

**Homeowner's Guide for Hiring a Professional Remodeler & Builder**  
**Before You Hire Any Contractor**  
**Make Sure They Answer YES to All 37 Questions**

Use These 37 Questions to Make an "Apples to Apples" Comparison of the Companies You Talk To About Your Project.	 360 · 275 · 5702	Company 2	Company 3
<b>History, Reputation and Stability of Contractor:</b>			
Have you been in business for over <b>35 consecutive</b> years under the same company name?	✓		
Does your company have a current general <b>contractor's license</b> ?	✓		
Do you maintain <b>Liability, Commercial Vehicle and Workers Compensation insurance</b> as required by the State of Washington?	✓		
Have your employees been on staff for <b>over 10 years</b> ?	✓		
Have you used the <b>same subcontractors</b> for over 10 years?	✓		
Are you a <b>member of the local Home Builders Association</b> most recognized professional association in the construction industry?	✓		
Do you maintain business accounts with local suppliers and <b>are you in good standing</b> ?	✓		
Do you have a list of at least 15 bank, suppliers and client <b>references</b> we can call?	✓		
Do you have <b>multiple construction and design awards</b> , both regional and national?	✓		
<b>Expertise and Experience:</b>			
Have you <b>successfully completed</b> over 1,000 building projects in the last 30 years?	✓		
Does the owner have <b>over 35 years of experience</b> in the building industry?	✓		
Does your staff have a combined <b>120 years of construction experience</b> ?	✓		
Are your <b>employees required to take industry educational courses</b> to keep up on the latest construction techniques, building codes, and new products/materials?	✓		
Do you have <b>knowledge of</b> , easement, variance, set backs, septic and shoreline policies and restrictions?	✓		
Can you provide structural engineering analysis?	✓		
<b>Service:</b>			
Do you use a Customer Relationship Management program designed to <b>keep the client informed of their projects progress</b> ?	✓		
Do you have a <b>written step-by-step</b> service processes for every major type of work you perform?	✓		

Do you provide the client with <b>interactive information forms</b> to ensure an efficient construction schedule with no property damage or loss?	✓		
Are crew members able to <b>explain building processes and procedures</b> when asked by the client?	✓		
Do you provide a <b>personal material and product shopping and selection day</b> to help the client choose products for their project	✓		
Do your crews have a <b>written</b> daily cleanup procedure?	✓		
<b>Agreements:</b>			
Do you provide a <b>feasibility agreement</b> to ensure the client's project plan is within county, and state building codes	✓		
Do you provide a detailed design agreement that will <b>include a floor plans, elevations, cross sections, and outline of specifications</b> ?	✓		
Do you provide a <b>material selection sheet</b> to eliminate the "allowance" line item and keep the project in the client's budget?	✓		
Do you review construction techniques with designer to <b>ensure construction costs keep the project in the client's budget</b> ?	✓		
Do you provide a <b>detailed line item</b> on the contract's scope of work?	✓		
Is your contract a <b>fix priced</b> contract?	✓		
Does your contract specifically <b>spell out all contingencies</b> regarding the price?	✓		
Do you provide a <b>10-year warranty</b> for projects on all labor and workmanship?	✓		
Do you provide a <b>comprehensive walk through</b> with the client and the end of the project and complete punch list within five (5) business days	✓		
<b>Policies:</b>			
Do you have a firm policy to <b>return all calls by 9 AM</b> the next business day?	✓		
Do you have a firm policy to <b>return all emails within 4 hours</b> ?	✓		
Do your crew members have <b>job site hours policy</b> ?	✓		
Are all of your crew members <b>well groomed</b> and trained to be attentive to domestic and security needs?	✓		
Do you have <b>strict written policies</b> that prohibit the use of alcohol or drugs by your crews?	✓		
Will you provide me with a <b>comprehensive customer satisfaction survey</b> after completion of my project?	✓		
<b>Materials:</b>			
Are you a <b>direct distributor</b> for multiple product lines?	✓		

## **TN Miller Remodeling and Custom Homes Is Proud to Answer **YES** to All 37 Questions and Will Provide You with *Written* Proof of Compliance**

Getting the best value is every consumer's goal. We hope this Guide gives you the information you need to make the best choice when it comes to hiring, evaluating and working with a professional contractor. Before you consider hiring for a construction project – ask them these questions and ask them to provide all the documents to support their answers.

We live by our guide. We know this sets a standard that we can be proud of and that the majority of our competitors can't match. Upon request we will gladly provide you with our proof of compliance.

**NOTE:** An unusually low price usually means the contractor has cut some corners on quality. To insure that you get the best deal – make sure the contractor you hire complies with every question



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