

A COMMERCIAL PROPERTY MANAGER'S GUIDE TO

TENANT & OCCUPANT COMMUNICATIONS

Managing Occupant Notifications, Disruption Alerts,
and Documented Communications for Commercial Roofing Projects

COMMUNICATION + DOCUMENTATION TOOLKIT

Protect your tenants. Protect your property. Protect yourself.
Ready-to-use templates backed by 40+ years of field experience.

PRE-PROJECT
Notice

COMMENCEMENT
Notice

DISRUPTION
Alert

EMERGENCY
Notice

COMPLETION
Notice

DOCUMENTATION
Record

Communication Is Part of the Job

Roofing projects on occupied commercial buildings create noise, odors, disruption, and sometimes emergency situations. When occupants are caught off guard, the result is complaints, conflict, and liability. When they are informed in advance — with clear, documented notices — the same project runs smoothly, professionally, and with a paper trail that protects everyone involved. This toolkit gives property managers everything they need to communicate proactively at every stage of a roofing project.

LEGAL PROTECTION

- Documents your duty of care
- Reduces liability exposure
- Satisfies lease notification clauses
- Admissible evidence if disputes arise
- Meets ADA advance-notice requirements

TENANT RELATIONS

- Prevents surprise and frustration
- Maintains occupant trust and retention
- Reduces complaint volume during work
- Sets realistic expectations early
- Demonstrates professional management

PROJECT SUCCESS

- Coordinates tenant schedules with work
- Prevents access delays on rooftop work
- Allows HVAC and equipment pre-planning
- Smooths contractor–tenant interaction
- Supports on-time project completion

“A documented notice takes five minutes to send. A tenant lawsuit can take five years to resolve.”

— The Arizona Roofer

HOW TO USE THIS TOOLKIT

Each page covers one communication type. Use the templates as-is or adapt to your property. Keep a copy of every sent notice in your project file as documented proof of communication.

What This Toolkit Includes

5 Ready-to-Send Notice Templates

Pre-project, commencement, disruption alert, emergency, and project completion notices — all formatted for immediate use with fill-in placeholders.

Communication Log & Documentation Tracker

A fillable grid to record every notice sent, method of delivery, date, and recipient — your paper trail in the event of a dispute or audit.

Communication Timeline by Project Type

A phase-by-phase schedule showing exactly when to send each notice type, for inspections, restorations, and full replacements.

Delivery Method & Retention Guide

Best practices for email, posted notice, certified mail, and digital recordkeeping — including recommended retention periods by notice type.

The 6 Roofing Communication Types

When to send them, who receives them, and what they must contain

Every commercial roofing project — from a routine inspection to a full tear-off and replacement — requires a structured sequence of communications to occupants. Each notice type serves a distinct legal, logistical, and relational purpose. Sending the right notice at the right time is the difference between a smooth project and a

PRE-PROJECT Notice	Notice	Alert	Notice	Notice	DOCUMENTATION Record
------------------------------	--------	-------	--------	--------	--------------------------------

Each communication type is documented in your project file. All six may apply to a full replacement project.

PRE-PROJECT NOTICE 14–30 Days Before Work	COMMENCEMENT NOTICE 48–72 Hours Before Start
<p>Notifies all occupants that roofing work is scheduled, what system is involved, the expected duration, and general scope. Sets expectations early.</p> <ul style="list-style-type: none"> ● All building tenants and suite occupants ● Building management and ownership ● HVAC, IT, and facilities contacts 	<p>Confirms that work begins in two to three days. Reminds occupants of potential noise, equipment on roof, and any parking or access impacts.</p> <ul style="list-style-type: none"> ● All previously notified parties ● Security and reception desks ● Ground-floor and rooftop-adjacent tenants
<i>Required: Property name, work dates, contractor, scope, manager contact</i>	<i>Required: Exact start date, daily work hours, contractor contact on-site</i>
DISRUPTION / NOISE ALERT 24 Hours Before High-Impact Activity	EMERGENCY / LEAK NOTICE Immediately Upon Incident
<p>Issued when the next day's work involves significant noise (tear-off, torching, compressors) or odors (bitumen, solvent-based coatings). Allows occupants to plan.</p> <ul style="list-style-type: none"> ● All suite occupants in affected zones ● Businesses with client-facing operations ● Medical, legal, or audio-sensitive tenants 	<p>Issued when an active leak, ponding water, or roofing-related damage affects occupied areas. Directs occupants to safety actions and documents the response.</p> <ul style="list-style-type: none"> ● Affected suite(s) immediately ● Building ownership and insurance contact ● All occupants if structural risk exists
<i>Required: Nature of disruption, estimated hours, recommended mitigation</i>	<i>Required: Incident description, affected area, actions taken, next steps</i>
PROJECT COMPLETION NOTICE Within 48 Hours of Completion	DOCUMENTATION RECORD Ongoing — Retained Minimum 7 Years
<p>Confirms that roofing work is complete, systems are restored, and any outstanding punch-list items. Invites occupants to report concerns and closes the loop officially.</p> <ul style="list-style-type: none"> ● All notified parties from pre-project notice ● Building ownership and insurance ● Warranty contact at manufacturer 	<p>Not a notice sent to occupants, but a required internal record proving that all communications were sent, by what method, and when. Your legal protection.</p> <ul style="list-style-type: none"> ● Kept in property management file ● Copy to ownership and legal if required ● Digital backup strongly recommended
<i>Required: Completion date, warranty info, contact for follow-up concerns</i>	<i>Required: Notice type, date sent, delivery method, recipient list, sender name</i>

Notice Templates 1 & 2

Pre-Project Notice • WorkCommencement Notice

TO: [Property Name] — All Suite Occupants and Building Tenants
FROM: [Property Manager Name], [Management Company]
DATE: [Date Notice Issued]
RE: [Pre-Project Notice]

ADVANCE NOTICE OF SCHEDULED ROOFING PROJECT

Dear Occupant,

We are writing to inform you that [Property Name] has scheduled commercial roofing work to begin on or around [Projected Start Date] and is expecting

SCOPE OF WORK: [Brief description, e.g., "Full TPO membrane restoration with silicone recoat"]

CONTRACTOR: [Contractor Name] | On-Site Contact: [Name] | Phone: [Number]

WORK HOURS: [e.g., Monday–Friday, 7:00 AM – 4:00 PM]

AFFECTED AREAS: [e.g., "Roof above Suites 100–300 and east parking area"]

You may experience intermittent noise and the presence of equipment and vehicles on or near the building. We will issue additional notices 48–72 hours before work begins.

Please direct any questions to: [Property Manager Name] | [Phone] | [Email]

Thank you for your patience and cooperation. Sincerely, [Property Manager Name] — [Management Company]

TO: [Property Name] — All Suite Occupants and Building Tenants
FROM: [Property Manager Name], [Management Company]
DATE: [Date Notice Issued]
RE: [Work Commencement Notice]

WORK COMMENCEMENT NOTICE — Roofing Begins in 48–72 Hours

Dear Occupant,

This is a reminder that scheduled roofing work at [Property Name] is confirmed to begin on [Exact Start Date]. Work will take place [Daily Work Hours]

WHAT TO EXPECT: Noise from equipment, crew activity on the roof, and contractor vehicles in [Affected Parking / Access Areas]. Roof access will be ON-SITE CONTACT: [Contractor Representative Name] | [Phone Number]

MANAGER CONTACT: [Property Manager Name] | [Phone] | [Email]

If your operations require special scheduling consideration during this period, please contact us immediately at [Manager Phone / Email] so we can coordinate.

Thank you, [Property Manager Name] — [Management Company]

NOISE / DISRUPTION ALERT — Tomorrow's Work

Dear Occupant: Tomorrow, *[Date]*, roofing work at *[Property Name]* will involve *[Type of activity, e.g.,*

"tear-off of existing membrane / hot-applied mod

If you have concerns, contact *[Manager Name]* at *[Phone / Email]* immediately.

Sincerely, *[Property Manager Name]* — *[Management Company]*

EMERGENCY ROOFING INCIDENT NOTICE

Dear Occupant of *[Suite / Area]*: An active roofing-related issue has been identified affecting *[Describe affected area, e.g., "the*

ceiling above Suite 210" INCIDENT DATE/TIME: *[Date and Time Discovered]*

ACTIONS TAKEN: *[e.g., "Temporary waterproofing applied. Interior assessed."]*

NEXT STEPS: e.g., "Full repair scheduled for *[Date]*. Monitor for additional leaks."]

Contact *[Manager Name]* at *[Phone]* immediately with any questions or further concerns.

Sincerely, *[Property Manager Name]* — *[Date]*

PROJECT COMPLETION NOTICE

Dear Occupant: We are pleased to confirm that the roofing project at *[Property Name]* was completed on *[Completion Date]*.

All roof systems are resto WARRANTY INFO: *[Warranty type, term, and contact for warranty claims]*

FOLLOW-UP: If you observe any roofing-related issues, contact *[Manager Name]* at *[Phone / Email]* within *[X]* days so they can be addressed unde

Thank you for your patience throughout this project.

Sincerely, *[Property Manager Name]* — *[Management Company]*

Every notice you send must be recorded in your project communication log. This log serves as legal evidence that occupants were notified, documents the method of delivery, and creates the paper trail required in most commercial lease agreements. Keep a completed log in your project file for a minimum of 7 years.

Recommended Delivery Methods

Email with Read Receipt
 Best for most notices. Fast, traceable, and easy to file digitally. Always CC your own address and save the sent copy.

Posted Building Notice
 Supplement email with a physical notice posted at building entrance, elevator lobby, and near affected suites. Photograph before and after posting.

Certified Mail / USPS
 Required for emergency notices and situations where email delivery cannot be confirmed. Provides legal proof of receipt with return receipt card.

In-Person Delivery
 Most effective for emergency notices to immediately affected suites. Note the name of the person who received it and the time delivered.

Retention Requirements by Notice Type

Notice Type	Minimum Retention	Storage Recommendation
Pre-Project Notice	7 years minimum	Project file + digital backup
Commencement Notice	7 years minimum	Project file + digital backup
Disruption / Noise Alert	3 years minimum	Project file
Emergency / Leak Notice	Indefinite	Project file + insurer + legal counsel
Project Completion Notice	10 years minimum	Project file + warranty file + ownership
Communication Log	10 years minimum	Project file + ownership + digital backup

DOCUMENTATION BEST PRACTICES

- ✓ Always retain the original sent copy, not just a draft
- ✓ Note time of delivery alongside date on all records
- ✓ Store digital copies in a cloud folder labeled by property and project name

Project Communication Log — Fill In For Each Notice Sent

#	Notice Type	Date Sent	Delivery Method	Recipient / Suite	Sent By	Confirmed?
1	Pre-Project Notice		Email + Posted	All Tenants		
2	Pre-Project Notice		Email + Posted	Suite 101		
3	Pre-Project Notice		Certified Mail	Suite 210		
4	Commencement Notice		Email	All Tenants		
5	Commencement Notice		In-Person	Suite 101		
6	Disruption Alert		Email	All Tenants		
7	Disruption Alert		Posted Notice	Lobby / Entrance		
8	Emergency Notice		In-Person	Suite 210		
9	Emergency Notice		Certified Mail	Suite 210		
10	Emergency Notice		Email	Ownership		
11	Completion Notice		Email	All Tenants		
12	Completion Notice		Posted Notice	Lobby / Entrance		
13						
14						

Communication Timeline by Project Type

Communication Type	Inspection Only	Restoration	Full Replacement
Pre-Project Notice (14–30 days)	Optional	✓ Required	✓ Required
Commencement Notice (48–72 hrs)	Optional	✓ Required	✓ Required
Disruption / Noise Alert (24 hrs)	Rarely needed	✓ Recommended	✓ Required
Emergency / Leak Notice	If applicable	If applicable	If applicable
Project Completion Notice	Optional	✓ Required	✓ Required
Communication Log	Best practice	✓ Required	✓ Required

PROTECTING YOURSELF: THE RULE OF THREE

- ✓ Send the notice via at least TWO methods for any notice involving disruption or emergency.
- ✓ Keep SIGNED copies or email delivery receipts as confirmation wherever possible.
- ✓ When in doubt, over-communicate. Courts and arbitrators favor the property manager who documented diligently.



THE ARIZONA ROOFER

Ready to Know Where Your Roof Stands?

We offer a free, photo-documented roof evaluation with zero high-pressure sales. You get a complete written assessment of your roof's current phase, maintenance needs, and a clear restoration-vs-replacement recommendation.

CALL (480) 435-5190

Schedule Your Free Photo-Documented Roof Evaluation

40+ YEARS

Consulting &
Contracting Experience

SCIENCE-BASED

Infrared & Core Sample
Diagnostics

\$0 PRESSURE

Written Report with
Zero Obligation

What Your Free Roof Evaluation Includes:

- Visual inspection and photo documentation of entire roof surface
- Identification of your roof's current lifecycle phase
- Drain, scupper, and ponding water assessment
- Flashing, penetration, and parapet wall evaluation
- Written report: maintenance needs, restoration potential, timeline
- Honest restoration vs. replacement recommendation — no upsell pressure



Scan to visit thearizonaroofer.com

www.thearizonaroofer.com | (480) 435-5190 | Phoenix Metro Area

Licensed • Bonded • Insured • Manufacturer Certified