

# MELTON TOOLBOX

## Questions to Ask Prospective Remodelers

### Services

- Do they provide design/build services or just construction?
- Do they provide full turn-key services? What does that include?
- How do they help you with product, color, materials and other selections?
- Do they do the kind of work you're looking to have done?
- Will they use subcontractors? If so, how long have they used those specific contractors? Are they fully licensed and insured?
- What percentage of the work is subcontracted out?
- What percentage of the project managers time will be devoted to your project?
- Do they handle all zoning variance issues, permits, inspections and licenses?
- Do they build to meet code or do they build to exceed code?

### Qualifications

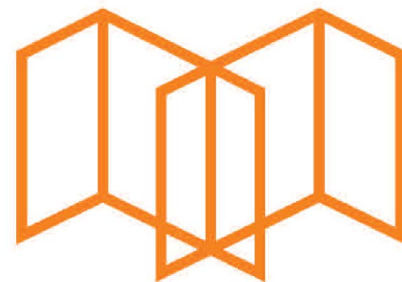
- How long have they been in business?
- How long has the owner been in the industry and in what capacities?
- How many projects have they done?
- Can they clearly describe the process they use for a smooth, successful project?
- Can you see photos of their work?
- Do they have recent references? From 5-10 years ago?
- What is the experience and training of their staff?
- What are the qualifications of the architects and designers they use?
- How will communications be handled at each stage of the project?
- In what specific ways do they stand behind their work? Do they offer a warranty?
- Are their people trained and experienced in working in occupied homes and know what to do to protect your home?
- Do they belong to credible industry or business organizations (ex: Remodelers Advantage, BBB, Green Building Guild, GuildQuality)?
- Have they earned special industry certifications?

### Pricing

- Do they guarantee price and schedule?
- How do they assure that what they design can be built within your budget?
- How do they figure and use "allowances"?
- How do they estimate their "allowances" for things like tile, lights, appliances, etc.? Do they estimate them to allow you to buy low, medium, and premium, or super-premium quality products and materials?

### Licenses & Insurance

- Are they properly licensed to do what you want?
- What type of general liability insurance do they carry? How does their insurance protect you, the homeowner?
- Will they provide you with documentation of the licenses and insurance?
- Do they carry workers compensation? Do their subcontractors?
- Do some of their subcontractors call themselves "independent contractors" when they really aren't, to avoid workers compensation insurance?



**MELTON**  
**DESIGN BUILD**