

- Can you guarantee a completion date for our renovation?
- Do we need a Building Permit for our renovation?
- Do you provide a construction schedule at contract signing so we know what will happen each day throughout our renovation?
- What is your process for communicating with us during construction?
- What is your policy for returning phone calls and e-messages?
- What is your process if we want to make changes during our renovation?
- What is your warranty policy?
- What is your policy for daily clean up and dust control?
- What is your process for handling disputes?
- Do you have Liability Insurance, and if so, what exactly does your Insurance cover? Will you show us a copy of your Liability Insurance?)
- What are 3 things that make your company different from other renovation companies?

## Notes

# Questions to ask before hiring a Renovator



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**If having no delays, no surprises, and no mess during your renovation is important to you, then it is crucial the Renovator you choose is reputable and can prove to you that he or she will honor the promises they make to you in a sales conversation.**

***Here are the kinds of questions to ask a Renovator when you interview him/her:***

- Do you have a valid Building Renovator License? Will you show us a copy?
- What type of renovation projects do you specialize in?
- How long have you been doing renovations?
- Tell us about your company's process for renovations.
- How many renovations similar to ours has your company completed in the past 3 years?
  - How many of these were finished on time?
  - How many of these clients are on your referral list?
  - Can we contact the homeowners of these renovations?

- Can we visit and see some of your past and current renovation projects?
- Does your company take on multiple renovation projects at the same time? If yes, how many at the same time?
- Who will do the design and construction work for our renovation (subcontractors, employees, other)?
- Will a foreman or manager be on site the entire day to open/lock up, lead the construction team, make decisions, etc...?
- What time does your crew start and finish work every day?
- Do you offer Design services? If so, what does your Design service include?
- What happens if your Designer has different tastes than us?
- Can the cost of our renovation change during construction? If so, how and why?
- Who is responsible to purchase, deliver, inspect and warranty all materials used in our renovation?
- At what point can you commit to a construction start date?