

TRI-STATE WINDOWS & SIDING LLC

PROUD MEMBER OF

A+



PREFERRED CONTRACTOR

7 Questions To Ask Before You Hire A Professional Remodeler

- 1. What is the full name and address of the company?** This may seem obvious - but there are a surprisingly large number of contractors who work out of their trucks! How can you be sure he will complete the project and come back if there needs to be service in the future if he doesn't have an address?
- 2. How long has the contractor been in business?** The more experience, the better the contractor and for YOU. Under three to five years can be a tell-tale sign of an unstable business. 90% of contracting businesses fail within the first five years. Check references carefully. Most failed construction projects do not happen quickly but deteriorate over a period of months and years. Current references are fine to see if the homeowner is happy today but only long-term references will show the contractor's work holds up over time. A professional contractor will gladly provide references.
- 3. What is the remodeler's track record for handling complaints?** Ask for the name of a problem account and an explanation of how he rectified the complaint. Every remodeler that has been in business for a long period of time will have had an issue. So, the question is not IF he has had a dispute, but HOW he handled it.
- 4. Does the remodeler have ethics?** The best place to look for the answer is to consider any specialty affiliation, memberships or industry related organization connections. Examples of these can include: manufacture certifications, the BBB rating, local and national organizations like the Professional Remodelers Organization. Remodelers with these type of business credentials uphold the highest professional and ethical standards in the local industry.
- 5. What forms of communication do they utilize?** Do they do business by e-mail or texting or only by phone? Is the home remodeler behind the times - only having an answering service and a phone number to leave a call back number? Professional remodelers have the flexibility and ability to answer questions and communicate about your job with ease and timeliness which requires different communication formats.
- 6. Ask specific questions for specific projects.** Remember the golden rule: there is no dumb question. Now is the time to ask if a permit is required. Discuss payment terms, if appropriate. Ask about daily cleanup activities or for specific time tables for starting and completing your job. A professional contractor will welcome these questions.
- 7. How well do they communicate and answer questions?** Are your ideas being heard and integrated into the job? Do they hear your concerns and answer all your questions? Professional remodelers have the ability to provide excellent customer service and it begins during the initial meetings and conversations. How they communicate now will only be amplified during and more importantly after the project is completed. It is vital to have communication, chemistry and a good understanding right from the start.

You're Invited to Experience the Tri-State Remodeling Difference!