



# 15 Questions

You Must Ask Any Contractor Before Hiring Them

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## 1 How many references can you provide me with?

If they can't give you any...run!

## 2 Can I have a copy of your Contractors License?

If not, you may be unwittingly dealing with a shyster who uses fraudulent and deceptive methods.

## 3 Can I see a Certificate of Worker's Compensation?

If not, you may be liable for medical bills of any employee or subcontractor who gets hurt on your property.

## 4 Can I see your written Warranty?

You wouldn't purchase a car without some type of warranty against defects; you shouldn't hire a contractor who can't guarantee his work in writing. You shouldn't even talk to a contractor who doesn't have at least a 2-year warranty against defective materials or workmanship problems.



## 5 How many five star reviews do you have?

Most contractors only have 1 or 2 reviews when you look them up online. This should be a red flag to you if they have been in business for years or decades and only have a few reviews. You want to deal with a contractor who has at least 20 or more four or five star reviews.

## 6 Do you pull required municipal permits?

If not, you may not only have shoddy work done because no one is inspecting their work, but you also could have serious damage done to your home if they are taking down walls or doing electrical or plumbing.



## 7 Do you subcontract your work?

Many contractors who want to cut corners or not pay taxes subcontract their work out to other companies. The problem with this is you have no idea who will be in your home. Are they reputable? Have their employees been vetted? Do they have bad reviews? All of this is hidden from you because they are not required to give you company names of subcontractors so you cannot thoroughly research them. You want to deal with a contractor who employs company paid carpenters who are thoroughly trained and vetted. Only then will the quality of work be the best.

## 8 Do you have a Full Service Showroom?

Most contractors who don't want to invest tens of thousands of dollars building their own showroom make you drive all over God's creation to 5 or 6 different stores picking your selections. You don't have time for this. Other contractors subcontract the Design work to a complete stranger you know nothing about. You want to deal with a contractor who owns his own Design Center Showroom where you will find a wide range of products with unique design elements and custom options that will allow you to fully personalize your dream kitchen, bathroom or basement.

### 9 Does your Free Design Consultation include an Experienced Designer?

Most contractors cannot afford to employ an experienced Designer, so they either design your project themselves even though they have no design expertise or subcontract their design work out to a complete stranger. Neither of these options will give you the best design experience because you will end up with a subpar design. You want to deal with a contractor who has company paid designers not only with ten or more years of design experience but also with a design degree. Only then will you get the best design experience.

### 10 Do you perform background checks on your team?

Criminal background checks and past employment reference checks. These background checks are crucial to protect your family and your property from dangerous people who have a history of violence or unscrupulous behavior. When you are working with a contractor who doesn't do background checks on their employees or subcontractors you have no idea what kind of people will be in your home when you are not there.



Never pay for the total amount of the job up front. A fair down payment is fine, but the rest of the payments should be tied to the progress of the job.

### **11** Do you provide me with a detailed Scope of Work?

Most contractors walk in your home, look at your project and quickly say a number of what the project may cost. They put nothing in writing and so after they leave you have nothing to reference and no idea what is and isn't included. This vagueness begins the journey of confusion and miscommunication.

That is why its so important to only deal with contractors that provide you with a detailed Scope of Work.

A Scope of Work is a bulleted list of details, payment costs, schedules, terms, deadlines and expected outcomes that should be done on a project. It is an explanation of what the project includes and what it doesn't include. It includes the parties involved and what each of them do, and don't do. Think of it as a map that guides the completion of a project. Without this 'map' disputes may arise over what is and isn't included which could lead you to expensive rework due to a contractor's 'selective amnesia'.

### **12** What is your payment schedule?

Never pay for the total amount of the job up front. A fair down payment is fine, but the rest of the payments should be tied to the progress of the job (also called a draw schedule)

### **13** What steps will you take to protect my home?

Tarps to cover furniture, surfaces and flooring. Locking doors when leaving the home. If they don't care enough to protect your home during construction, will they really care enough to do a quality job?

### **14** Will I have a dedicated team working in my home?

Contractors often work on multiple projects at a time. Therefore, it is important to verify that you can count on consistency in who comes to work on your home each day. Otherwise it may drag out for weeks or months

### **15** Will I have a Project Manager who oversees everything?

Not only should you have a designated Project Manager, but you will also need to know the best way to communicate with him if you have any questions, whether email, text or by phone.



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## About Pittsburgh's Best Remodeling

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- Kitchen Remodeling
- Bathroom Remodeling
- Basement Remodeling
- Home Additions
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