

## I WOULD LIKE TO REMODEL OR UPDATE MY HOME

### WHAT SHOULD I BE THINKING ABOUT?

- ✓ Where do I go to find reputable and experienced contractors?
  - Better Business Bureau
  - Greater Houston Builders Association and the National Association of Home Builders
  - Friends who have done similar projects
  - Search through the internet to locate websites of remodelers in my area
  - Companies who are currently or have worked in my neighborhood on similar projects. I watched and liked the work that was done.
- ✓ What should I do before I contact the company or companies I am interested in interviewing?
  - Locate their websites and review to ensure they are a good fit
  - Contact the Better Business Bureau and get their rating and history
- ✓ Do I want a company that is small and operates out of their home or do I want a larger size company who has an established office and enough staff to provide the services I require?
- ✓ **Is my home built before 1978? If it is do I understand what is required by the EPA Lead RRP rule?**
- ✓ **Is my home in a flood plain? If so do I know what the restrictions to remodeling and improvements are?**

### WHAT QUESTIONS SHOULD I ASK WHEN INTERVIEWING?

#### CONTRACTOR SELECTION

- ✓ Do you have experience in:
  - My neighborhood
  - My type and age of home
  - My type of project
- ✓ How do you and your staff stay current with today's building practices, products, and business methods?
- ✓ What Professional Certifications do you and your staffs have?
- ✓ How is your company organized? What staff do you have?
- ✓ Do you have systems and processes in place to communicate and manage properly and effectively?
- ✓ Are you financially stable? If so may I contact some of your vendor and subcontractors to make sure you are current and pay on time?
- ✓ When you receive funds from me, do they get deposited in a dedicated construction account or are they co-mingled with funds from other projects and overhead?
- ✓ How can I develop trust in you and your company and how does your process build trust?
- ✓ Who will manage my project and when will I be able to meet him/her to make sure there is a good fit? How many projects do they manage at one time? How do I typically communicate with him/her? How many meetings are their? How often does he/her visit my project?
- ✓ How are problems and issues resolved? What happens if there is a conflict?
- ✓ What are you currently doing regarding energy efficiency and "GREEN" building practices?

## MY PROJECT

- ✓ Will you bring out experts to evaluate my existing systems to minimize change orders later
- ✓ Does my project require an engineer and engineered drawings? If so who does it and when? What are the costs?
- ✓ How do you communicate and process change orders during construction?
- ✓ What insurance policies are required? What are the limits?
- ✓ How long will construction take? Is there a schedule? How do you communicate the schedule? What things can affect the schedule?
- ✓ How do you get paid? What type of contract do you use, Cost Plus or Fixed? When can I see a copy of your contract? What other types of documents will I have to sign?
- ✓ If I need financing, what is involved? Can you help me with financing? If I finance the project, how does it affect the project and timeline?