

# 2017 Consumer Checklist for Hiring a Design Build Contractor

Checking a Contractor's Policies, Procedures and Standards Listed Here Will Protect You from a Home Remodeling Project Filled with Missed Deadlines, Hidden Charges and Faulty Workmanship

*"Construction firms often make unrealistically low bids to get jobs... but they can count on finding plenty of reasons later to jack the price up enough to allow for a profit. When the building is underway, it becomes prohibitively expensive to fire the contractor and start anew. The owner has become a hostage." Wall Street Journal, 12/05/07*

Use These 29 Questions to Make an "Apples to Apples" Comparison of the Companies You Talk to About Your Project.	 586-992-8400 248-788-4950	Other	Other
<b>Reputation and Stability of Contractor:</b>			
Are you <b>licensed</b> by the Michigan Residential Builders and Maintenance & Alteration Contractors Board as a home improvement contractor and will you provide us with your license number?	✓ #2102212521 #2102102301		
Have you been in business for <b>27 consecutive</b> years?	✓		
Do you follow a <b>design-build process</b> to help clients with design ideas, and to enable them to better control the outcome and final cost of their project?	✓		
Will you provide proof that you maintain \$2 million of liability, \$1 million of auto and mandated worker's compensation <b>insurance</b> ?	✓		
Do you <b>require that all of your trade contractors</b> maintain a liability and mandated workers compensation insurance?	✓		
Do you have letters of good standing from your business bank and local suppliers?	✓		
Will you provide me with <b>250 references</b> I can call?	✓		
Have you been named a <b>Best of Houzz</b> contractor, been recognized as a <b>Top 50 remodeler in the US</b> , or received similar recognition from organizations in the building industry?	✓		
Do you hold the <b>Master Builder</b> and the <b>Professional Master Remodeler Designations</b> from the National Association of Home Builders?	✓		
Are you an accredited member of the Better Business Bureau with an <b>outstanding "A" rating</b>	✓		
Are you <b>Certified in Lead Safe Work Practices</b> as <b>required by Federal Law</b> (effective April 10, 2010)?	✓		
Do you provide a <b>complete lien waiver</b> , one of the most important protections for homeowners?	✓		
Have you ever filed for bankruptcy for this or any other company you were an owner of?	No		
Are you currently involved in any litigation related to the services you perform?	No		
<b>Experience &amp; Service:</b>			
Do you have a firm policy to <b>return calls</b> within same day?	✓		

Do you review a <b>19-point pre-construction checklist</b> with each homeowner?	✓		
Do you give your crews tailored instructions for each project?	✓		
Will you provide, in writing, approximate <b>start and completion dates</b> for my project and complete schedule of work?	✓		
Do you provide access to an online <b>schedule</b> for my project?	✓		
Do you have <b>strict written policies</b> that prohibit the use of alcohol or drugs by your crews?	✓		
<b>Essential Requirements for Every Project Contract:</b>			
Will you provide a written contract with detailed specifications and a <b>price guarantee for the work specified</b> ?	✓		
Do you provide scaled drawings of the work to be done?	✓		
Do you specify materials by brand and model?	✓		
Do you provide an easy to understand payment schedule based on project benchmarks?	✓		
<b>Follow Up and Follow Through</b>			
Do you provide a <b>1-year warranty</b> on all labor and materials?	✓		
Have you ever fixed a "problem" out of warranty?	✓		
Do you complete a <b>comprehensive walk-through</b> with the homeowner at the completion of the project?	✓		
Will you provide me with a <b>comprehensive customer satisfaction survey</b> from a third party at the conclusion of my project?	✓		

**Lincorp/Borchert is proud to meet the standards set in this Consumer Guide and will provide you with written proof of compliance**

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

We know this checklist sets a standard that we can be proud of and that few of our competitors can match. We will gladly provide you with written proof that we meet these standards



Showroom - 58459 Van Dyke ♦ Washington, Michigan 48094  
Office - 7290 Carlyle Crossing West Bloomfield Twp, MI 48322  
Telephone: 586-992-8400  
Telephone: 248-788-4950



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Builders License Michigan #2102102301