

Home Improvements Contractors among highest in Consumer Complaints. Don't become a Statistic !

Complaints occur due to a variety of reasons (1) Shoddy Workmanship & (2) Deception . Both initiated by contractor . Also (3) Misunderstandings . Jointly the responsibility of homeowner & contractor . And (4) Homeowners Priorities (solely influenced by homeowner) .

Below are 6 Topics (highlighted in Blue) each associated with REASON & ORIGIN of complaint (highlighted in Red) with a variety of options to choose. Select only 1 option per topic, each option is associated with a grade score (highlighted in Purple) . Selection based on your PRESENT knowledge , perception , priorities and persistence / determination to do research. The sum of your 6 choices is your score. Compare your score with possible high score of 60 , less than a 43 you were a possible statistic until now. Now learn proper procedures & precautions.

Contract , (Select 1 of 4) Misunderstanding , responsibility of both parties.

1. Contractor didn't provide a contract, you didn't request a contract , all verbal. 0
2. Contractor supplied a simple , vague contract & you signed same day. 2
3. Contractor supplied a very detailed contract , you didn't understand , you asked no questions however signed contract. 3
4. Contractor dropped off contract per your request , giving you days to fully read & understand , notice omissions from previous understandings , negotiate and make changes on terms you don't agree (starting & completion date , payment schedule) . Add additional language for your protection 10

Your priorities , (Select 1 of 4) Your Priorities , solely influenced by homeowner.

1. Strictly interested in hiring the lowest bidder, even if company is not licensed & insured. 0
2. Strictly interested in the lowest bidder as long as they are licensed & insured . 2
3. Not committed to lowest bidder as long as they are licensed , insured and gave me 3 references of their choice. 5
4. I'll interview each candidate , asking specify questions , evaluating their knowledge , reputation , demeanor , experience . I'll check with references , BBB & Department of Consumer Protection . I'll request a detailed written proposal & clearly read & compare with others. And choose based on my findings and feeling comfortable and confident with choice. 15

Workmanship (Select 1 of 2) Shoddy Workmanship, solely contractors responsibility.

Selecting a company that is experienced , reputable & knowledgeable with no negativities is a sure chance shoddy workmanship will not occur. However my only advice on how to avoid Shoddy Workmanship comes from the old expression " Hit them where it hurts " which is their wallet. This is done by the way the disbursements of Payments are outlined in contract.

1. Agree to contractors payment schedule (which will favor their best interest) 2
2. Agree to no more than 10 % down , payments issued when phase is completed opposed to started. You want to make sure the remaining balance of money due is always more than value of remaining work . Giving contractor incentive to correct issues and / or giving homeowner funds to hire another contractor. 10

References (Select 1 of 8) Deception by contractor or lack of research by homeowner

1. Didn't think of asking. 0
2. Thought about asking , however forgot. 0
3. Did ask , however they didn't provide and you forgot to follow up 0
4. Asked , received 3 random names , you didn't follow up. 0
5. Same as Number 4 , called however no response. 0
6. Same as Number 4 except you received positive response , however those references were either old or simpler & not similar then your project 3
7. You specify asked & received 4 recent references that are similar to your project , followed -up and received positive responses 10
8. Same as Number 7 plus called & received positive response from BBB 15

Licensed (Select 1 of 7) . Deception by contractor or lack of research by homeowner

1. Didn't think of asking. 0
2. Thought about asking , however forgot. 0
3. Didn't ask because their business card or ad stated they were licensed. 1
4. Did ask , however they didn't provide and you forgot to follow-up. 1
5. Asked , they provided license number however you never confirmed 1
6. Asked , received & called Department of Consumer Protection to confirm Home Improvement License . Number corresponds with given name of company . 4
7. All of Number 6 plus request & view their drivers license to confirm name & address matches Home Improvement & drivers license. 5

Insured (Select 1 of 7) . Deception by contractor or lack of research by homeowner

1. Didn't think of asking. 0
2. Thought about asking , however forgot. 0
3. Didn't ask because their business card or ad stated they were insured. 1
4. Did ask however they didn't provide and you forgot to follow - up. 1
5. Asked , they handed you insurance policy , however didn't read or confirm. 1
6. Asked , received & followed up by confirming with insurance company. 4
7. All of Number 6 and requested insurance company that you want to be added as a " Additional insured Party " , entitling you to be immediately notified if insurance policy was ever altered ,expired or cancelled. 5