
Questions to Ask References

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Here is a list of questions you might want to consider asking a prospective remodeler's past clients. Ask them all or select the ones you feel are most important to you.

Also see our [Questions to Ask Prospective Remodelers](#) and [Establishing Your Remodeling Priorities](#).

- What was the nature of the project the remodeler did for them?
- When was it done?
- Was it their first time remodeling?
- If not, how did this project compare to others they were involved with?
- Do they have any relationship to the remodeler other than as homeowner/remodeler?
- Was the project completed on time? Was the project completed on budget?
- Did the field crew and any subcontractors keep the work area and your home as neat and clean as you thought they should have?
- How would they rate their satisfaction with the remodeler? Their staff? Their subcontractors? The way they resolved problems?
- How satisfied were they with the results?
- Were there any additional costs after the final contract price was established? Were they approved in advance or surprises? Did the homeowner feel they were fair?
- Were there any surprises during the project? If so, what were they and how were they handled?
- Was the work as good as they represented it would be?
- Was it easy to work with the crew, management and accounting?
- Was communicating with the field and office staff easy or difficult? If so in what ways?
- Were you kept informed about the schedule and what was going to happen when?
- Would they use the remodeler again?
- Would they recommend the remodeler to their best friends?
- Have they sent others to the remodeler and were they happy with the results?