



Ask Questions - Follow-up with Contractor References

Once the Home Improvement professional you're considering has provided you with contact information for references – and every one of them should – it's critical that you follow up and ask some direct questions. Sure, a contractor isn't going to give you names of unhappy clients, but there are insights to be gained from a timely call.

Make Sure You Are a Match

The Home Improvement professional you're talking to may be one of the best in its field, but if the company isn't a match for your project, it may not go well. To help measure your compatibility, ask questions like these:

- **Communication** – Were you able to contact the contractor when you wanted to?
 - Did they respond in a timely manner?
 - Did the contractor provide periodic updates and progress reports without being prompted?
 - Were changes or problems reported and dealt with quickly? Were you given options when changes were suggested?

- **Work Ethic** – Were you satisfied with the company's business practices – accurate quotes, professional follow-up, respect for your property?
 - Did the crew show up on time and keep to the agreed upon schedule?

- **Personnel** – Was the work done by company employees or subcontractors?

- **Final Details** – Was the job completed on time?
 - Did the contractor abide by every aspect of your contract?
 - In the final review, did the job measure up to your expectations?
 - If not, why?

- **Assessment** – Have you referred this contractor to any of your acquaintances? Have they worked with the company? With good results?
 - If you had it to do over again, would you do anything differently?

And, perhaps the most telling question: Would you use this Home Improvement team again for another remodeling project?

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