



Reference Questions

To protect yourself, always check the contractor's references. This is an essential stage of qualifying the right person for your project. Here are just a few questions to ask previous customers:

1. Could they communicate well with the remodeler?
2. Were they pleased with the quality of work? (This is a tough question, however, since everyone defines "quality" differently. It is much better to ask to see the completed project to determine the level of quality for yourself.)
3. Were they satisfied with the remodeler's business practices?
4. Did the crew show up on time?
5. Were they comfortable with the trades people the remodeler subcontracted to?
6. Was the job completed on schedule?
7. Did the remodeler fulfill his or her contract?
8. Did the contractor stay in touch throughout the project?
9. Were the final details finished in a timely manner?
 - Would you use the remodeler again without hesitation?
 - Was the job site kept clean during the project?
 - Was the remodeler professional, ethical, honest and fair throughout the process?
 - Did the remodeler manage the project and process in such a way to ensure your satisfaction?
 - Did any issues arise during the project? How did the remodeler handle them?