

## Tips For Successful Remodeling

Hire licensed contractors.

Verify their insurance coverage.

Trust your instinct.

Don't sign anything until you understand the terms.

Don't let payments get ahead of work.

Don't pay cash.

Keep records of payments.

Keep work zones off limits to children and pets.

Expect to pay a reasonable deposit (about 10%)

Work out the details of your projects before you sign the contract.

Create your budget and stick to it.

Ensure everything that you want done has been documented on the contract in writing.

Don't allow yourself to be rushed into making a quick decision

Scrutinize the person & company who you will be working with

Payments should be tied directly to specific benchmarks or work completed

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## Remodeling?

# 8 Very Important Things



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## 8 Questions to Ask Before Hiring a Remodeling Contractor

### 1 - Can I get a copy of your Workers Compensation and General Liability Insurance Certificate?

**Workers Compensation**—Protects the home- owner in the event of a worker being injured on your job site.

**General Liability Insurance**—Protects the home owner in the event of property damage or loss and for injury to non employees.

Verify insurance coverage by getting a *Certificate of Insurance* directly from their Insurance Company.

### 2 - May I see your Contractors License?

South Carolina state law requires anyone contracting with a home owner to be licensed by the State and by *your* County.

The three license options are:

- (A) Residential Builders License
- (B) Specialty Contractors License
- (C) General Contractors License.

You can verify a license by calling the S.C. Labor, License and Regulation at 803-896- 4801 and on their website ([www.scllr.state.sc.us](http://www.scllr.state.sc.us)).

### 3 - Do you have references that I can call?

References should include previous clients AND trade references (where they buy their materials). You want to know whether or not they pay their bills on time and are a valued customer. You also want to know if a former client would HIGHLY RECOMMEND this remodeler to a close friend.

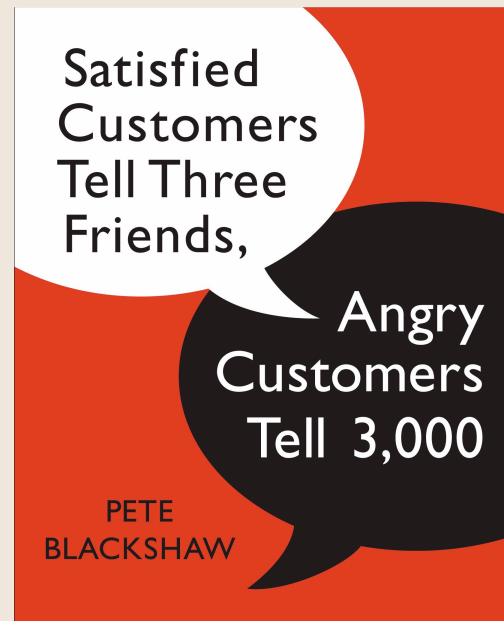
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### 4 - I have a budget. How can you help me develop my project around my budget?

A budget and a Scope of Work are the two most important elements of a successful project.

Understand what it truly costs to produce your project. Understand how investing in your home will affect the future value.

Visit our website for more information on budgeting: [http://www.strockenterprises.com/cost\\_vs\\_value\\_remodeling\\_magazine.html](http://www.strockenterprises.com/cost_vs_value_remodeling_magazine.html)



### 5 - May I get a copy of your written contract?

A contract should be in writing.

The contract should contain at least the following elements:

(A) **An Offer** - This could be the description of the work to be performed and the materials installed as

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well as how much time the project is to last.

(B) **An Acceptance** - This could be your signature.

(C) **Consideration** - This is the value attached to the work that you promise to pay for. (Ie; The Price.)

It is your responsibility to understand ALL of the terms of the contract.

### 6 - Please explain to me how you manage your projects?

A responsible contractor uses a written project management program to ensure success.

The project management plan should include:

(A) **A Start Date** - The day when your project is scheduled to begin.

(B) **Benchmarks** - The step by step solution to getting the work done.

(C) **An End Date** - This is the anticipated completion date.

### 7 - Are you a member of any trade associations or professional groups?

A professional remodeler will typically be a member of at least one of the National Trade Groups below.

- (1) **NARI** - National Association of the Remodeling Industry
- (2) **HBA** - Home Builders Association
- (3) **NKBA** - National Kitchen & Bath Association
- (4) **BBB** - Better Business Bureau
- (5) **GUILD QUALITY** - A customer satisfaction company

### 8 - Can you tell me how you have resolved a conflict from a previous job?

Professional remodelers understanding the needs of their clients and generally address issues up front and directly.

Problems happen. Stay calm and keep the line of communication open. And don't play the blame game.

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