

Welcome Home



CHICAGO SUBURB, ILLINOIS

CASE STUDY: February 2013

An exceptionally busy set of homeowners decided that their residence needed a fresh décor plus a new roof. This Chicago suburban home was originally roofed with 24" x ½" medium shakes. The homeowners wanted to stay with cedar but preferred a thicker profile product. **Cedar Shake and Shingle Bureau ("CSSB")** Approved Installer member **Countryside Roofing Siding and Windows, Inc. ("Countryside")** was called and subsequently spent a good deal of time with both homeowners to ensure that all their questions were answered.

Countryside prides itself on integrity and exceptional customer service. In business since 1973, the firm gets 60% of its roofing business from previous customer referrals. Quality was emphasized right from



Lovely acreage

the start and this is why **Countryside** was successful in its reroofing proposal. The firm has a 20+ year history with



Rear of house

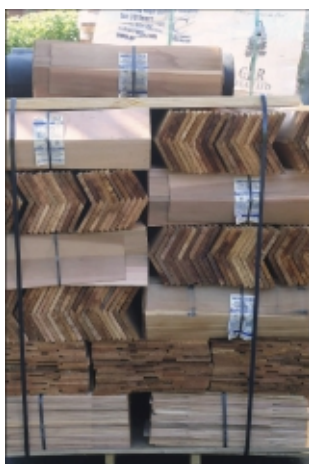
the CSSB and only installs CSSB products. After intensive discussion, **Certi-Split® 24" x ¾" heavy handsplit and resawn shakes** were selected. This quality roofing material was manufactured by CSSB Manufacturing Member **G & R Cedar Ltd.**

Reroofing one's home is a big job, and it is important to prepare by getting all the facts about the product

and installation. Incorrect fastener usage had resulted in some of the original shakes falling off the roof, and the missing shakes were, quite understandably, a sincere concern the homeowners expressed as the initial job site perimeter walk was conducted. In response to this concern, **Kevin Clinge**, **Countryside's Senior Field and Sales Representative**, assured them that the correct fasteners would be used.

Certi-label™ Product Purchase and Delivery

John Crissie of ABC Supply, Addison, Illinois, supplied the product. Crissie worked with Tom Faris, sales agent for G & R Cedar Ltd., to secure the Certi-label™ products required from the manufacturer. ABC Supply used one semi-truck (including forklift) for the entire shipment. Crissie and Clinge were both keen to ensure that the correct product was delivered, on time and in excellent condition.



Certi-Ridge® product

70 squares of field product were installed on a 12:12 slope at a 10" exposure, fastened with the appropriate stainless steel nails. The job required over 600 feet of ridge and 350 feet of valleys, specifically 24-gauge **Kynar brand** in a weathered wood color to match the anticipated color after exposure to the elements. There were four squares of low pitched roof area over eyebrows where smooth torch down modified was installed, followed by a layer of granulated torch down over top, also in a weathered wood color. All new vents and soil stacks (also painted to match the roof) were installed.

Large Crew Size Made for Efficient Work

The roofing job started at 7am on the first day with a large crew of 21 roofers. This continued for three days after which the crew was reduced to eight men. By 5pm on the fourth day, the job was complete including final inspection and tidy up of the roof, skylights and gutter filters. Quality was emphasized from start to finish. This is evident in the fact that even though some of the detailed, concealed work is

not visible to the eye, **Clinge** stated, "... even though no one will ever see the work, I'll know."



Countryside crew at work



Complex skylight challenge

Job Site Challenges

Solar-Powered Skylights Address High Heat Intrusion

Countryside also performs window and siding installations, a skill set that was instrumental in solving a particular challenge associated with this job site. The home's Great Room has cathedral ceilings and vast exposure to the afternoon sun. The four skylights allow an extreme amount of heat into the home and the homeowner's original wish was to have them

removed. **Countryside** offered a different solution, much more economical than reworking the wood ceilings after the proposed skylight removal and roof fill in work. Instead, **Countryside** recommended installing **Velux FS skylights** which contain low E glass and solar powered sun blocking blinds. The solar-powered skylights eliminated the need for an on-site electrician for installation.



The Great Room with Velux FS skylights

A Request for an End to Clogged Gutters

The second challenge was the constantly clogged gutters. Leaves from surrounding trees are constantly causing drainage issues, and gutter filters were the answer. A local manufacturer, **Raindrop Gutter Guard Systems**, provided the solution. The homeowners were delighted with the locally manufactured and warehoused product as well as with the fact that they don't have to climb ladders to unclog gutters anymore!

An Interior Canvas is Transformed into a Beautiful Home

A professional designer was hired to make the entire home warm and inviting. Soaring ceilings and recessed ceiling alcoves make for wonderful accents in the overall structure. A staircase winds its way up to the second floor, providing a lovely companion to the living area below. As one walks from room to room it's the small touches of elegance that really stand out, such as the handy remote for the skylights. The owners love entertaining, so a free flowing space with ample seating areas was very important. Cozy seating also is prime real estate for those rare, sought-after moments of downtime. The refreshed décor work is still in progress... the best is yet to come!



Living area (both photos in this column)

Helping Others Resonates Throughout Home

One unique aspect of this home is its owners' connection to the global community. The family provides temporary housing for foster care children as well as for refugees from many different countries. The homeowners have large families; holiday celebrations with their new friends included make for sizeable gatherings. For example, on Thanksgiving it is not unusual to have 75 guests and cook four turkeys to feed everyone! This is where the double wall oven comes in handy.

One homeowner is a dedicated physician and his wife balances a job and graduate school studies. The couple has three teenage daughters who are involved in a variety of school and sports activities. The family



Well-equipped kitchen

has lived in the home for over eight years and thoroughly enjoys the peaceful two acre lot. The owners are truly kind, caring people who really try to better other people's lives. The sunroom is the



Space for relaxation



Gorgeous living area

family's favorite room in the house, likely because the warmth that beams in from outside is akin to the joy they receive from giving back to the community.



Written by:

Lynne Christensen is the CSSB's Director of Operations. She has worked for the CSSB since 1998 and is involved in a variety of departments with a focus on marketing. Christensen holds a Master of Business Administration degree as well as the Certified Association Executive credential. She resides in British Columbia.



Tony Hyatt



Peter Parmenter

Photos and Interview by:

District Managers Tony Hyatt and Peter Parmenter are responsible for providing educational and technical assistance with Certi-label™ product selection and installation. With decades of experience in the roofing and forest products industries, they both assist thousands of people each year.

Do you have a Certi-label™ project that qualifies for a case study article? Email Lynne Christensen, Director of Operations, with more details While we can't promise to profile every project brought to our attention... we do try our absolute best!