



NARI is your blueprint for remodeling success.

Competence | Professionalism | Highest Ethical Standards

Our core values have not changed throughout our existence; they have only strengthened. NARIGC has always been an organization of high-quality remodeling industry professionals in the Greater Chicagoland area. Our members are committed to integrity, high standards, professional education and market recognition.

Not all remodelers are created equal: NARIGC remodelers believe in "Remodeling Done Right" and are experienced, trusted, qualified, ethical and dependable business owners who will get your project done the right way—obtaining the proper permits, carrying the proper insurances, following the local codes and designing innovative solutions to renovate your home.

When you work with a NARIGC Professional, you are working with a full-time, dedicated remodeling professional who has experience and voluntarily adheres to NARI's strict Code of Ethics and Standards of Practice. NARIGC's screening process offers this assurance. NARIGC members: include professional remodeling contractors, product manufacturers, distributors, wholesalers, trade publications, utilities and lending institutions that have been in business for a minimum of one year.

- carry all licensing and insurances required by the state.
- hold themselves to the highest industry standards in terms of ethics and business operations, knowledge, reputation, and quality of production.
- have access to the latest information in the industry through publications, educational programs, educational seminars and conferences.
- committed to enhancing the professionalism of the remodeling industry and serving as an ally to you, the homeowner.

NARI'S Code of Ethics

Each member of the National Association of the Remodeling Industry is pledged to observe high standards of honesty, integrity and responsibility in the conduct of business by:

1. Promoting in good faith only those products and services which are known to be functionally and economically sound, and which are known to be consistent with objective standards of health and safety;
2. Making all advertising and sales promotion factually accurate, avoiding those practices which tend to mislead or deceive the customer.
3. Writing all contracts and warranties such that they comply with federal, state, and local laws.
4. Promptly acknowledging and taking appropriate action on all customer complaints.
5. Refraining from any act intended to restrain trade or suppress competition.
6. Obtaining and retaining insurance as required by federal, state, and local authorities.
7. Obtaining and retaining licensing and/or registration as required by federal, state, and local authorities.
8. Taking appropriate action to preserve the health and safety of employees, trade contractors, and clients.

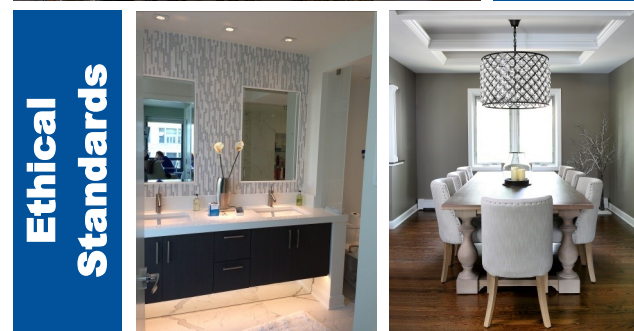
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Selecting the *Right* Contractor



Competence



Ethical Standards

Professionalism



Education & Certification

Don't even think of remodeling without reading this **FIRST!**

SELECTING THE RIGHT CONTRACTOR



Making the correct choice here will make or break your project. The time you take here will provide you a great return on your investment. Here are some things to consider when selecting a contractor:

- **Local:** Find a contractor with an established business in your area. Local contractors can be checked out through past customers. Also, as tax paying members of your community, they are compelled to perform satisfactory work for local homeowners in order for their business to survive. Check to see if your municipality requires a license, and if so, verify the contractor you are considering has one.
- **Verifiable:** It's not a bad idea to check with the local office of Consumer Affairs or even the Better Business Bureau to see if there is an adverse record on file. Doing a bit of homework here can really pay off.
- **References:** References are tricky. Always get as many as you feel you need to check out the contractor. And references don't do any good unless you call them. Don't only ask about the finished product, find out how the experience was. You may even want to ask to check out the project in person.
- **Interview:** The lowest bidder isn't always the best deal. Ask a contractor why his bid is lower or higher than others you've received. Chances are, the projects aren't all the same. Are critical details missing from a low bidder's proposal? Often, the extra investment in better materials and superior service are really the best value!
- **NARI:** Looking for a local member of NARIGC makes a lot of sense. Our members work by our motto: "Remodeling Done Right"!

WHO'S RIGHT FOR YOU?

Depending on your needs and the size and scope of your remodeling project, who is a good fit?

- **Architect / Designer:** Major remodeling projects require construction drawings for the purposes of defining the contract and as needed for permits. In cases where your professional remodeler does not provide architectural or design services, you may wish to seek the assistance of an architect or designer. Often, your remodeling contractor can recommend qualified professionals to you. It is important to find an architect or designer that is experienced with remodeling and not just new construction.
- **Contractor:** Many projects won't require the services of an architect or designer. Work such as roofing, siding, windows or decks are best handled by an experienced contractor whose knowledge of the materials and methods will be a valuable asset. Even though a job may be small, it's important to deal with a professional. All projects need planning, attention to details, and quality craftsmanship.
- **Design / Build Contractor:** Design / Build is a concept developed to benefit the homeowner by providing both design and construction services within the same contracting company. Some advantages include the fact that the same people designing the project are the ones estimating it, so working within a budget can be easier. It also reduces chances for communication errors because a third party isn't involved. Specifications come directly from the contractor who will ultimately build the project. Design / Build contractors may or may not employ architects directly on staff.

**FIND YOUR NARIGC Pro
TODAY AT:
WWW.NARICHICAGO.ORG**

What Should Be in a Contract?

Your remodeling project starts with a contract. Making sure you and your contractor are on the same page is critical to a successful project. Here are some pointers on what to look for:

- **Details:** There is no substitution for details. Make certain the contractor has spelled out what they will and won't do. How will your personal possessions be cared for? How will the job site be cleaned on a daily basis? How many light fixtures are being installed and where?
- **Materials:** Either the materials and fixtures to be used should be spelled out in your agreement or the contractor should include clear allowances for these items.
- **Finances:** Obviously, how much should be very clear. But make sure not only how much is spelled out, but how much - when. The payment schedule and even the cancellation policy should be part of every well written contract.
- **Codes:** Be sure your contract with a professional remodeler spells out any code or permit issues, how they are to be dealt with, and what fees might be involved regarding permits or other municipal costs. Remember, a contractor who advises you to avoid permits may not be someone you want to work with.
- **Signatures:** Before you put your signature to a remodeling contract, make sure it's complete, or don't sign it. Are you getting what you want? Do you have a copy of the agreement? Are you confused about anything in the contract? Is something written in such a way that it could be misunderstood down the road? The contract is for the benefit of all parties, take the time to make sure it's correct.

The measure of a great remodeler.



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