family - they can also reduce the value of your home. Home owners insurance will usually cover the replacement of damaged roofing to avoid these long term problems.

Q. How does hail affect my siding?

A. Hail can produce dents in your siding and your gutters as well. These dents are normally cosmetic, and can reduce the value of your home. Home owners insurance will usually cover the replacement of your siding and gutters if they suffer this damage.

Q. What does it cost me to have THI inspect my roof or siding? Am I obligated to use you if you find damage?

A. There's NEVER a fee by THI to inspect your home and there's never an obligation. We simply ask that if we find storm damage since we have the expertise to fix it, often without any cost to you, we be given the opportunity to work with you on repairing your home. You however are under **NO** obligation.

Q. How can I learn more or how can I set up a FREE no obligation inspection?

A. Call us today toll-free at 1-800-CALL-THI or visit at www.THISStormRepair.com



The **PROVEN** Storm Damage Repair Experts

1-800-Call-THI
www.THISStormRepair.com

GET SOCIAL WITH TOTAL HOME IMPROVEMENTS



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