



Twenty Questions To Ask Your Contractor

1. How long have you been in business?
2. Do you have complaints filed against you with the BBB?
3. What documentation do you have that proves you are qualified?
4. Do you require an advance deposit on all jobs
5. What experience or proof do you have that you can do (whatever painting project I need done)?
6. How many times have you done (a painting project like mine) before?
7. What guarantee do you have that you will show up on time?
8. Do I get a written quote and how is it calculated?
9. What is your employee screening process before hiring (or if working with an individual, check his or her background)?
10. Do you have policies for how you or your employees will conduct themselves in my home? If so, what are they?
11. How will I contact my estimator or foreman before and during the job?
12. What steps do you take to communicate with me before, during and after my project?
13. Will you come back at no charge and fix any problems with your work that show up after you leave? For how long?
14. How long will it be before you can start work on my project?
15. What guarantees do you have in writing?
16. Do you have a current business license and/or contractor license (if your local government laws require it)?
17. Do you have proof of insurance?
18. Do you have letters of reference from your bank and suppliers to show that bills are paid and that you are in good financial standing?
19. Do you have letters of reference from past customers that I can contact?
20. Do you have a written safety program and follow safe work practices?