



Kitchen Classics

KITCHEN AND BATH GALLERY

Your dream kitchen, meticulously crafted and installed.

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Five things to consider when choosing a remodelling contractor

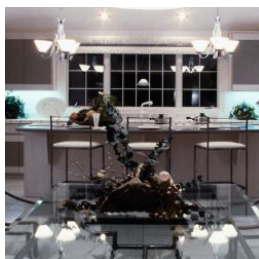
It is not unusual for you to receive estimates on your remodelling project that vary in price substantially. Often we are asked, "How can this be? We thought all of the contractors we interviewed are of the same calibre and ability!" This is when you find out how important it is to clarify whether all of the contracting firms are as equal as you assumed them to be.

Here are some guidelines customers have found useful in making this determination: Qualified contractors should not hesitate to provide the answers to these questions. The answers do not call for the contractor to divulge proprietary information. Put a time limit on your information requests. In other words, now is the time to see which contractor works well under timelines. By getting answers to all of these questions, you should see a pattern develop. Are you comfortable with the pattern?

1. Experience

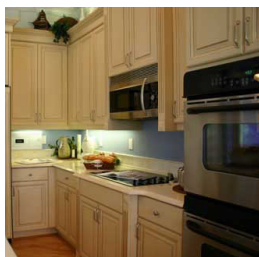
Ask for three references of three projects that are very similar to yours. Contact these references and ask the following:

- Was the work done off a fixed price contract or a cost-plus/time and material contract?
- How did the final price compare to the original estimate?
- Did the scope of the project change much once the job started?
- Could the project have been better planned up front to minimize changes along the way?
- Was the quality and service what you expected? Are the referenced projects in a similar neighbourhood to yours? With similar levels of finishing?



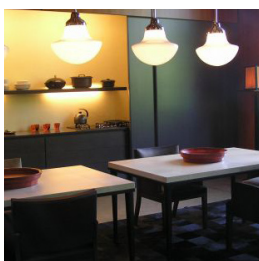
2. Scheduling

- Was the job scheduled from start to finish? How close were they to the scheduled finish date?
- Did any problems arise during the job and if so, how were they handled?



3. Contractor qualifications

- How long has the contractor been in business?
- Do you see any benefit to a contractor having some sort of history of projects and/or servicing projects during the warranty period?
- Is the contractor a member of any trade organizations?



4. How well will the contractor handle your money during the project? Most contractors ask for some money up front. Quality contractors have good working relationships with suppliers and can purchase material on an open account with 30 days to pay. Supplier relationships should match length of time in business to a certain extent.

The following questions should help you check out your contractor's credit worthiness:

- Where does the contractor bank, who is the contractor's bank officer, how long has the contractor banked there?
- Who are three suppliers the contractor buys from?
- How long have they been buying and do they buy on open account?



5. Written Contract

- What does the contract look like? Is it all inclusive? Does it list what is included as well as what is not included?
- How are disputes resolved?
- What is the payment schedule?