

iv – NRCA TECHNICAL ASSISTANCE PROGRAM

Roofing contractors are aware of roofing problems that cause great aggravation of the need for some sort of aid and consultation to solve problems that exist and to avoid future problems before they are created.

The NRCA recognizes that the industry has a challenge . . . an opportunity to be of service to its customers.

The NRCA has established a group of qualified contractors who are available for consultation on roofing problems of any nature. NRCA has carefully established a series of qualifications to insure the competence of the contractor serving in the Technical Assistance Program. The contractor's competence must be attested to by at least two other members of the NRCA; by at least two competent general contractors; and by at least two architects; all of whom must be personally familiar with him and his works. He must be a graduate engineer or architect and have a minimum of 10 years experience in roofing; or he must have a minimum of 20 years experience. His roofing experience must have brought him into constant and intimate contact with technical roofing problems which he was required to solve. He must have occupied, for at least 5 years, a position of authority in the roofing business which required that he make decisions concerning roof specifications, roof construction details, roof application methods, and other such related items. He must agree to abide by a rigid code of ethics. A special committee operates to see that these and all other requirements are rigidly enforced. In the procedure of qualifying, the contractors are checked as to their fields of competence within the roofing industry, (shingles, built-up roofing, vapor seals, etc.).

In brief then – the NRCA has recognized its responsibility to help solve the problems of the roofing industry. NRCA has approached the problem in a forthright and intelligent manner and has selected a well qualified staff of volunteer contractors who are available as roofing consultants.

Please note carefully some things this program is NOT

- It is NOT a free consultation service for customers.
- It is NOT a guarantee of competence by NRCA.
- It is NOT a cure-all for the problems of the industry.

However:

- It IS a step forward.
- It IS a sound attempt to improve the technical conditions of the industry.
- It IS a valuable program for every roofing industry customer.

The Technical Assistance Program is available to everyone – with but one exception. It is not available to firms in the roofing industry who are eligible for NRCA membership, but are not NRCA members.

TECHNICAL ASSISTANCE PROGRAM (Continued)

There is a "Request for Technical Assistance" form included herein. This form should be completed and mailed to NRCA with a \$25 service fee in order to secure technical assistance.

When the questionnaire and service fee have been received by the Executive Manager, he shall select the names of at least two qualified contractors for referral. In making a selection he will consider the following principles:

No one will be assigned who is from the same trade area as the roofing contractor involved (if any), or who might be presumed to be biased either for or against the roofing contractor involved for any reason.

Assignment will be from the same geographical area as the subject building where possible.

Assignment must be based on familiarity with the particular type of problem in question.

The client will be sent a brief data sheet about each contractor referred to him as a possible consultant. If the client does not select any of the consultants initially recommended, the client will continue to receive suggested consultants so long as qualified names are available.

It is to be clearly understood that once the consultant and the client have made contact the NRCA is no longer involved in the situation. Each consultant is expected to negotiate his own fee for consultation and expenses. Each client understands that the NRCA is not responsible for the opinions rendered by the consultant.

NRCA is not a consultant . . . NRCA is not approving and disapproving of roofing consultants as such . . . NRCA is merely trying, in the most logical manner, to be of real technical assistance. It is sincerely believed that this program will be effective in solving existing problems and in prevention of future problems.

REQUEST FOR TECHNICAL ASSISTANCE
(Typewrite or Print Only)

1. Assistance Requested By: _____
Company _____
Address _____
Per _____

2. Nature of Assistance Desired: _____
3. Description of Roofing Problem: _____
4. Name of Building: _____
5. Location: _____
6. Owner: _____
7. Architect Engineer: _____
8. General Contractor: _____
9. Deck Contractor: _____
10. Roof Contractor: _____
11. Building Description: _____ Date Completed: _____
12. Building Use: _____
13. Type of Deck: _____ Slope: _____ Date Begun: _____ Date Completed: _____
14. Roof Description: _____ Date Begun: _____ Date Completed: _____
Vapor Seal – (type & no. of plies) _____
Insulation – (type & thickness) _____
Roof _____
Flashing _____
Bond or other Guarantee _____

15. I understand that the NRCA assumes no obligation in this matter other than to provide the names of several of its members whom it feels to be technically qualified to render assistance with this problem.

16. If I use the services of an NRCA member, I agree to submit to NRCA a copy of the report received on this problem – understanding that it will be kept confidential and used as reference data on technical matters only.

Return to:

National Roofing Contractors Association
1515 North Harlem Avenue
Oak Park, Illinois 60302

\$25 Service Fee should
accompany this request

QUALIFICATIONS FOR THE TAP

It is the intent of the NRCA that only those members who could be qualified as expert witnesses in a Court of Law will become a part of this program. It is hoped and felt that this will rarely be necessary, but in all cases the same level of competence will be required.

Therefore, the qualifications listed below are meant to be only minimum requirements and each individual should consider himself completely competent in his particular field before making application for participation in this program.

1. He shall be a member in good standing of the NRCA.
2. His technical competence must be attested to by at least two other members of the NRCA; by at least two competent general contractors; and by at least two architects all of whom must be personally familiar with him and his works.
3. He must be a graduate engineer or architect and have a minimum of 10 years experience in roofing; or he must have a minimum of 20 years experience. His roofing experience must have brought him into constant and intimate contact with technical roofing problems which he was required to solve.
4. He must have occupied, for at least five years, a position of authority in the roofing business which required that he make decisions concerning roof specifications, roof construction details, roof application methods, solution of technical roofing problems, premature roof failures and other such related items.
5. He must subscribe to the Code of Ethics and agree to comply with the Rules of Procedure when he accepts any referral through this program.

CODE of ETHICS FOR THE TAP

I, _____, agree that my actions, while investigating any roof problem to which I have been referred by the NRCA, will be governed by the following:

1. Under no circumstances will I accept referral on a problem with which I do not consider myself competent, or with which I have any personal or financial connection whatsoever.
2. I will make a complete and thorough investigation of all facts and circumstances pertinent to the problem and will give full consideration to all information presented by all parties concerned.
3. I will maintain an open mind during the investigation and will not make any decisions or express any opinions until all available facts have been carefully considered.
4. I will base my decisions solely on the available facts, viewed in the light of my knowledge and experience, and without regard to the interests of the parties concerned.
5. If my investigation should reveal facts or problems which are beyond the scope of my knowledge and experience, I will immediately disqualify myself or, with the consent of the party who engaged me, will seek the advice of persons competent in that field.
6. I will at all times conduct myself in a professional manner so as to reflect credit to the NRCA.

Signature

TIPS FOR TAP ASSIGNMENTS

- A. Always secure a written agreement covering the terms of your employment. This should include a clear, concise statement of your client's objective.
- B. Obtain as much information as possible before visiting the building.
- C. Avoid any pre-conceived ideas.
- D. Decline to give preliminary verbal opinions.
- E. Be thorough - check every facet of problem. Try always to make a visual inspection of the deck and insulation if present. Also, a visual examination of test cuts is usually indicated. Photographs make excellent records but must be thoroughly identified if used in court.
- F. Avoid any familiarity with the roofing contractor. Try always to have a third person present when with him.
- G. If you don't know the answer, say so, but recommend some one else if possible.
- H. Prepare a complete written report. Submit it only to your client. Don't give it to any one else without permission, including NRCA. Document all statements where possible.
- I. Clearly label all opinions as opinions. Don't make a positive statement unless you can prove it.
- J. Avoid legal questions and any others outside the field of roofing.
- K. Be sure to keep complete records. They will be invaluable in case of court action. Dates and names of people are particularly important.

SUGGESTED FORM FOR TAP REPORT

1. The name and address of the person or company requesting the investigation and the objective of the investigation.
2. A statement of the problem including a detailed history.
3. Description of the building including:
 - A. Name
 - B. Owner
 - C. Location
 - D. Architect
 - E. General Contractor
 - F. Roofing Contractor
 - G. Inclusive dates of construction
 - H. Weather during construction; especially anything unusual.
 - I. Building use of occupancy.
 - J. Description of type of construction including roof deck.
 - K. Description of any building feature which affects the problem at hand.
4. Description of the roof including:
 - A. Architects specification.
 - B. Manufacturer's specification.
 - C. Any deviations from the Specs and the reasons therefor.
5. Description of procedure followed while making the investigation including:
 - A. Action taken.
 - B. Names and position of those present.
 - C. Dates & weather conditions during investigation
 - D. Location of any test cuts made.
6. Laboratory Reports.
7. Findings of Fact - including:
 - A. Complete description of the condition of the roof
 - B. Report of Test Cuts (other than Laboratory).
 - C. Photographs which should be clearly identified and description made of condition shown.
8. Conclusions - what has happened and why.
9. Estimate of future performance of roof (if requested).
10. Recommendations for corrective measures (if requested).

GENERAL NOTES

The listed items will not cover all situations and should be altered to fit the circumstances. However, nothing should be omitted unless it is inapplicable to the specific situation.

Numbered items 1 thru 7 should contain only facts which can be substantiated. Items 8, 9 and 10 will normally contain both fact and opinion. Opinion should be clearly labeled as such.

The TAP member should avoid any statement which places responsibility on a specific person or company. This has legal overtones which are beyond the scope of his experience.

APPLICATION for MEMBERSHIP in the TECHNICAL ASSISTANCE PROGRAM

1. Name: _____

2. Business Address: _____ Phone: _____

3. Date of Birth: _____

4. Present Business position: _____

5. Education: _____
(List only University or Tech. School)

(Questions 6, 7 & 8 should be answered on a separate page.)

6. Roofing Experience:
(List all positions held in the roofing field with a description of duties performed and time in each position)

7. Have you ever served as a consultant or troubleshooter in a situation in which neither you nor your company was directly involved?
If "yes" please list the names of the companies you served, the approximate date, and indicate whether or not you were paid for your services.

8. References:
List names and addresses of at least two NRCA members, two Architects or Engineers, and two General Contractors who are thoroughly familiar with your technical knowledge of roofing.

9. Specialty Fields:
(Check all fields in which you consider yourself competent)

- | | |
|-----------------------------------|--|
| _____ Asphalt Shingles | _____ Steep Built-up Roofs
(1" or over) |
| _____ Asbestos Shingles | _____ Flat Built-up Roofs
(0 to 1") |
| _____ Slate | _____ Insulation |
| _____ Tile | _____ Vapor Seals |
| _____ Wood Shingles | _____ Cold Process Systems |
| _____ Metal (terne, copper, etc.) | _____ Fluid Applied Plastic
Systems |
| _____ Plastic Sheet Systems | |

10. If I am selected for membership in the program, it is my understanding that:

- A. The N.R.C.A. assumes no obligation whatsoever in securing "referrals" for me under this program.

- B. I will be referred to inquirers in accordance with the "Rules of Procedure".
- C. In the event my name is referred, the N.R.C.A. will in no way be involved in the agreement between me and the client.
- D. I may decline any referral for any reason and may withdraw from the program at any time by so advising the Executive Manager.

(Signed) _____

NOTE: Signed copy of the "Code of Ethics" must accompany this application.

NRCA Technical Assistance Program

Name _____

Company _____

Address _____


City _____ State _____ Zip _____

- Please send information on using the Technical Assistance Program
- I think I might qualify as a TAP Participant, please send the necessary forms

Send to: TAP, NRCA Headquarters, 1515 N. Harlem, Oak Park, IL 60302

For more information visit the
Technical Assistance Programs
at www.nrca.org

Please help us help you. Our Technical Assistance Programs help you solve your toughest construction problems. We have a staff of experts who can help you solve your toughest problems. We have a staff of experts who can help you solve your toughest problems. We have a staff of experts who can help you solve your toughest problems.


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