CALGARY ROOF REPAIRS

Hiring & Quotes

Choosing a Calgary roofer, what a written quote and contract should include, deposits and Alberta's prepaid contracting licence, WCB clearance, warranties and comparing quotes

4 Expert Answers from Roof IQ

calgaryroofrepairs.com/construction-brain

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Q1

Can I trust online reviews when picking a Calgary roofer?

Online reviews are one useful signal, but they should be the last thing you check, not the first. A contractor with 200 five-star reviews can still lack a prepaid contracting licence or WCB coverage, and those gaps are what leave Calgary homeowners exposed.

What reviews can and cannot tell you

Ratings on Google or other review sites reflect other customers' experiences with communication, cleanliness and whether the roof stopped leaking. They cannot tell you whether the contractor holds an Alberta prepaid contracting licence, whether their WCB-Alberta account is in good standing, whether they carry adequate liability insurance, or whether the work met the National Building Code. A charming crew that leaves a spotless site can still skip eave protection or reuse old flashings, and the review won't mention it because the homeowner never knew.

Review manipulation is also real. Clusters of short, generic five-star reviews posted within a few days of each other, or a sudden jump in rating after a long gap, are worth noticing. So is a pattern of negative reviews that all mention the same thing, such as disputes over the final bill or work that failed after the first winter.

What reviews are genuinely useful for is spotting consistent themes over time. A contractor with 80 reviews spanning three years, where reviewers repeatedly mention clear written quotes, crews who showed up on schedule and responsive follow-up on warranty calls, is telling you something real. One or two bad reviews among many are less meaningful than a pattern.

Here is a more reliable sequence for evaluating a Calgary roofer.

Start with the Service Alberta prepaid contracting licence lookup. Any contractor who asks for a deposit or any payment before the job is finished must hold this licence. It takes two minutes to check online and costs you nothing. If they have no licence, walk away regardless of their star rating.

Next, request a WCB-Alberta clearance letter. WCB-Alberta states that if you hire a contractor without coverage, you could be responsible for outstanding WCB premiums. Ask for a current letter before anyone gets on your roof.

Then get a written quote that itemises tear-off and disposal, decking condition and a per-sheet price for any replacement, the underlayment and eave protection spec, all flashings and vent boots, the exact product, start and completion dates, a payment schedule, and the warranty terms. Alberta's Consumer Protection Act requires contracts of $200 or more signed at your home to be in writing with a detailed description of the work and materials, itemized prices and a statement of your 10-day cancellation right.

After you have confirmed the licence, the WCB clearance and a proper written contract, reviews become a useful tiebreaker between two otherwise equal contractors. They can help you gauge how a company handles a warranty call or a billing dispute, which is genuinely valuable information.

One more Calgary-specific note: after a major hailstorm, review counts for some contractors can climb quickly as storm-chasing crews move through the city. A high volume of recent reviews is not the same as a long track record in the community.

Q2

My roofer took a deposit and disappeared in Calgary, what now?

A contractor who takes a deposit and vanishes has likely broken Alberta's consumer protection law, and you have real legal tools to use right now.

What the Law Says

Under the Alberta *Consumer Protection Act*, any roofing contractor who collects money before the work is finished is a prepaid contracting business and **must hold a prepaid contracting licence issued by Service Alberta**. Your written contract must include the contractor's name and address, a detailed description of the work and materials, the total price, payment terms, start and completion dates, and a statement of your cancellation rights. If any of that is missing, or if the contractor had no licence, your cancellation and refund rights extend up to one year from the date you signed.

Even if the contract looks complete, you had 10 days from receiving your written copy to cancel for any reason. If the work did not start within 30 days of the contract date, that also extends your right to cancel. A refund is owed within 15 days of a valid cancellation notice.

What to do, in order:

- Check whether the contractor holds a prepaid contracting licence on Service Alberta's online licence lookup. Search by business name and note the result.
- Send a written cancellation notice to every address on the contract, by email and by registered mail, stating the date, the amount paid, and that you are cancelling under the *Consumer Protection Act*.
- File a consumer complaint with Service Alberta, which administers the prepaid contracting licence. Keep every text, email, receipt and photo you have.

- If the deposit was paid by credit card, contact your card issuer immediately and ask about a chargeback for services not rendered. This is often the fastest way to recover money.
- For a civil claim, the Alberta Court of Justice hears smaller claims and many people file there without a lawyer; check the court's current limit before you file.
- Consider reporting to the Calgary Police Service if you believe the contractor took money with no intention of doing the work; that can cross into fraud.

On the practical side, your roof may still need attention. If a storm caused the original damage, contact your insurer now and explain that your contractor has not performed. The insurer can direct you to the scope of work they approved and help you understand what a replacement contractor needs to match. Do not let a second contractor start until you have a written contract that spells out the full scope, the product, the decking allowance, the eave protection, the payment schedule tied to milestones, and a holdback you release only after the work passes your inspection.

Before signing with anyone new, confirm their prepaid contracting licence on Service Alberta's site and request a WCB-Alberta clearance letter showing their account is in good standing. If they cannot produce both, walk away.

Storm season in Calgary brings out operators who collect deposits from multiple homeowners and then disappear or go bankrupt under the volume. The tools above exist precisely for this situation, so use them promptly.

When you are ready to line up a new roofer, use our form to reach local ones and check each licence before paying anything.

Q3

What should I ask about cleanup before hiring a Calgary roofer?

Cleanup is one of the most common sources of post-job disputes in Calgary, so it deserves its own conversation before you sign anything.

What to ask and why it matters

Start with the magnet sweep. A full tear-off on a typical Calgary house scatters hundreds of roofing nails across the lawn, garden beds, driveway and any gravel areas. Ask specifically whether the crew uses a rolling magnetic sweeper and how many passes they make. One pass along the driveway is not the same as a systematic sweep of the entire property including the side yards and the area around the air conditioner or heat pump.

Ask where the debris goes and how fast. Shingles are heavy and a full tear-off produces several tonnes of waste. A reputable crew loads directly into a bin or trailer as they strip, rather than piling torn-off material on your lawn for days. Ask whether the bin is included in the quote or billed separately, and who is responsible for the bin permit if the City requires one for placement on the street.

Find out who is responsible for your eavestroughs and downspouts during the job. Granules, felt scraps and broken shingle tabs wash into the eavestrough system and can block downspouts, which matters a great deal in Calgary where a summer thunderstorm can dump 30 to 50 mm of rain in an hour. Ask whether the crew flushes the eavestroughs at the end of the job.

Ask about protection for landscaping, windows and vehicles. Dropping shingles from a two-storey roof onto an unprotected garden or a parked car is avoidable with plywood sheets or tarps. If you have solar panels, a deck, a hot tub enclosure or anything else close to the house, name it and ask how it will be protected.

Get the cleanup scope written into the contract. Alberta's Consumer Protection Act requires that a prepaid or direct-sales roofing contract include a detailed description of the work and materials. That description should cover debris removal and disposal, the nail sweep, eavestrough flushing and protection of the property. If a roofer's written scope says nothing about cleanup, that is a gap worth closing before you sign.

Ask what happens if something is damaged. A clear answer, backed by proof of liability insurance, is what you want. A roofer who deflects this question or says "we've never had a problem" is not giving you useful information.

One more thing worth checking before you hire: confirm the contractor holds an Alberta prepaid contracting licence through Service Alberta's online lookup, and ask for a WCB-Alberta clearance letter showing their account is in good standing. If a worker is injured on your property and the contractor has no WCB coverage, WCB-Alberta says you could be responsible for any outstanding premiums.

Q4

How long should a roofer's warranty last in Calgary?

What Warranty Coverage to Expect on a Calgary Roof

A complete roofing job in Calgary typically comes with two separate warranties, and understanding both is the more important question than the length alone.

The manufacturer's shingle warranty on architectural asphalt shingles commonly runs 30 to 50 years, sometimes marketed as "lifetime." Read the fine print: most are prorated after the first 10 to 15 years, meaning the manufacturer covers a shrinking percentage of the replacement cost as the roof ages. Impact-resistant Class 4 shingles carry similar warranty terms, though some manufacturers extend non-prorated coverage slightly longer. The warranty is usually transferable once to a new owner, which can help at resale, but only if the shingles were installed by a contractor who is an approved applicator for that product.

The workmanship warranty is the one that matters most in the first few years, because installation errors, not shingle failure, cause the majority of early leaks. A reputable Calgary roofer should offer at least two years on workmanship; five years is common among established contractors, and some offer ten. Be cautious of anything under two years, and be equally cautious of an unusually long workmanship warranty from a company with no track record in the city, since a warranty is only as good as the business standing behind it.

Calgary's climate puts both warranties under real pressure. Roughly 128 freeze-thaw cycles a year, chinook winds, and sitting in Canada's most hail-prone region all stress flashings, eave protection and sealants more than a milder climate would. That is why the workmanship warranty on flashings, valleys and penetrations deserves specific attention: ask the roofer to confirm in writing that those components are covered, not just the field shingles.

A few things to confirm before you sign:

- The workmanship warranty is in the written contract, not just a verbal promise, and states exactly what it covers and excludes
- The contractor will still be reachable for the warranty period; a company that folds after a big storm season leaves the warranty worthless
- The manufacturer's warranty is registered in your name, not just left with the contractor
- The shingles were installed by an approved applicator if the manufacturer requires it for the full warranty term

On the consumer-protection side, any roofing contract of $200 or more that involves a deposit before completion must be in writing under Alberta's Consumer Protection Act, and it must include start and completion dates, a detailed scope, payment terms and the contractor's contact information. That written contract is also where your

workmanship warranty should live.

For a new home built since February 1, 2014, Alberta's New Home Buyer Protection Act provides a mandatory five-year building-envelope warranty that covers the roof as part of the envelope. That applies to new construction only, not a re-roof on an existing house.

Before hiring, check the contractor's Alberta prepaid contracting licence through Service Alberta's online lookup, and request a WCB-Alberta clearance letter to confirm their workers' compensation account is in good standing.

Ask every roofer you talk to for the warranty in writing, and use our form if you want a few local quotes to compare.

Disclaimer: This guide is provided for informational purposes only by Calgary Roof Repairs. It does not constitute professional advice. Always consult qualified, licensed contractors and your local building authority (the City of Calgary or your own municipality) before starting any roofing project. Information is current as of November 1, 2026 and may change. Visit **calgaryroofrepairs.com** for the latest answers.