

## 25 Important Questions to ask Before Hiring any Home Renovation Company

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| Question   | Answer |
|--|--------|
| How long have you been in business under the same business name?   |        |
| What is your project estimation process?   |        |
| Is your project price based on time and materials or is it a fixed cost bid?   |        |
| Do you have an accounting department and experts to ensure the project costs are accurate?   |        |
| How detailed are your renovation agreements and what do they cover?  |        |
| Can you describe your planning and permitting process and how it impacts the project timeline?   |        |
| How large a deposit do you require up front before the project begins  |        |
| Do you or we need to hire outsourced design or do you have that talent and expertise in house?   |        |
| Which professional qualifications does your design team hold?  |        |
| How many designs that you have done are actually built and have any won awards?  |        |
| How do you understand the needs, wants, and wishes of the homeowner and translate them into an ideal renovation project that meets all of their needs? |        |
| How will you help me visualize the outcome of my renovation project?   |        |
| What percent of your projects are completed on time and how do you know they did?  |        |
| What percentage of your project comes in on budget as set at the beginning of the project?   |        |

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| How do you define allowances for the purchase of materials in a renovation project and how do you know they are sufficient?  |  |
| How do you guard against accidents on the jobsite?   |  |
| What is your communication process throughout the course of the project?   |  |
| How do you communicate the project schedule and the impact of any changes and unforeseen events?                             |  |
| How do you help set our expectations early on and realign those expectations as issues come up?                              |  |
| What is your change order process and how many change orders are typical during any given project?                           |  |
| Can you describe your planning process to minimize the number of change orders?  |  |
| Do you hold yourself accountable for items you miss in your original bid and can you give me an example of one?              |  |
| Do you schedule weekly meetings during production with the homeowner to discuss the project progress and planned activities? |  |
| Do you have a quality assurance process for workmanship throughout the project and beyond?                                   |  |
| How do you gauge customer satisfaction throughout the project and once it is completed?                                      |  |
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