



Questions to Ask a Home Improvement Pro

There are dozens of options in Madison and Dane County when it comes to selecting a Home Improvement professional for your coming project. Before you make a final decision, narrow it down to a couple of finalists and interview them. It's a big decision you deserve all the information ahead of time you can get.

Start with simple things like:

- How long has your company been in business?
- Does your company provide multiple remodeling services or do you specialize in one thing?
- Do you cover the entire project from design through build?
- Are your employees certified, specifically trained for the project, etc.?
- Are your employees all covered by workers compensation and liability insurance?
- How many projects like this have you done recently?
- Do you have references that I can contact before we make a decision?

Assuming you've discussed the project with the candidate so the company understands what will be expected, you should get these basic questions answered:

- Who will be assigned to manage the project – how much contact will you have with the company owner?
- Will you insure that all the required permits are obtained on time and that all the work passes inspections and is up to local code?
- What kind of timeline can the company provide for the project? When can they start, how long will it take and what are the "touch points" during the process (times when you'll be updated, etc.)
- How will the work be parceled out? All company employees, subcontractors or a mixture of both? Why?
- Do you have a list of vendors to review before the job begins?

People Working With People

Getting appropriate answers that you're comfortable with increases your chances of completing a successful project on time and within budget. Always follow up on references and evaluate professional credentials. All things considered, you need to be comfortable that the Home Improvement professional you hire to come into your home can be trusted with your vision. Find a comfort level that goes beyond referring only to basic construction skills. Remodeling projects aren't completed overnight so finding a team you can communicate with over a period of time is important. A successful Question & Answer session is an excellent first step.

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