

The Mark Close Roofing difference

What makes Mark Close different than the average roofing company? “We have been a long-standing roofing company in the Bartlesville community. Just think back to how many roofing companies were around just two years and now are no longer here,” explains Mark. “We want all of our customers to have total peace of mind while choosing a roofing contractor. All of our contracts and warranties are done in writing. This is done for the protection of the homeowner as well as for our records.”

I want to take the roofing business to a new level, a level where customers’ expectations are exceeded by professionalism and excellence in customer service,” says Mark. “We can do this by training, training and more training.”

Even though Mark Close has been in business since 1988, this local roofing specialist is always looking for ways to improve the business. The company does this by continuing education and attending training courses.

“I feel no matter how long we’ve been doing business, there is always room for improvement,” says Mark. The staff of Mark Close Roofing & Construction attends training courses through several different national and international roofing organizations including Roofers’ Success International, GAF/Elk and the National Roofing Contractors Association.

Roofers’ Success International combines the roofing industry’s most powerful business-building tools with the insight of the most successful roofing contractors in the

country to help residential roofing contractors better serve their customers and achieve success. Mark Close Roofing & Construction also completes training through GAF/Elk. Founded in 1886, GAF Materials Corporation has grown to become North America's largest manufacturer of residential roofing and commercial roofing. Mark Close is a certified residential installer through GAF/Elk. To achieve this accomplishment, the company had to be thoroughly reviewed. Insurance and workers' compensation policies, as well as company and financial records were carefully checked. Talk about tough standards, only six percent of roofing contractors are accepted to be a certified residential installer. This assures customers that they are dealing with a quality reputable, dependable and professional roofing contractor. There truly is a difference in roofing companies.

Mark Close is a member of the Better Business Bureau, Bartlesville Chamber of Commerce and the National Roofing Contractors Association. The National Roofing Contractors Association (NRCA) is one of the construction industry's most respected trade associations and the voice and leading authority in the roofing industry for information, education, technology and advocacy. Membership in NRCA reflects commitment to continual education, professionalism and adherence to the highest standards.

In March of 2008, a violent hailstorm ravished many homes in the Tulsa area. Mark Close Roofing and Construction performed many of the roof repairs and overhauls. During the process, Mark Close hired a former insurance adjuster to help with customers' insurance claims. While working with the adjuster, Mark Close learned valuable knowledge on dealing with insurance companies and how to get customer's claims processed in a more efficient and timely manner while helping customers achieve all of their required repairs. "This knowledge will really help us while working with insurance companies in the future," says Mark.

This local roofing and construction business always employs one full time repairman. At the end of 2008, Mark Close Roofing & Construction hired Jim Merritt, a well-known, well-respected area roofer. Merritt has worked in the roofing and construction business for approximately 40 years and previously owned J & W Roofing. Merritt handles minor jobs and repairs, as well as warranty work. If you need a repair, Merritt can assess your roofing problem, provide an estimate and perform the repair all in the same visit. Bartlesville residents may have seen Merritt around town in the new electric purple Mark Close repair van. The van is stocked with all the necessary materials to perform most repairs on the spot.

Larry Miller is the full time Bartlesville area roofing specialist and sales manager. Miller has been in the roofing business for eight years and is the Pastor at Warriors for Christ Church.

It's all about service and the best products are available. Mark Close Roofing offers a wide variety of roofing styles, from shingles and wood shakes to tile and slate. They feature Conklin roofing technology, as well as the Conklin Foam Roof System, a foam layering system that can work wonders on flat roofs.

Mark Close & Roofing & Construction uses BASF spray polyurethane foam technology (SPF). SPF combined with appropriate protective coatings, has raised the standard of industrial, commercial and institutional roofing with lower lifecycle costs, sustainability and 25 years of proven performance. Facility managers no longer have to put up with premature failure, high maintenance and repair costs, complicated construction methods, environmental disposal, uncontrollable thermal comfort and high-energy costs. SPF is recognized by the National Roofing Contractors Association as one of the best roofing systems available for flat, low sloped or unusually shaped roofs.

Mark Close is fully insured, including workers' compensation. This is to protect the homeowners, just in case an employee is injured while working on their home. Some roofers will show a homeowner a state-issued certificate of non-coverage, but what most homeowners don't know is that this is only good for the people listed on the card. With Oklahoma's strict workers' compensation laws, an injury could come back on the homeowner.

Mark Close Roofing and Construction also carries a \$1,000,000,000 in liability insurance. This is to protect the homeowner in case of an unforeseen rainstorm, etc.

Most of the roofs completed by Mark Close Roofing & Construction are completed in one to three days. The company offers a wide selection of shingles, provides various systems for flat roofs and is certified in metal restoration.

For more information, visit Mark Close's website at www.markcloseroofing.com. The website provides details concerning residential and commercial roofing, various products and the history of Mark Close Roofing & Construction.

If you have any questions, please contact Mark Close Roofing & Construction by calling the Bartlesville office at (918) 331-9849, the Tulsa office at (918) 371-9677, the Grand Lake office at (918) 786-ROOF or toll-free at 1-866-533-ROOF.

