

How-To Choose a Renovation Company

10 Questions to Ask Up-Front

The most important factor in a successful renovation is a trusting working relationship between you and your renovator. The personal aspect of your relationship will grow over time, but here are some key questions you can ask when choosing a renovation company that will help you to establish a baseline of trust from the beginning:

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- 1. How long have you been in business?** In the renovation business, experience is key. Look for a renovator with a proven track record who has also embraced innovation and technology in their products and processes.

 - 2. Are you registered, bonded and insured?** This should be a non-negotiable to protect your investment.

 - 3. What are your accreditations?** Professional associations like NKBA and the Better Business Bureau offer an additional layer of accountability.

 - 4. Do you offer a warranty?** If so, what exactly does that warranty cover and what is excluded? Find out if your renovator offers the exclusive Alberta Renovation Warranty.

 - 5. What's your process?** Make sure your renovator has a proven approach to managing renovations.

 - 6. Who will be my primary contact after design?** Ask to meet the person who will be coordinating the project from design approval through final inspection. This relationship is very important since you'll likely have more communication with your coordinator than any other person involved in the project.

 - 7. Who are your preferred suppliers?** The dependability of third-party suppliers will play an important role in the quality and timeliness of your renovation.

 - 8. What do your customers say about you?** Look at your renovator's reviews on social media outlets like HomeStars and Facebook. You should also ask if your renovator works with a third-party customer satisfaction company like Client Insight to get direct, unfiltered customer feedback. Some renovators will also offer home tours of projects they have completed in the past, giving you real-life exposure to their workmanship.

 - 9. How do you handle quality assurance?** Make sure that detailed inspections (and service follow-ups) are an established part of your renovator's process.

 - 10. What's your approach to service?** Ask for the name of the person who will be your contact for correcting issues that come up during and after your renovation. Also, ask for a clear explanation of what types of service and repairs will be covered under warranty.
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