



Important Questions to Ask when Interviewing Remodeling Contractors

NARI professionals are eager to answer your questions and provide you with the information you need to make a wise decision. Here are some questions NARI members recommend you ask before signing any remodeling contract:

- How long have you been in business?
- Who will be assigned as project supervisor for the job?
- Who will be working on the project? Are they employees or subcontractors?
- Does your company, and do any sub-contractors you may hire, carry workers' compensation and liability insurance? (Always verify this information by calling the agency. A copy of an insurance certificate does not let you know if the policy is still current. Even if the certificate has an expiration date, either party may have canceled the insurance.) If licensing is required in your state also ask if the contractor is licensed and call to verify compliance with the law. Not all states offer or require licensing. Check with your local or state government agencies.
- What is your approach to a project such as this?
- How many projects like mine have you completed in the past 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 business?
- Are you a member of a national trade association?
- Have you or your employees been certified in remodeling or had any special training or education, such as earning a Certified Remodeler (CR), Certified Remodeler Specialist (CRS), Certified Kitchen & Bath Remodeler (CKBR), Certified Lead Carpenter (CLC), Green Certified Professional (GCP), Certified Remodeler Project Manager (CRPM) or Universal Design Certified Professional (UDCP) designation?
- Do you provide design work? If so, is there an additional cost involved?
- What kind of timeline do you anticipate for my project?

Sometimes it's not the answers you get that are significant, but what you don't get. Pay attention to your instincts and to what information is missing. Unlike your accountant or stockbroker, your remodeling contractor will be a part of your daily life. Your contractor will know how you look early in the morning and how well behaved your dog is. It makes sense that you should take some time to select this person carefully.

Remodeling can be a fun experience. You get to create your dream living space and learn a little about design and building along the way. All you need to do is ask questions. Questions that, according to NARI members, remodelers don't feel they are hearing enough.

National Association of The Remodeling Industry - Madison Chapter

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