



PHX HOME
REMODELING

Contractor Scorecard

Helping Homeowners Easily Navigate Through
Analyzing Remodel Companies, To Avoid The
Common Contractor Nightmares

Simply score the contractors on these 12 items. You can add their names to the right and score them

3 Contractor Names

Pts	Criteria			
10	Licensed, Bonded, Insured, And Workers Compensation			
10	Project Management Software Specific To Remodeling			
10	Pricing Software And Estimator			
10	Dedicated Project Manager			
10	Dedicated Designer			
10	Visibly Good Process			
10	Contractor Reviews			
10	Contractor References			
5	Contractor's Website			
5	The In-Person Home Visit			
5	Large Air Filters To Reduce Dust And Harmful Contaminants			
5	Financially Secure			
Total Points out of 100				

* After adding the total of what you have, grade them and decide if you want to work with an "A" Contractor or "B" Contractor.

Grade Scale
 A = 90 - 100pts
 B = 80 - 89pts
 C = 70 - 79pts

Review the next pages to see why you need to ask these questions and score the contractors

10 POINTS

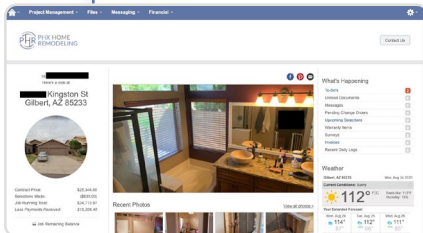
Licensed, Bonded, Insured, AND Workers Compensation



- Most homeowners know it is vital to use a contractor that is licensed, bonded, and insured, so it only gets 10 points for this scorecard.
- One of the largest problems with using an unlicensed contractor is there's very little recourse you or the [ROC \(Registrar of Contractors\)](#) can take. If they are not licensed, the ROC doesn't have a license to suspend or revoke. There is very little recourse a homeowner has when an unlicensed remodeler walks away from a project or won't fix their problems.
- Many homeowners don't realize along with asking to see their general liability insurance of \$1 million, they also need to ask to see their proof of workers' compensation. It is illegal not to have workers comp on employees, even if they have just one employee.
- Workers' compensation is a separate type of insurance where it covers the employee that gets hurt on the job. If you choose a remodeling company that doesn't have Workers' Comp on all their employees, and someone gets hurt on the job at your home, you are liable, not just the contractor. That means you could be dealing with a lawsuit, a huge homeowner's insurance claim (if they don't reject it), or hospital bills for that employee.

10 POINTS

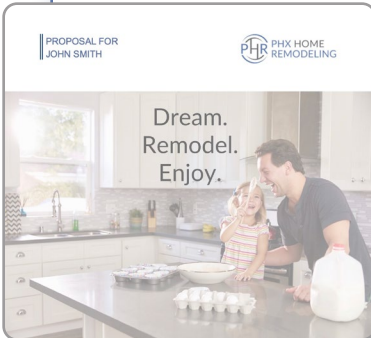
Project Management Software Specific To Remodeling



- If a contractor does not use project management software specific to remodeling, such as BuilderTrend, BuildTools, or CoConstruct you want to remove them from your list.
- The benefit of this software is that every detail right from the start is documented. This includes homeowner questions, comments, and pictures. Communication is fast & easy which ensures everyone is kept in the loop. All of the financial items are also inside the software creating transparency and a less stressful experience.
- A contractor not using construction project management software will create mistakes, such as neglecting to order things on time and making errors that they end up charging you for. This is one of the main reasons contractors increase the price once the project starts.
- The second question you have to ask the contractor is "what parts of the software do they use and what parts will you as the homeowner be able to see?"

10 POINTS

Pricing Software And Estimator



- If they don't use pricing software you want to take them out of consideration or be prepared to spend an additional 20-70%
- Contractors who don't use pricing software and an estimator have to charge the homeowner more to cover the mistake of underestimating. This is why you hear about contractors walking off the job when the homeowner refuses to pay the contractor more than originally agreed.
- We use pricing software along with our in-house estimator which allows us to provide precise pricing. You will be ensured that our competitive cost is the real deal.
- Ask your contractor how they calculate your estimate. If they use an excel sheet or just jot it down on paper you're likely to have many issues including the price drastically increasing throughout the project.

10 POINTS

Dedicated Project Manager



- You should get a dedicated Project Manager. If not, you'll probably have to communicate with a person who handles a variety of things such as, finances, managing employees, coordinating trade partners, marketing, project management, bidding new projects, material purchasing, calling new prospective clients, and a dozen other tasks.
- You don't want to compete for their attention when you have questions, concerns, or pressing issues.
- You should expect to have a knowledgeable point person that you have direct access to when you need things. Communication is vital when you have someone doing construction inside your home.

10 POINTS

Dedicated Designer



- A designer does so much to help the homeowner and the contractor. The designer helps the homeowner envision their design style, choose their design items, assist in selecting materials that will save on costs, and ensure the layout, color, and design are exactly how you want it before starting the construction.
- This facilitates a much smoother process during construction and ensures what you envision is attained in the end result.
- The Designer is like having a personal concierge who will bring samples to your home, upload options into your homeowner portal to help make decisions, help validate your design ideas, and create the final design renderings to your specifications.

10 POINTS

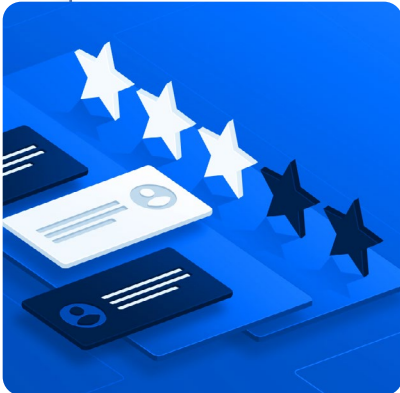
Visibly Good Process



- **If there were room for more points, this would get 15-20 points! It's extremely vital!**
- Does the contractor require an initial phone call to see if you are a good fit for each other and for the project you have in mind? If not, they just show up at homes without that information, and waste their time and yours. If they don't value their time, they will not value your time or money.
- Can you tell if they have a defined process by the time you get to the proposal? If they do not, imagine the chaos you could have once they are in your home.
- Require all items purchased and checked before starting construction. It is important that items are approved and purchased prior to starting the project. Even when this is done, things can still go wrong but if you aren't doing this, you are asking for stressful problems before you start. (Ex. shipping delays, damage, unwanted changes, project prolonged weeks if not months).

10 POINTS

Contractor Reviews



- 20+ total reviews on 3rd party websites - otherwise they might be a new company or the few reviews they have could be friends, family, etc.
- Since construction is one of the most chaotic business models, a 4.5-star rating is good, but closer to 5.0 is ideal, yet hard to find in a contractor.
- Look to see if the reviews mention:
 - Sticking to their timelines
 - Sticking to budget
 - Good communication and homeowner informed every step of the way
 - Respecting the homeowner, the house and family, and keeping the home as clean as possible
 - Personable and easy to work with

10 POINTS

Contractor References



- Do they provide references at the time of the proposal like they are supposed to? If not, that could be a red flag.
- Talk is cheap. A good remodeling company will be able to provide referrals from past clients to back up their claims.
- When you have their contactable references, here are questions you want to ask them:
 - What type of project did the remodeling company complete for you?
 - Did they keep the area clean?
 - Did they use large dust filters?
 - Were they easy to work with?
 - How was their communication?
 - Were they good about responding to you quickly?
 - Was the project finished within the projected time?
 - Did they add costs to your bottom line? (not including additional work requested or unexpected issues they could not have known about until the demolition was completed)

5 POINTS

Contractor's Website



- Do they offer educational resources to help homeowners navigate through the process?
- Remodeling is not an easy process especially when you consider having someone in your home for weeks if not months depending on the scope of projects.
- Homeowners don't remodel often and can't be expected to know the process, pitfalls to avoid, pricing, terminology, and many other things. Any way the contractor can make this easier on folks, the better.
- A great contractor knows your goals are the priority in having a successful project, but they are the professionals and your partners who need to help you with the sometimes challenging process...Don't accept "whatever you want" as an acceptable response. A good contractor should work with you not just for you.

5 POINTS

The In-Person Home Visit



- Were they professional?
- Did they care about what you want to accomplish?
- Were they helpful and excited to provide ideas?
- Did they try to hard-sell you?

5 POINTS

Large Air Filters To Reduce Dust And Harmful Contaminants



- Remodeling dust can contain lead, silica mold spores, and insect dander that you don't want to contaminate your home. These dust particles settle on curtains, furniture, in air ducts, and many other places. This can be a serious health risk to a homeowner and their family.
- Another reason to ask - if they don't use air filters, it is a concern for their employees since they breathe it in all day. You should expect your contractor to take care of their employees' safety, just as they should care for your home and family.
- Good contractors invest in their business, it's people and their equipment. If they are willing to cut corners on safety...what else are they willing to cut corners on?
- We use the industry's best residential filters called BuildClean Air Filters.

5 POINTS

Financially Secure



- In the construction industry, it is more vital than most other industries that the business you choose is financially secure.
- You want a financially reliable company to be there from start to finish on your project and for future years to come.
- It is well known that many construction companies barely get by. There is a law that prohibits the use of clients' funds for another clients' project, as it can impact homeowners disastrously.
- Since our inception, PHR has never had any debts; not on vehicles, or equipment. Jeremy, one of the principle owners, has degrees in finance and also owns and operates a personal finance & credit education company. Rest assured Phoenix Home Remodeling will be here for the long term to complete your project, protect your investment, and be ready for you and your family's next project.

Homeowner Resources

We spent a lot of time compiling and writing the most important things to ask contractors, how to analyze contractors, pitfalls to avoid, educational resources, and much more. Here are the top resources you will want to spend time reviewing to ensure you do not go through the common contractor nightmares.

Questions For Contractors

See why contractors have the 2nd most consumer complaints & how to avoid being one of the statistics.

<https://phxhomeremodeling.com/questions-to-ask-a-home-remodel-contractor/>

Avoiding The Wrong contractor

Most homeowners don't think it will happen to them but unfortunately it does. Find out how to prevent it

<https://phxhomeremodeling.com/how-to-avoid-choosing-the-wrong-contractor/>

Vital Software A Contractor Must Use

If the contractor you are considering doesn't use this software, you will want to remove them from consideration.

<https://phxhomeremodeling.com/vital-software-for-remodel-contractors/>

Remodel FAQ From Homeowners

Homeowners have a lot of questions because of how complex remodeling can be.

<https://phxhomeremodeling.com/faq/>

Remodel Cost Calculators

Remodel costs often surprise homeowners. Use our online calculator to evaluate remodel price options.

<https://phxhomeremodeling.com/remodeling-costs/>

Remodel Financing Options

There are a lot of options for remodel financing. This list provides the pros & cons of each option.

<https://phxhomeremodeling.com/financing/>

Free Remodel Webinar

Remodel webinar on current design trends, what to avoid, and which type of contractor is best for you.

<https://phxhomeremodeling.com/webinar/>

Shower Remodel Process

Showers are the riskiest interior remodel, & the costliest. Learn how to avoid these risks.

<https://phxhomeremodeling.com/shower-remodel-process/>

Flooring Buying Guide

We provide the pros & cons of all your main flooring options to figure out which flooring material is best for your needs.

<https://phxhomeremodeling.com/flooring-buying-guide/>

Homeowners Cabinet Guide

Cabinets can be complicated and it is easy to be fooled by subpar cabinets that you will not be happy with later on.

<https://phxhomeremodeling.com/homeowners-cabinet-guide/>

Letter from Jeremy the Co-Owner

If you're like many of our past clients, you are unhappy with some aspect of your home's interior but worried about the stress a remodel can cause. We feel your pain and we don't just care about the remodel, we care about you and your experience.

Everyone wants and deserves to feel great about their home and enjoy sharing it with friends, family, & neighbors.

We know the stress of trying to pick a remodeling company and the tremendous headaches many contractors can inflict due to being unorganized, show up late, change the price, do subpar work, and make a mess of your home.

Phoenix Home Remodeling handles all of the planning, tear down, construction & clean up services with precision and professionalism which allows you to focus on the important things in life.

- We have an "A+" rating with the BBB
- You get a dedicated Project Manager from start to finish
- We provide a 2 year guarantee on all products and labor
- There are dozens of 5 star reviews from our clients on 3rd party websites

You Can Avoid The Stress Many Contractors Inflict Like:

- Bait & switch on their price
- Having to constantly chase them down
- Leaving projects incomplete
- Shoddy workmanship without a guarantee
- Make a mess of your house
- Damaging your home and not repairing it
- Not being licensed, insured AND bonded which puts the risk on you (One example: hospital bills costing you tens of thousands of dollars)

Everyone deserves to feel great about their home and enjoy the new dream space with friends, family and neighbors... without contractor issues!

Cheers,
Jeremy Maher
PhxHomeRemodeling.com

