



“How to Interview a Contractor . . . the Right Way”

According to the contractor members of NARI (National Association of the Remodeling Industry), not only are they not asked enough questions when it comes to being hired, they’re not asked the *right* questions!

Most homeowner questions go something like this:

- When can you start?
- When will you be finished?
- What time will you knock on my door in the morning?
- What time will you quit for the day?
- How much will it cost me?

Here are some of the additionally recommended questions to ask your contractor:

- How long have you been in business?
- Who will be assigned as project supervisor?
- Who will be working on the project—employees or subcontractors?
- Do you and/or your company carry workers compensation and liability insurance? Coverage Limit?
- What is your approach to a project like this?
- How many projects like mine have you completed in the last year?
- May I have a list of references from those projects?
- May I have a list of business referrals or suppliers?
- What percentage of your business is repeat or referral?
- Are you a member of a national trade association?
- Have you or your employees been certified in your trade or had any special training or education?

Listen for not only what is said but what isn’t. That can be as significant as the answers you do get. Remember, to pay attention to your instincts and follow through with your due diligence.

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