

6/18/2020

EVALUATION OF POTENTIAL SERVICE PROVIDERS FOR A ROOF REPLACEMENT PROJECT FUNDED BY AN INSURANCE CLAIM (RE: HURRICANE IRMA)

	Dynasty Building Solutions, LLC	Certified Roofing Solutions, LLC	SFR Services, LLC
Track Record Filing & Settling Hurricane-Related Roof Damage Insurance Claims	Uncertain – said that they had a high success rate but none of the references that were contacted had engaged them to help with an insurance claim.	Uncertain – did not claim a success rate and none of the references that were contacted had engaged them to help with an insurance claim.	Excellent - reported their success rate and references verified that they did a great job on this aspect
Track Record Completing Large Roof Replacement Projects Like Ours	Good	Uncertain – they did not identify any projects >\$1MM and none of the references that were contacted had particularly large projects	Dozens of positive references from medium to large HOA/COA organizations
References’ Testimony Re: quality and efficiency of roof work performed	Good	Good	Excellent
Requested AOB arrangement?	No	No	Yes
Standard contract agreement offered	Unacceptable	Unacceptable	Unacceptable
Responsiveness to questions and information requests during screening process	Fair	Poor	Excellent
Additional comments:	Initial difficulties in getting them to respond completely to information requests. Eventually they arranged an informative and worthwhile Zoom call with their CEO and other members of their team including a lawyer that they work with on insurance claims	They declined to furnish some requested information knowing that it would exclude them from further consideration. Big issue was their refusal to provide reference(s) to law firm(s) that they work with unless we first signed a contingency agreement with them.	They called the insurance claim opportunity to our attention and have been very cooperative in adopting proposed contract language to meet our needs