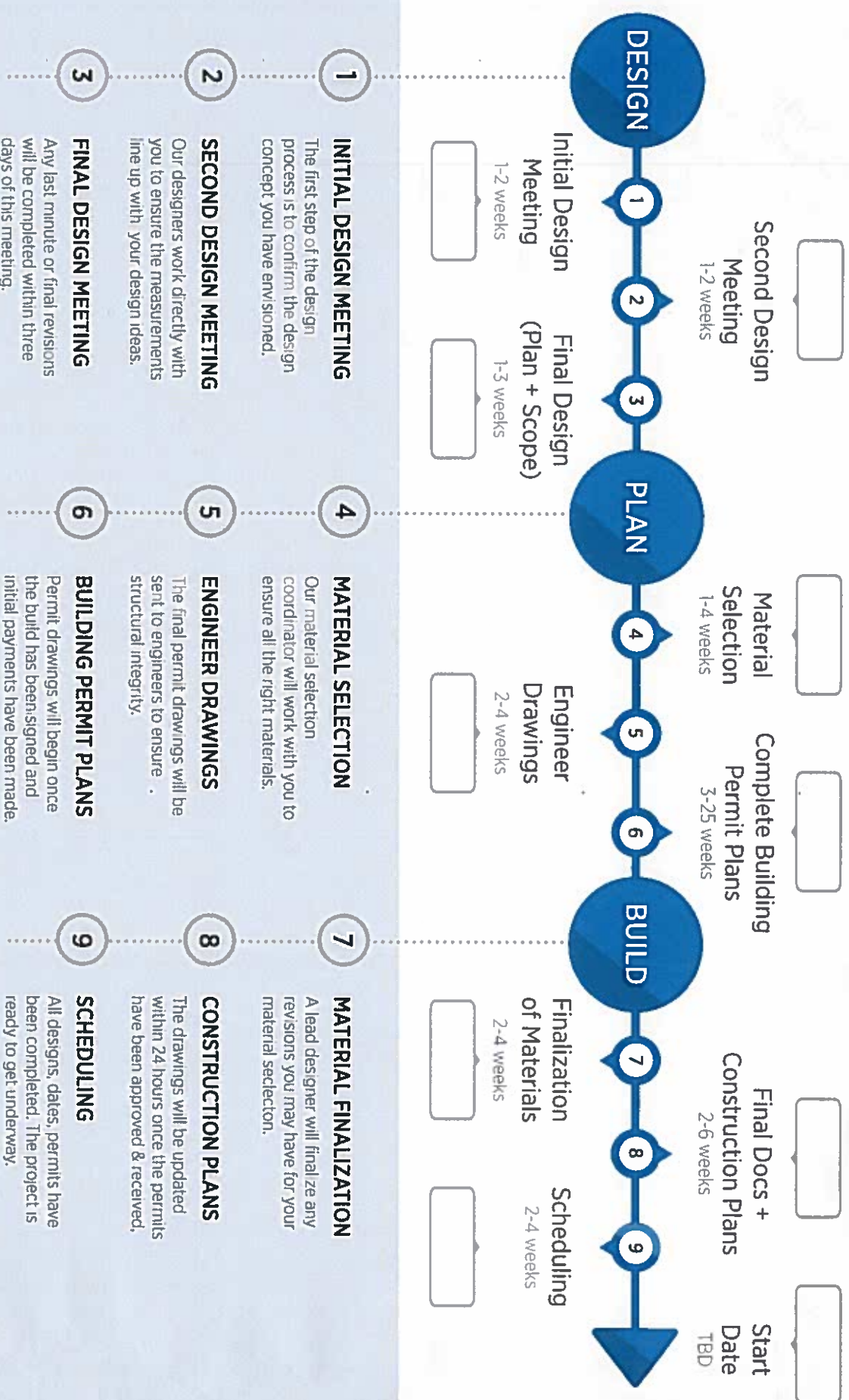




MASTER BUILDER TIMELINE



- design magazines
- online platforms
- editorials

Social

↳ 1 hour / day

Homes on Homes Magazine

HOW TO CHOOSE THE RIGHT CONTRACTOR IN 3 EASY STEPS

The excitement of home renovation can easily be demolished if you have a bad contractor. Don't let it happen to you. Use this guide and find the right general contractor for your project.

1. DO YOUR RESEARCH

Word of mouth is the best advertisement a company can get and a customer can trust. Here are some reliable sources you can rely on:

- Your network - friends, family, neighbours and coworkers
- Your home insurance company
- Local suppliers - They know who buys high quality materials and pay their bills on time
- Building inspectors
- Review websites like Better Business Bureau, Home Stars, Houzz.com

Tip: Do phone interviews to trim down your list, choose 3 or 4 potential contractors

2. EVALUATE THE COMPANIES

Request meetings from at least 3 companies and consider:

- What services do they offer?
- What accreditations do they have?
- Do they have a BBB rating of 'A' or higher?
- Do they have positive Homestars reviews?
- Do they have in-house design centre?
- Do they have in-house architectural technicians?
- Do they have a dedicated project managers?
- Do they have fixed pricing?
- Do they offer financing options?
- Do they offer a 2 year warranty?

Tip: Get sample materials from the contractors to check the quality

3. PROJECT WALKTHROUGH

Request a walkthrough of a current project this contractor is working on. This will give you good insight on the management, quality and cleanliness of your upcoming job.

By completing these 3 steps to choosing the right contractor, you can be assured that you're in good hands!



Trust Your Gut Instinct

Did you have a pleasant overall experience speaking with the contractor?

- Did you communicate easily?
- Did you get along?
- Did they listen carefully and understand your desire as well as concern?
- Did they seem interested in your project?
- Did they answer questions directly?
- Did they respond to email and phone calls quickly?
- Does the bid match your budget?

However, keep in mind the lowest bid is not always the cheapest.

WHY CHOOSE A FULL SERVICE DESIGN & BUILD CONTRACTOR



COMPETITOR

Have a 2 year warranty	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have an office we can visit	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have a client portal (to track project)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have at least 'A' rating with BBB	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have WSIB coverage (ask to see clearance letter)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have liability insurance (of at least \$2M)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have a dedicated team (project manager, consultant, designer)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have a design centre	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Include 3D renders of my project	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Include floor plans for my project	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have fixed pricing	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have special financing options	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Respond within 24 hours	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Provide full company directory contact list	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Receive a copy of all permits	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Receive a copy of final declarations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Use licensed contractors	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Have done similar jobs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Provide written contract	<input checked="" type="checkbox"/>	<input type="checkbox"/>

OUR WARRANTY

At VGC, we guarantee that all work will meet or exceed all provincial building codes and E.S.A. (Electrical Safety Authority) requirements. Our standards are among the best in the industry!

You can sleep well knowing that your investment is protected. We offer a 2 year extended warranty as an inclusion for all of our projects! Working with a full service renovator means your warranty call is responded to within 24 hours. When you become our client, we give you a minimum of 3 direct numbers for employees of VGC, including the general managers direct line.

Rest assured that we will be there for you.



OUR COVERAGE AT A GLANCE

WHAT'S COVERED

Constructed in a workmanlike manner and free from defects in material.

Fit for habitation.

Constructed in accordance with the provincial Building Code.

Free of major structural defects.

Defects in materials, including windows, doors and caulking, or defects in work that result in water penetration into the building envelope.

Defects in work and materials in the electrical, plumbing and heating delivery and distribution systems.

Defects in work or materials which result in the detachment, displacement or deterioration of exterior cladding (such as brickwork, aluminum or vinyl siding).

Violations of the provincial building code affecting health and safety (including, but not limited to, violations relating to fire safety and the structural adequacy of the home).

WHAT'S NOT COVERED

Damage resulting from improper maintenance such as dampness or condensation caused by the homeowners failure to maintain proper ventilation levels or improper operation of a humidifier, hot tub or other moisture-producing device.

Alterations, deletions or additions made by the homeowner.

Defects in materials, design and work supplied or installed by the homeowner.

Damage caused by the homeowner or visitors.

Normal Wear and Tear - scuffs, tears, scratches, normal shrinkage of materials.

Third party damage - from municipal services, acts of god, vandalism, damage from insects or rodents.

HIGHER STANDARDS SET US APART

The main purpose of these affiliations is to give consumers confidence and assurance that they are working with a professional company. These standards are enforced by strict rules and procedures that govern professional etiquette. For instances, Renomark members must offer a two year warranty on home renovations, and the CHBA enforces mandatory guidelines to distinguish professional contractor. It is by our affiliations we are held to a higher standard. As a truly Professional Contractor we provide a safe place for homeowners to invest in their homes through renovations.



GVHBA

Greater Vancouver Home Builders' Association is an institution committed to protecting consumers in the construction industry. Member contracting companies are expected to maintain a high level of professionalism in order to be part of the association. Members go through a rigorous pre-screening process to ensure that consumers are met with a true professional company when representing GVHBA. Look for the GVHBA logo whenever hiring any renovation company.



PACIFIC HOME WARRANTY

The reputation of PHW grows each day as we partner with Member Builders known to share our Values, and because we share these same Values and deliver them so well, other builders strive to do business with us. We have learned that by continually choosing Member Builders from the top 50% of the industry, great builders now want to do business with us, and PHW now chooses our partners from that list.



CHBA

The Canadian Home Builders' Association is built on a vision and commitment - a vision of a strong and positive role for the housing industry, and a commitment to support the business success of our members and their ability to provide affordability, quality and choice for consumers. Our activities are focused on three key areas:

1. Achieving a stable business environment for our members.
2. Promoting and protecting the interests of consumers.
3. Supporting the professionalism of our members.



BBB

Most homeowners are familiar with the Better Business Bureau. The BBB has always been the source for homeowners to find companies that have a good reputation in the community. We are good standing members of the BBB. In fact, we have never had a complaint against our company.



RENOMARK

A National organization that governs the conduct of professional renovators. A Renomark member company adheres to a high level of professionalism. Renomark contractors have to offer a standard two year warranty, carry liability insurance and WCB, among many other requirements. When comparing contractors its important you choose from Renomark companies. Independent contractors are not expected to provide even a minimum standard of professionalism. They will most likely not have liability insurance or WCB coverage.



NKBA

The National Kitchen & Bath Association is the premiere association for kitchen and bath professionals. Nearly 50 years after its inception, the NKBA has a membership of more than 50,000 members across North America and is the proud owner of the Kitchen & Bath Industry Show (KBIS). As a proud member of this group, our Designers and Management team stays up to date with the latest designs, materials and trends.



BUILT GREEN

Built Green Canada is a national, industry-driven organization committed to working with builders interested in responsible sustainability practices in the residential building sector. The organization offers programs for single family, high density and renovation projects with a communities program under development.