

# THE METROPOLITAN **BUILDER**

## INSIDE SHOWCASE



**ROOFING & CONSTRUCTION**  
CHARACTER · COMMITMENT · CUSTOMER SERVICE

Hardwood Products Offers  
Quality, Service, Pricing

Houston, Texas





# Triple C Stands for Character, Commitment, Customer Service

**By Kathy Bowen Stolz**

Charles Vincent, owner of Triple C Roofing and Construction, has some advice for homeowners. “Whoever you hire to roof your house, make sure they and their company are of character. Ask your friends. Ask for references. A roofer should be a good house guest, of good character and good reputation.”

And Vincent practices what he preaches. “I am passionate about providing the best experience in the roofing and construction industry. I explain everything about the roofing process -- good points and bad points -- to my customers, an example of good manners. I give my customers the best bang for their buck, the best quality and service that I can possibly deliver,” he continued. He said his workers will replace plants, swimming pool covers or anything that is damaged during a project.

“In business, reputation is everything. If people have a good experience, they may tell 10 others. If they have a bad experience, they may tell 100 others.” Even though today’s

social media compounds that ratio, Vincent is proud to say that his company gets lots of good review on-line.

With about 75 percent of its business coming from residential homes, Triple C handles all aspects of roofing, including soffits, fasciae and attic ventilations, but it specializes in metal and tile roofing. Charles noted that metal roofs are becoming a more affordable option compared to asphalt shingles; metal, which is aesthetically pleasing and long-lasting, is now less than double the price of shingles.

Triple C is credentialed by CertainTeed, Firestone, GAF and Versico and qualifies for Master Elite status with GAF. It is a member of the National Roofing Contractors Association and the Roofing Contractors Association of Texas.

Triple C applies EPDM membranes and also does built-up, modified bitumen, shingle, TPO, flat and green roofs.

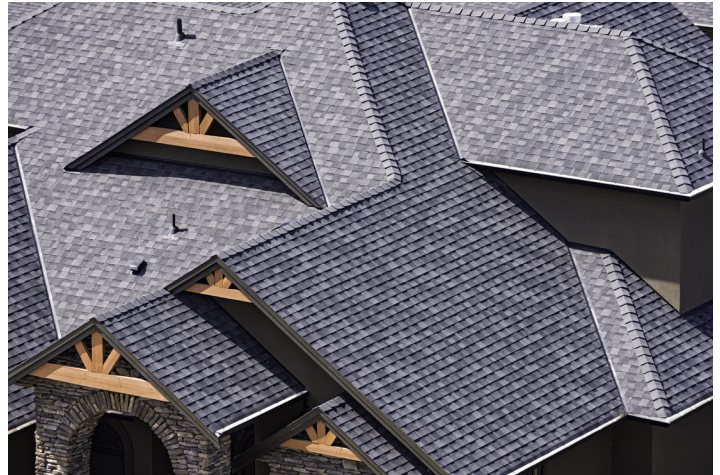


Within the next five years Vincent hopes to be the roofer to introduce solar shingles (not solar panels) to his market area, which extends from Houston to San Antonio to Dallas, depending on the job size.

Because of the nature of roofing, the company expanded into construction projects, such as framing, siding, guttering, pergolas and outdoor living areas, although no house construction. “We’re a one-stop shop. On projects where there is a roof leak, we repair damage to the walls and ceilings. It’s like it [the damage] never happened.”

A roofer has to know plumbing and HVAC, not just roofing. “It’s been my experience that if something goes wrong, people will blame the roofer. Plumbers will say it’s a roof leak. The AC guy will say it’s a roof leak. In roofing you’re guilty until proven innocent. I love fixing the stuff no one else can. If you could get a Ph.D. in repairing roof leaks, I’d have two! So, troubleshooter is another good title for me.”

Charles, as the owner, oversees all aspects of Triple C with assistance from his three employees, who include a field superintendent, a sales representative and an office administrator. But Charles doesn’t step aside and let the others do all of the work. “I live, eat and sleep the business because it’s fun,” said this one-time food industry salesman who graduated from Texas A&M.







He learned what it was like to own a business from his father, who opened a steak and seafood restaurant in 1983. Charles grew up working in the restaurant in addition to working on the family's ranches. "My work ethic is three times what a normal person's is," he declared.

After losing his sales job at age 36 ("the best thing that ever happened to me"), he turned to door-to-door roofing sales because he knew a ne'er-do-well guy who was doing well selling roofs. "I figured if he could do it, I certainly could." The timing was good because Hurricane Ike hit Texas in September 2008, soon after his career change.

Vincent's never looked back. "America is a beautiful place. It's up to you on how successful you want to be.

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*Recognized as a trusted team of roof specialists, Triple C Roofing & Construction provides top residential and commercial quality roofing services in Houston and surrounding areas.*

*Triple C Roofing & Construction is committed to providing the highest quality service, workmanship and the best experience in the roofing and construction industry.*



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## Roofing, Gutters & Siding

### Types Of Roofing:

- EPDM Roofing
- Flat Roofs
- Green Roofs
- Modified Bitumen
- Shingles
- Built Up Roofing
- Tile Roofing
- TPO Roofing Systems