

How-to Choose a Remodel Contractor

10 Questions to Ask Up-Front

The most important factor in a successful remodel is a trusting working relationship between you and your contractor. The personal aspect of your relationship will grow over time, but here are some key questions you can ask when choosing a contractor that will help you to establish a baseline of trust from the beginning:

- 1. How long have you been in business?** In the remodel business, experience is key. Look for a contractor with a proven track record who has also embraced innovation and technology in their products and processes.

 - 2. Are you licensed, bonded and insured?** This should be a non-negotiable to protect your investment.

 - 3. What are your accreditations?** Professional associations offer an additional layer of accountability.

 - 4. Do you offer a warranty?** If so, what exactly does that warranty cover and what is excluded?

 - 5. What's your process?** Make sure your contractor has a proven approach to managing remodel projects.

 - 6. Who will be my primary contact?** Ask to meet the person who will be coordinating your remodel. This relationship is very important since you'll likely have more communication with this person than anyone involved in the project.

 - 7. Who are your preferred suppliers?** The dependability of third-party suppliers will play an important role in the quality and timeliness of your remodel.

 - 8. What do your customers say about you?** Look at your contractor's reviews on social media outlets like Facebook and Yelp. You should also review the Registrar of Contractors for an unfiltered look at your contractor's work history.

 - 9. How do you handle quality assurance?** Make sure that detailed inspections (and service follow-ups) are an established part of your contractor's process.

 - 10. What's your approach to service?** Ask for the name of the person who will be your contact for correcting issues that come up during and after your remodel. Also, ask for a clear explanation of what types of service and repairs will be covered under warranty.
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