



CONTRACTOR CHECKLIST

- Have a written process outlining the steps from initial contact to completion, so your project doesn't get lost in the shuffle?
- Show up to appointments on time and respond to your calls/e-mails in a timely manner?
- Have a plan for job site cleanliness, keeping your home safe and dust free?
- Have a dedicated full-time employee on the job daily to communicate with you and trade partners?
- Provide examples of, and speak knowledgeably about, completed projects similar to yours?
- Offer unique and attractive designs?
- Provide a guaranteed project cost, using a fixed-price contract, rather than an open-ended estimate?
- Is this contract a 1-2 page agreement, or a thorough, detailed document covering what's included and not included in the project?
- Know how long the design, planning and construction phases will take?
- Operate from a physical office space, so you can contact them if a problem arises?
- Perform background checks and drug tests on employees to protect you and your home?
- Registered with the state and have a clean track record for at least five straight years?
- Acquire permits if needed and use licensed trade and mechanical contractors. (e.g. Plumber, Electrician)
- Carry at least 1 million dollars in liability insurance coverage and require that all trade contractors possess the same?
- Carry worker's compensation insurance on every employee who enters your home?
- Have a clean reputation on the internet? (i.e. Google the company name)
- Seem trustworthy and reliable? Does he or she put you at ease?
- Have a list of references that you may contact on your own?
- Offer at least a 1 year written warranty?

High Risk of Failure

The biggest cause of failure is incorrectly priced projects. Whether due to a lack of experience or an effort to attract more business, incorrect low-ball pricing will drive a remodeling company out of business quicker than anything. For a homeowner, when a quality or warranty issue arises, there is now no one to turn to. The homeowner must then pay a new contractor to come in and fix what they have already paid for. No one wins in this situation. Remember, in general, the difference in price between different contractors equals the value you receive or the experience that you will have.

Trust Your Instincts

Most importantly, you should feel that the contractor is right for you and determine if the contractor will meet your expectations. If you get a bad feeling, invest the time needed to make sure they are the contractor for you.

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