



## 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?

### NOTES

---

---

---

---

---

---

---

---