

## You may not be getting what you want if...

- You can't verify a contractor's name, address, telephone number, or credentials.
- You can't verify that the contractor is licensed, insured, and/or bonded where required.
- The contractor doesn't comply with a request for references or if references include reservations about the contractor's work.
- The company or salesperson says your home will be used for advertising purposes and that you will be given a special low price, or that the price is available only if you sign the contract today.
- The salesperson tries to pressure you into signing a contract by using scare tactics, intimidation, or threats.
- The contractor asks you to obtain permits — a good indication that the contractor is unlicensed.
- You are asked to pay for the entire job in advance, or to pay cash to a salesperson instead of by check or money order to the contractor.



# NARI<sup>®</sup>

NATIONAL ASSOCIATION OF  
THE REMODELING INDUSTRY  
N A R I - B I E  
C H A P T E R

## Building Industries Exchange

Serving Montgomery, Berks &  
Chester Counties Since 1952  
*"A Higher Standard"*

Phone: 610-323-1700

Email: [info@nari-bie.org](mailto:info@nari-bie.org)

[NARI-BIE.org](http://NARI-BIE.org)

**For tips, advice & events:**



[Building Industries Exchange](http://BuildingIndustriesExchange)



[@NARI\\_BIE](https://twitter.com/NARI_BIE)

SERVING MONTGOMERY, BERKS &  
CHESTER COUNTIES SINCE 1952.

# Avoid Home Improvement Headaches!

A Research Guide for Home Owners



NARI-BIE  
Building Industries Exchange  
[NARI-BIE.org](http://NARI-BIE.org)

## Don't get nailed by an unscrupulous contractor.

Before you hire a contractor or sign a contract for home repair, the Building Industries Exchange (NARI-BIE) advises:

- Home improvement and repair projects have provided scam artists opportunities to make money from other's loss and suffering!
- Don't rush into the repairs, no matter how badly they are needed!
- Don't hire the first contractor who comes along.
- Don't be victimized by someone making a door to door presentation, offering to do the repair jobs or home improvement on-the-spot, and requiring a cash deposit. An enterprising contractor may take the door-to-door sales approach. However, even on the smallest job, you must get proof that the person you are dealing with is reputable in the trade for which you expect to have the work done. Get a written contract that contains all the details of the job to be performed.
- Ask to see identification. If the person says he or she is representing a contractor, then call the contractor and find out if the
- Get at least 3 bids and ask for references of work the contractor has completed in the local area.
- Contact the people provided as references by the bidding contractor and ask questions that will help you decide whether the contractor you are considering hiring will satisfy your needs. This takes time, but saves money in the long run.
- Don't pay cash, don't let the payments get ahead of the work completed, and don't pay the full cost of the job upfront.
- Require a written contract and don't sign until you fully understand the terms. Remember, if it's in the contract, you can expect to have it done. If it's not there, even with an oral promise, you may not get what you think you are paying for.

**Deal with NARI-BIE Member contractors. Consumers have very little, if any recourse against unscrupulous contractors.**

*PA Attorney General's Home Improvement Registration hotline is 1-888-520-6680*

## Avoid Home Improvement Headaches!

### *Ask the Right Questions BEFORE You Build!*

If you are considering remodeling, adding a room addition, or any kind of home project, NARI-BIE offers you these helpful hints for avoiding unnecessary problems:

- Plan ahead and know what it is you want done before contacting a contractor or architect. Consider your budget, the possibility of short-term disruption to your living environment, and the time frame in which you want the improvements completed. Beware of "door-to-door" solicitors trying to sell you something you don't want or need.
- Be sure your contractor obtains the necessary building permits from your local jurisdiction. The permit will insure that your project is inspected by qualified building personnel; they will verify that your project is built to current building codes - this is for your safety and protection.
- Once your approved plans are drawn, consider bringing them in to NARI-BIE for competitive bids by our members. (This process usually takes about a month - It insures that you will receive low bids that have been properly evaluated by contractors, subs, and suppliers.)
- When selecting a contractor or subcontractor, make sure you ask for references.