

When selecting a contractor to do work at your property, we suggest you obtain the following information:

- Building Address: Confirm that the contractor has a legitimate business address.
- Reputation/References: Request a list of prior customers.
- Liability Insurance: Request proof of General Liability Insurance.
- Estimates/Contracts: Get more than one. Get it in writing and signed. Make sure it contains a detailed description of all material and work to be completed. Verbal agreements may not be binding. Make sure it contains the total contract price and payment schedule. Make sure it contains a start and completion date.
- Down Payment: Never put down more than 10-20 percent.
- **BE SUSPECT IF:** The contractor's vehicle does not have commercial signage; the contractor asks for more than 20% down; the contractor wants you to obtain the permit; the contractor offers you a senior discount; the contractor wants to barter services for your personal property.

#### **After the Contract is Signed**

- Permit: Request a copy of the permit.
- Change Orders: (extra work to be done) Get it in writing. Make sure it contains a detailed description of all material and work to be completed. Make sure it contains an amended total contract price. Make sure it contains a start and completion date.
- Down Payment: Never put down more than 10-20 percent.
- **BE SUSPECT IF:** The contractor does not post a permit placard in a street side window of your home, or the contractor wants you to request City inspections.

#### **Your Responsibility**

- To properly screen the person you hire.
- To hire a qualified professional contractor.
- To ensure that the workmanship meets your expectations.

#### **What the City has done to help protect you**

The City employs full-time employees who will investigate legitimate complaints and prosecute persons that are not in compliance with City ordinances or perform substandard work.