

HOW TO SELECT THE RIGHT CONTRACTOR

After calling ARIZONA REGISTRAR OF CONTRACTORS (R.O.C.)

WWW.AZROC.GOV

3838 North Central Avenue, Suite 400

Phoenix, AZ 85012

Phone: 602-542-1525

Toll Free AZ: 888-271-9286

Fax: 602-542-1599

1. **Does the contractor** have a permanent mailing address or showroom to which all communication is directed? A showroom is not necessary but if so, this is a plus.
2. **Does the contractor** have an immediate paging, cell phone or answering system and after-hours answering service? (Extremely important - emergencies or answers needed immediately)
3. **Does the contractor** assign a Designer/Project Manager or Lead Carpenter to your project to act as a go-to person throughout the project's duration?
4. **Does the contractor** maintain a communications reference log at your home as a standard for written communication, change orders, subcontractor's reference, and progress updates?
5. **Does the contractor** schedule daily/weekly meetings with the homeowner to assess the progress of the renovation (make sure to confirm this before you sign on the dotted line)?
6. **Does the contractor** have proof of liability and workers' compensation insurance? Make sure that you retain a copy of these documents during the renovation. It may be wise to ask that these copies be mailed directly from the insurance company itself. Copies can easily be altered.
7. **Does the contractor** have a list of customer references, scattered over a period of time, so that you may assess past and present workmanship, as well as the contractor's call-back response when completed work may need repair or adjustment? When touring current jobsites, make note of the cleanliness of the site and how trash is removed including items such as an on-site toilet.

ONE SPECIAL NOTE: Before visiting an address of a reference, talk to the neighbors first. It seems, almost in every encounter with them, that they **NEVER** forget anything! You may be surprised at issues that may have come up before, during and

after construction. This may be better information than the actual reference may be able or willing to share. Don't be shy, asking questions will save you from a costly mistake.

8. Does the contractor have a list of local supplier references so that you may determine if the contractor maintains a fiscally prudent record of paying bills and has sound credit?