Questions, answered.

For commercial property owners, property managers, and operators. If your question isn't here, call us at 505-615-0646 or email office@paramountroofingnm.com.

01 · THE BASICS

What's included and why it matters.

What is Paramount Care Commercial?

A monthly subscription for commercial roof maintenance and documentation. Twice a year a Paramount technician inspects your roof, touches up minor wear, and produces a Roof Health Report. Once a year you also receive a signed annual condition letter formatted for your insurer or lender. After severe hail or high-wind events, a 2-business-day documented inspection is included.

Who can enroll?

Paramount Care Commercial is available to customers whose roofs we've worked on. If we installed your roof or performed maintenance on it, you can enroll at the time of that service or within 30 days afterward. We don't enroll roofs we haven't been on, because the whole plan depends on knowing your roof from the start rather than guessing at its history.

What's included in the monthly subscription?

Two scheduled visits per year (pre-monsoon and post-monsoon), a 2-business-day documented inspection after qualifying storms, a Roof Health Report after each visit, a signed annual condition letter for your file, and scheduling priority for out-of-scope repair work ahead of non-subscriber work.

Why subscribe instead of just calling when there's a problem?

Reactive repair costs more, takes longer, and gives you nothing to show an insurer or lender. The subscription gives you a contractor who already knows your roof, a documented maintenance record adjusters expect to see, and small failures caught before they become tenant claims or business interruption.

How the monthly rate is set.

How is pricing determined?

By verified roof square footage, organized into bands. We confirm the band in writing at enrollment based on measured area, not guesswork.

What are the bands?

Three standard bands at $249, $349, and $449 per month, with custom pricing for very large or unusual roofs. Pricing effective July 2026. Current bands and the square footage ranges they cover are published at paramountroofingnm.com/care-pricing.

Is tax included in the monthly price?

No. New Mexico gross receipts tax is added at billing and appears as a separate line on your receipt. The rate is set by the jurisdiction where your property is located, so it varies slightly by city and county.

Is there a multi-property discount?

Yes. Enroll three or more properties under one account and you get 10% off the combined monthly total. At six or more, it's 15%. Each property is priced by its own verified square footage band, then the discount applies to the combined total. One account, one monthly charge, one point of contact.

What if my roof is unusual, multi-level, multiple buildings, or mixed materials?

We quote those individually. The verified square footage gets you into the right band, and we adjust for access complexity, multiple buildings on one parcel, or significantly more equipment penetrations. The number you're quoted is what you pay, plus applicable gross receipts tax. No surprise add-ons beyond that.

Will my price ever change?

Possibly, but we have to give you thirty days' written notice before any change. You can cancel before the increase takes effect, no penalty. We don't change pricing based on your roof age or claims history.

What actually happens on your roof.

What happens on a visit?

A Paramount technician inspects every penetration, scupper, drain, parapet, equipment curb, and seam. Conditions are photographed with timestamped images and a drone overview is captured. Sealant is touched up where age and weather have started to show. Anything outside the scope of a maintenance visit, such as storm damage or failed components, is documented with photos and quoted separately.

When do you come?

Pre-monsoon visit happens in spring, typically April through June. Post-monsoon visit happens in fall, typically September through November. Specific dates are coordinated with you in advance.

Can visits be scheduled to avoid tenant disruption?

Roof work itself is typically silent and tenants don't notice. Visits are performed Monday through Friday during business hours. If access requires going through a tenant space, tell us at scheduling and we'll coordinate with you or directly with your on-site contact so nobody is caught off guard.

What if I miss a scheduled visit?

We schedule in advance and follow up in writing. If we can't arrange access after two attempts, we'll tell you before the visit window closes so you have a chance to respond.

What's the storm response?

We monitor National Weather Service data for the locations of enrolled properties. When the National Weather Service confirms a qualifying event at your property, we're on your roof within 2 business days with a documented inspection. A qualifying event means hail one inch or greater in diameter, or winds of 58 miles per hour or greater, which are the National Weather Service severe thunderstorm thresholds. You don't have to call us and you don't have to sign up for anything. The goal is to put condition documentation in your insurer's hands fast.

2 business days, is that fast enough?

For documentation and damage assessment, yes. An active leak or partial structural failure is a different situation. Call us at 505-615-0646 and we'll get someone out as soon as we can. Subscribers are dispatched ahead of non-subscriber work, and emergency repairs are quoted separately. The 2-business-day commitment is the guaranteed maximum for the post-storm inspection, which is the documentation milestone insurers ask for.

What happens in a really bad storm season?

If an event overwhelms our capacity to reach every affected customer at once, the 2-business-day window may extend. When that happens we prioritize by severity of conditions and we tell affected customers what the revised timeline is. We'd rather say that plainly here than surprise you in August.

What if I have a leak between scheduled visits?

Call us. Between-visit repairs are quoted separately, but you skip the bid process and the technician we dispatch already knows your roof. Subscribers are scheduled ahead of non-subscriber work.

04 · DOCUMENTATION

The records we build for your file.

What's in the Roof Health Report?

A drone overview of the full roof, timestamped close-up photographs of every penetration, seam, scupper, drain, parapet, and equipment curb, a written condition assessment, a list of anything we touched up or noted, and a list of any recommended out-of-scope repairs. Delivered after each visit.

What's the signed annual condition letter?

A one-page letter on Paramount letterhead, signed by a licensed roofing contractor, stating the inspection date, the roof's overall condition, and confirming maintenance was performed. It's formatted for submission to insurers, lenders, and prospective buyers.

Can the condition letter be addressed to a specific lender or insurer?

Yes. Tell us the recipient, including name, organization, and loan or policy number if applicable, and we'll address the letter directly to them. No additional charge.

Can I share reports with my insurance company?

That's the point. Adjusters routinely deny claims when they can't verify pre-event roof condition. Timestamped Care photos from before a storm document what was there, which makes claims significantly harder to dismiss as preexisting wear.

How long are records kept?

Every report and condition letter is emailed to you the day it's produced, and it's yours from that moment. We don't run a hosted archive you have to log into, and we don't want you depending on us as your filing system. Save each report when it arrives and you'll always have the full history, whether or not you're still a subscriber.

05 · MULTI-PROPERTY & ACCESS

Portfolio logistics.

Can I enroll multiple properties under one account?

Yes. One account, one billing relationship, one point of contact. Each property is tracked separately, with its own reports and condition letters.

Who coordinates roof access, me or my tenants?

Default is we coordinate with you. If you'd rather we work directly with on-site tenant contacts or property management staff, give us their info and we'll handle scheduling end to end. Most clients give us one operational contact per property.

How does this work for shared roofs, such as strip malls, condos, and multi-tenant buildings?

The subscription is per-parcel, not per-tenant. The owner, or the HOA, condo association, or master lessee responsible for the roof, is the customer. Reports and condition letters reflect the entire roof structure, not individual tenant spaces.

Does this work for property management companies acting on behalf of owners?

Yes. Common arrangements: the management company is the billing party but reports are also sent to the owner, or the owner is the billing party and the management company is the operational contact. Either works.

What about properties in different cities?

We service commercial properties within 20 miles, measured in a straight line, of our Rio Rancho office at 1380 Rio Rancho Boulevard SE. That covers Rio Rancho, Corrales, Bernalillo, Placitas, and nearly all of Albuquerque. Properties outside that radius are considered case by case, and we'll tell you upfront rather than enrolling a roof we can't service on schedule.

06 · BILLING & ACCOUNTING

How payment works.

How am I charged?

Auto-charge to a business credit card or bank ACH on the same approximate date each month, plus applicable gross receipts tax. Most commercial customers prefer ACH for predictability and processing cost.

Can I get a W-9?

Yes. Email office@paramountroofingnm.com and we'll send one over the same business day.

Do you send a receipt?

Yes, at each billing, with the tax shown as its own line.

What if a payment fails?

We'll notify your billing contact and request updated payment. After two failed payments without resolution, we'll pause service. Service resumes when the account is current.

07 · CANCELLATION & TRANSFER

When something changes.

Can I cancel anytime?

Yes, with thirty days written notice. No cancellation fee. Cancellation takes effect at the end of the notice period, and if that lands partway through a billing month, we refund the unused portion. You pay for the days you're covered and nothing more.

How do I cancel?

In writing, either by email to office@paramountroofingnm.com or by mail to Paramount Roofing, 1380 Rio Rancho Boulevard SE #410, Rio Rancho, NM 87124. We confirm receipt in writing the same business day. The 30-day notice period starts when we receive your written notice. Commercial cancellations are written only, so there's a clear record on both sides.

What if I sell the property?

The subscription can transfer to the new owner with Paramount's written consent, which we won't unreasonably withhold. Submit a transfer request at least thirty days before closing and we'll respond within 15 business days. As long as the account is current with no lapse, we approve it. There's a one-time $99 transfer fee paid by the new owner, who also sets up their own payment method before service continues. We may re-verify square footage and pricing band at transfer. If the new owner doesn't want it, cancel before closing.

Can I re-enroll after canceling?

Not automatically. Re-enrollment requires a new inspection and our approval, because after a gap we no longer know the roof's current condition. The inspection itself is on us.

What happens to my documentation if I cancel?

Nothing. Everything we've already produced was delivered to you when it was made and stays yours. We just don't add new visits or reports after cancellation.

What if something happens to Paramount?

Your exposure is one month. There's no contract, no prepayment, and no long-term commitment. Cancel with thirty days notice and we prorate the unused portion. Every report and condition letter is sent to you the day it's produced and is yours permanently, so there's no platform or account you could lose access to. That's true regardless of what happens to us, and it's how we built it on purpose.

08 · INSURANCE, WARRANTY & LIABILITY

Coverage and accountability.

Is this insurance?

No. Paramount Care is a maintenance and documentation service, not an insurance product. It doesn't pay claims or replace your property insurance.

Does this affect my roof warranty?

Paramount Care doesn't modify, replace, or extend any existing warranty, and it isn't a substitute for one. What it does is create a documented maintenance record, which is what most manufacturer warranties expect to see. Warranty terms vary, so at enrollment we ask whether your roof is under an active manufacturer warranty and review the maintenance language before the first visit. If anything in our scope would conflict with your warranty terms, we tell you before we do it.

What if you damage my property during a visit?

Paramount carries commercial general liability insurance and workers' compensation insurance. Direct physical damage caused by our personnel during a service visit is covered under our GL policy and is not subject to the limitation of liability in the Terms of Service. Tell us in writing within thirty days of discovering the damage so we can investigate while conditions are still documentable. Proof of insurance is available on written request.

Are technicians your employees or subcontractors?

Paramount uses both employees and qualified subcontractors, all operating under Paramount's standards and insurance. Paramount is responsible for the work regardless of who performs it.

09 · IF SOMETHING GOES WRONG

How disputes get resolved.

What happens if we have a dispute?

Three steps, in order. First we try to work it out directly. If that doesn't resolve it, we go to non-binding mediation with a neutral third party, splitting the mediator's fee. If mediation doesn't resolve it, the dispute goes to binding arbitration in Albuquerque under American Arbitration Association Commercial Rules. Both of us are bound by the same process. Full details are in Section 11 of the Terms of Service.

Does that mean I give up my right to go to court?

For most disputes, yes, and so do we. Binding arbitration replaces a jury trial for both parties. There's one exception that runs both ways: either of us can bring an individual claim in New Mexico small claims court if the amount fits within that court's limits.

Is there a limit on what Paramount can be held responsible for?

Yes, and you should know what it is before you enroll. Our total liability under the agreement is capped at the total fees you've paid in the twelve months before the event. Several categories sit outside that cap entirely: gross negligence, willful misconduct, fraud, violations of consumer protection law, and physical damage we cause to your property during a service visit. Property damage is handled through our general liability insurance, not the cap.

Why is there a cap at all?

Because this is a maintenance and documentation service, not insurance. We inspect, document, and maintain. We don't underwrite the roof or guarantee outcomes. Your property insurance covers loss. Paramount Care creates the record that helps you use it.

Who pays legal fees?

Each side pays its own, unless a claim or defense is found to be frivolous or brought in bad faith. That applies equally to both of us.

Still have a question?

Call us at 505-615-0646 or email office@paramountroofingnm.com. We'll get back to you the same business day.
Full Terms of Service: paramountroofingnm.com/care-terms · Current pricing bands: paramountroofingnm.com/care-pricing