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## Call References and Ask...©

*Most anyone is going to provide references they know will say positive things about them. By using this questionnaire for references, you will be able to gain a more in-depth look at their experience with a Contractor, beyond whether they liked the finished project. The best references are from customers who have had similar projects completed to the one you are exploring.*

What type of project was done in your home? \_\_\_\_\_

What was the approximate cost? \$\_\_\_\_\_

What were one or two deciding factors which made you choose this particular contractor?  
 \_\_\_\_\_

QUESTION	Yes	No
Is the Contractor related to you?		
Did the contractor offer ideas, designs and innovative suggestions for the project which fit your budget parameters?		
Were the contractor, crew and/or subcontractors polite and courteous to you and your family?		
Did the contractor, crew and subcontractors treat your family, property and pets with appropriate respect?		
What the job completed in a timely manner? - If not, was it due to an unforeseen material delay or change made by you? - Was the Contractor in touch with you regarding any delays?		
Once the job was started, was someone there daily (Monday-Friday) until it was completed? - If not, was it due to an unforeseen material delay or change made by you? - Was the Contractor in touch with you regarding any scheduling changes?		
Were the job site and surrounding areas left as clean and neat as possible at the end of each day?		
Were you comfortable having the crew in your home while you were there?		
Were you comfortable leaving the crew alone in your home?		
Were any changes you made done willingly?		
Were there any major problems during the duration of your project?		
Was the Contractor responsive in a timely manner when you had questions or concerns?		
If you had a complaint, major or minor, during the project, was it handled willingly and to your satisfaction?		
Were all the terms of your contract met fully?		
Was the price in your contract the same as what you were charged? - If not, was it because you made changes or selected more expensive products that were specified or more than the specified allowance?		
Most importantly, would you hire them again? - Why/why not?		

NOTES: \_\_\_\_\_

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