

An elderly couple is standing in a modern kitchen. The woman, on the left, has short white hair and is wearing a black top and a blue necklace. The man, on the right, has grey hair and glasses and is wearing a green sweatshirt. They are both holding blue and white patterned mugs. The kitchen features white cabinets, a grey subway tile backsplash, and a white marble countertop. Two pendant lights hang above the counter. A stainless steel dishwasher is visible under the counter. A small sign on the counter reads "GET THE TRUTH".

**GET THE
TRUTH.**

**THE MOST CRITICAL QUESTIONS TO ASK
WHEN EVALUATING A
HOME RENOVATION COMPANY**





1) What is your company's history? How long have you been in business for? And do you specialize in certain types of construction?

When you're first getting into the process of hiring a contractor, you'll want to dig deep to get an idea of their business history. Do your upfront research to make sure you have a good sense of their reputation, and what they specialize in. Don't just pick the first option that comes up in Google!

2) Has there ever been a time that you've not paid your vendors or subtrades? Has there ever been a lien put on one of your clients properties? Have you ever been to court or arbitration with a client?

This by far is one of the MOST important questions, because it's definitely not something a company would share in their marketing materials, therefore it's critical that you dig deep to get the truth out of them. While it can be an uncomfortable topic to address, it's so important that you know their business ethics, how they treat their subtrades and what their client history looks like. Any redflags here should be an immediate sign that this isn't the company to work with.





3) Will there be a clear scope of work before we start on construction and what other legal documentation will be provided before the project starts?

You've heard of those horror stories about people who have paid thousands of dollars to contractors who all of a sudden disappear with the money? This is usually why. Without a clear scope of work, and legal terms and conditions the contractor has no legal obligation to do anything they promise. Please ALWAYS ensure this is provided by the contractor, and if they refuse, move on!

4) When will I know how much this is going to cost? Will it be before or after construction starts? Or at the end?

This should be tied in with the scope of work and terms and conditions. You should have a very clear understanding upfront of what the costs will be before you begin the project.

5) Will there be a written schedule with a clear start and end date?

Without a properly defined schedule, and documentation your project might go from being a dream come true to a disaster. Make sure to confirm that the company will provide this up front, before any work begins. This will allow you to track progress and everyone can stay on the same page.





6) How often do you get the job done on time? If projects are delayed what is usually the reason?

Are they always on time? Sometimes? Never? Make sure to check their client reviews on Google to see what past clients have said about this as well. Ultimately, you want to work with a company that consistently meets their deadlines.

7) Who will be managing the design and construction part of the project?

You'll want to know who your dedicated 'team' is for your renovation. The company should be able to explain who will be handling what parts of the project and ideally, you should meet these individuals well before construction starts!

8) Has a client ever asked you to fix something that was not to their standard?

Chances are if they say NO here then that's probably not the truth. With any home renovation project there will always be small adjustments made in order to ensure the client is completely satisfied with the end result. And if they have refused to fix something you'll want to know what the reason behind that was.



BONUS QUESTIONS TO ASK.

Do you have the proper licenses to conduct business in our area?

Cities, provinces and countries all have different requirements on whether contractors must obtain a license. You'll want to make sure that the contractor your speaking with has gone through all of the necessary channels to obtain any required certifications specific to their field of expertise. They should be able to show you these credentials up front.

Will we need permits for our project, such as a building, electrical, plumbing and gas permits?

If they say no, you personally might want to check with the authorities in your area. Many people will say that you don't need permits, when in reality you do. The building authorities such as your municipality, town, and the city often have information regarding renovating in your area and specifically about your property. It may be worth it to visit their website or drop in to discuss what is involved with renovating in your area.

What steps will you take to ensure my home is protected during the renovation process? And how can I continue to live in my home while the renovation takes place?

They should be able to address this with a series of solutions to give you peace of mind. Necessary steps and precautions should be taken to keep your home from being damaged, and to allow you to keep living in your home and retain a sense of normalcy . They should use tarps to seal off other rooms of the house, move furniture away from where the renovation is taking place in the home, and make sure all trades wear proper footwear and do not cause any damage to your property. A good home renovation company will treat your house with respect, and in a manner that makes you feel comfortable and confident throughout the renovation.



A TEAM YOU CAN **TRUST.**



DEAN MITCHELL
TEAM LEAD

Dean takes a hands-on approach, directing projects and working with clients; always with the goal of being the best service company in the home renovation industry.



CALVIN MITCHELL
PROJECT CONSULTANT

Caring for their customers has always been of primary importance to him, and ensuring that their desires for their home renovation are fulfilled.



CAMERON ZAINALI
LEAD DESIGNER

Cameron's goal at Canadian Renovations is to help homeowners realize the potential in their homes and create their dream space through deep design expertise.



A TEAM YOU CAN **TRUST.**



ROSS HOOD

DRAFTING TECHNICIAN

Ross has been involved in the architectural design and drafting business for over 50 years.



CORLEY BANKS

PROJECT MANAGER

Corley focusses on keeping all clients renovation on track. Her focus from beginning to end ensures projects are completed to the customer's satisfaction, on time and on budget.



YOGESH GOUNDAR

CARPENTER

A custom cabinetry maker and millworker, Yogesh brings a professionalism, artistry and passion to every project he takes on for Canadian Renovations' clients.



NOTES

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READY TO CHAT?

**We're happy to set up a free home consultation for you,
and answer all of these questions too!**

Call (604) 809-0127 or Email Dean@CanadianRenovations.com