



AFTERMATH
PARTNER GROUP

STANDARDIZED REPARABILITY PROTOCOL

The industry standard for repair documentation

SHINGLES

A QUICK NOTE

The following steps outline the most widely accepted Standardized Reparability Protocol used by contractors and insurers. This industry-recognized method provides a step-by-step process for documenting repairs to accurately assess and determine the feasibility of performing multiple repairs on damaged asphalt shingles.

We hope this document helps you make progress with your partial repair supplements.

Let us know if we can be of any help.

APG Team

LOOKING FOR PART TWO?

[Click here](#) to learn more about optimizing the Standardized Reparability Protocol.

APG is one of the industry's leading experts in effectively supplementing coverage jobs, transforming partial repairs into full replacements.

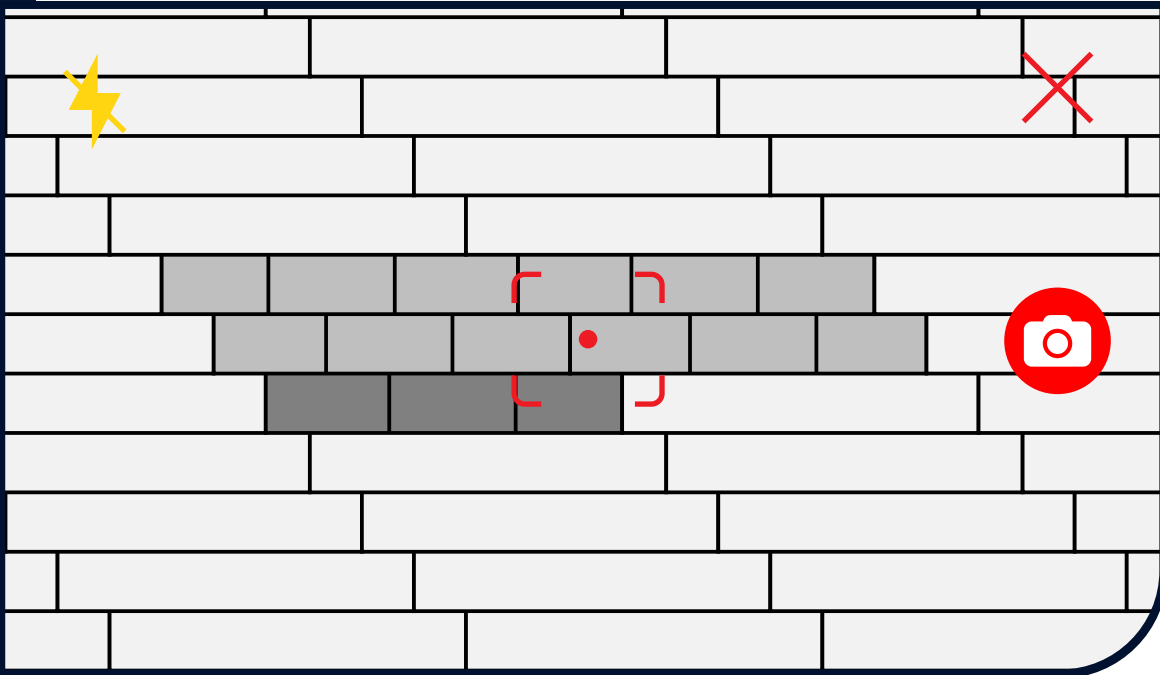


SCHEDULE A CALL TODAY!



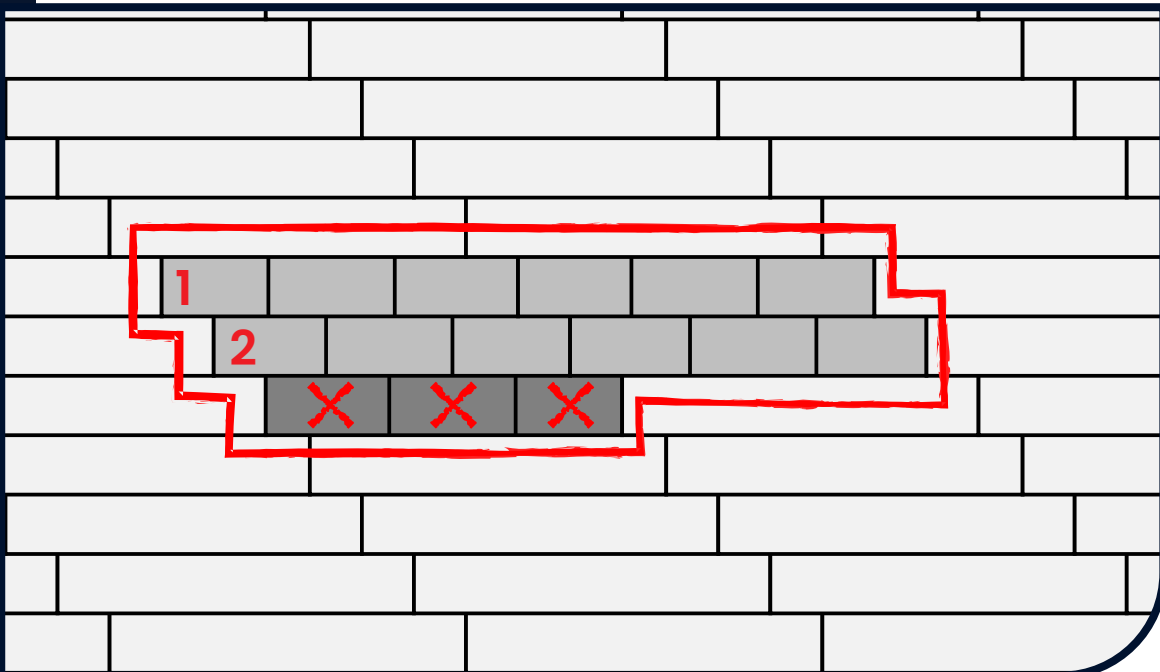
STEP 1 – IDENTIFY TARGET AREA

The target area includes the target shingle and the two course rows immediately above it. Capture a few clear photos to document the target area's current condition. These will be used as 'before' references.



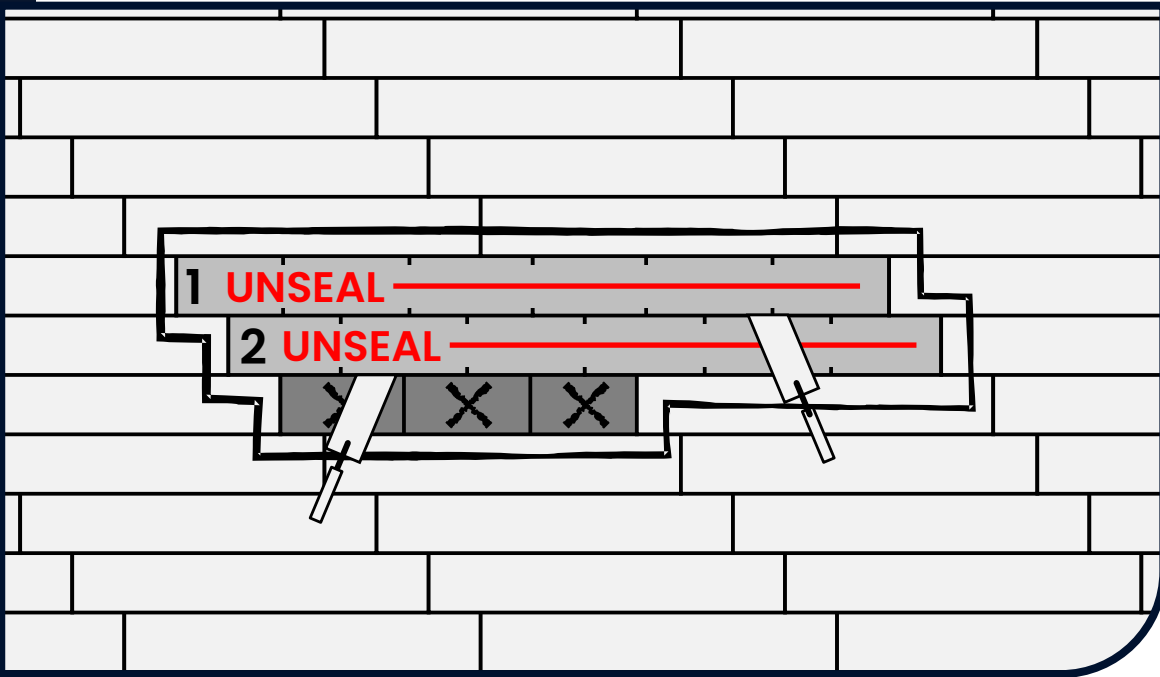
STEP 2 – CHALK MARK TARGET AREA

Outline the target area. We recommend marking each course row with a "1" and "2" as well as placing X's on the target shingle in order to distinguish it from the rest. Then take photographs to document.



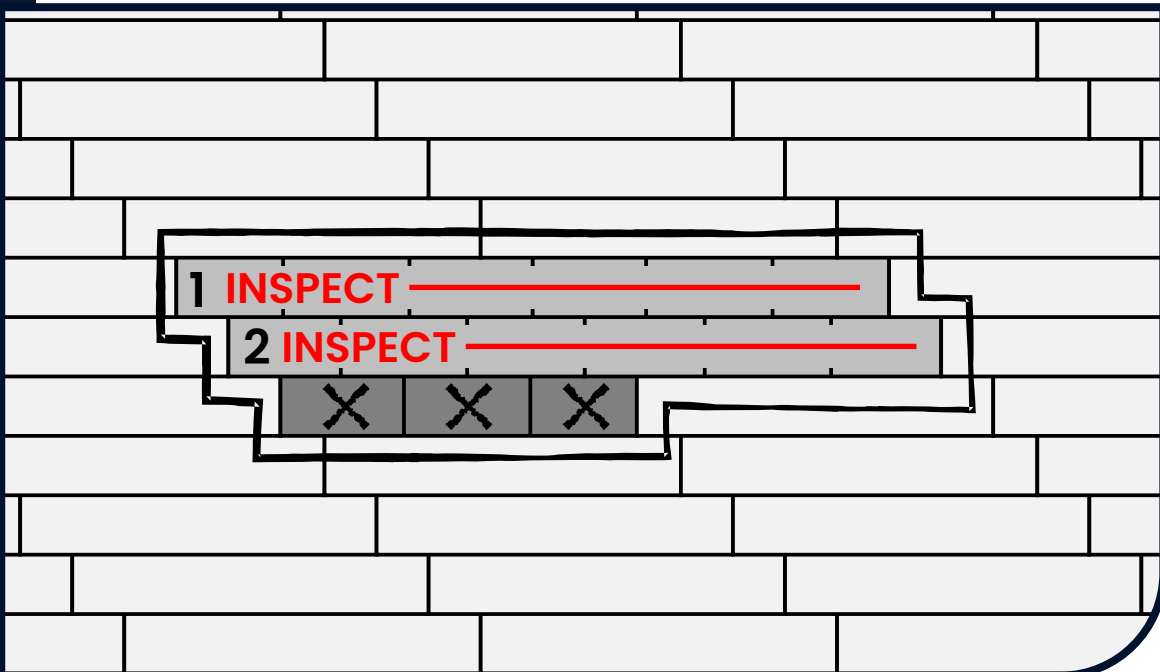
STEP 3 - UNSEAL TWO COURSE ROWS

In order to replace the target shingle you will first need to unseal both rows. This is often comprised of 4 - 5 shingles in total and serves as an important step in the proper execution of the SRP. Take photographs to document any challenges you encounter.



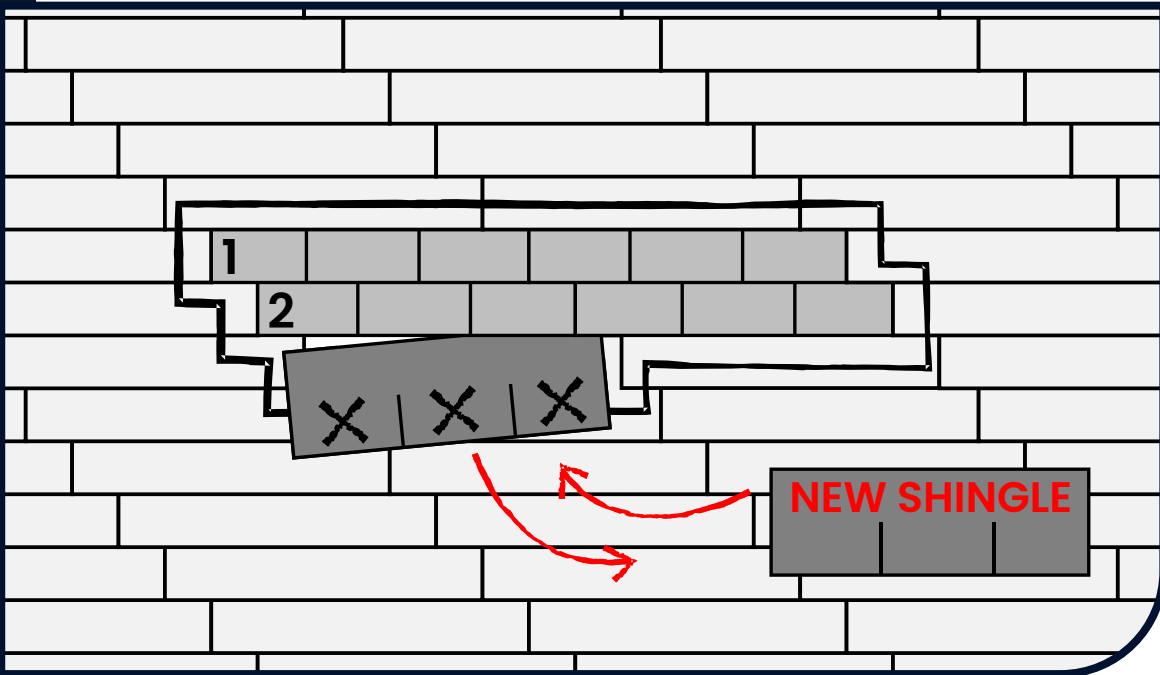
STEP 4 - INSPECT COURSE ROWS

After both rows are unsealed, gently lift each shingle and inspect their underside for material transfer. Do your best to reduce shingle damage when capturing photos that document their condition.



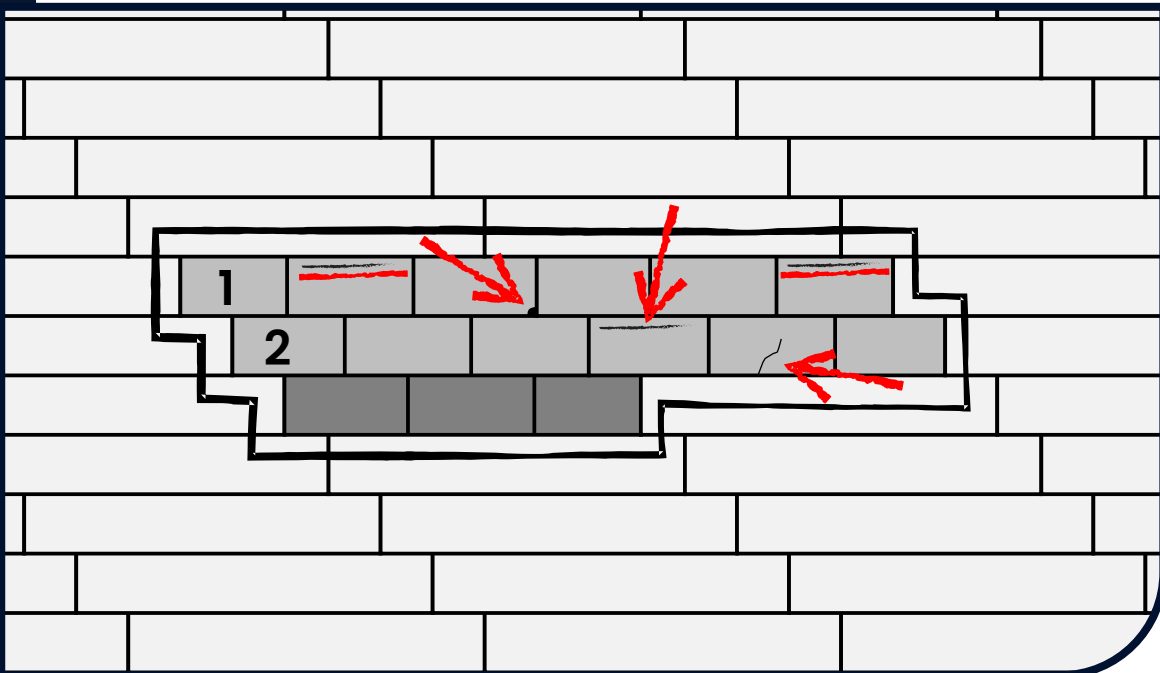
STEP 5 – REMOVE & REPLACE TARGET SHINGLE

Carefully remove and replace the target shingle. Take multiple photos to document the target shingle and target area. We also recommend that you capture photos from 10 -15 feet away in order to show how the shingle appears on the slope.



STEP 6 – CHALK MARK ANY DAMAGE

Investigate the target area for consequential damages. Use arrows to point at rips or tears and lines to indicate creasing. Then take photos that capture every detail.



STEP 7 – SUBMIT DOCUMENTATION

It's time to submit your findings to the adjuster using the below email outline and script. Be sure to answer each question and attach your documentation.

Dear <Homeowner>,
CC: <Adjuster / Carrier>

We have completed the Standardized Reparability Protocol for your roof, and the results are outlined below. Attached, you will find documentation supporting our findings and recommendations. As a courtesy, your adjuster is included in this email to ensure they have access to these important details. Please note that adjusters typically require 2-3 business days to thoroughly review new evidence and make the necessary updates.

Date of test: 00/00/00

RESULTS

- 1.) Were additional damages encountered during the repair? **Yes, see Recommendation A**
 - Was there any material transfer found during the protocol? **Yes/No**
 - Did any shingles rip or tear during the protocol? **Yes/No**
 - Were any shingles creased or otherwise damaged during the protocol? **Yes/No**
- 2.) Did the repairs create a reasonably uniform appearance? **No, see Recommendation B**

Recommendation A

During this process, additional damage occurred to the existing shingles. Given their condition, any attempt to replace newly damaged shingles will likely result in further consequential damages, spreading across the roof plane in a cascading effect, as demonstrated during this repair attempt. To replace the target shingle, the two courses or five shingles above it must be unsealed to access its fasteners. These shingles must be lifted three separate times: to remove the target shingle, install the replacement, and reseal the unsealed shingles.

Recommendation B

The closest available matching shingle for this home does not meet the standard for maintaining a reasonably uniform appearance. The carrier must authorize an itel or another third-party report to identify a shingle that meets this standard. If nothing suitable is found, any slope with shingle damage must be fully replaced.

We hope our efforts help build positive momentum for this claim and contribute to the proper restoration of this home. Please don't hesitate to contact us with any questions or concerns.

Thank you,

Attached <SRP>, <Documentation>, <Contractor Scope>



Join a fast growing community solely dedicated to tackling real RTR scenarios. Post your own or help someone else with theirs!

CHECK IT OUT NOW! 

