Projects Done Right:
Hiring a Professional Contractor

If you’re renovating your home, or building a custom new home, you want your project to go right.

You want to work with a reputable contractor – one that treats you fairly and honestly, puts their promises in writing, and backs up their work.

You should not deal with anyone who offers a special price if you pay cash and nothing gets written down. A cash deal means a lot more risk for you, and far less control over how your project turns out. And that’s no deal at all.

How can you be sure everything is being done properly and above-board?

Step 1: Get informed
Step 2: Hire a professional
Step 3: Get control. Get it in Writing!

Home renovation and construction is a complex process. As a consumer, you need to know where you stand, and that your interests are protected. Some things you need to be aware of, and that should be addressed in a written contract, include:

Building codes and permits. Most projects, even minor ones, require a building permit and must adhere to code requirements. As the homeowner, you are responsible for ensuring this happens. Your contractor can usually look after this on your behalf.

Insurance. Does your homeowners’ insurance cover construction-related risks? Call your agent to confirm. Also, your contractor needs to have business liability insurance to protect you from their mistakes.

Liens. Each province has requirements for holding back a portion of all payments to your contractor for a set period of time. Doing this protects you from claims if the contractor fails to pay suppliers and subcontractors.

Workers’ Compensation. Those employed to work on your property may require coverage under provincial Workers’ Compensation programs. Without it, you could be liable in the event of a workplace injury.

Warranties. Professional renovators provide a clear written warranty on their work. Custom new home builders should provide a third-party new home warranty.
How can you find a good professional contractor?

Ask around. Some of the best recommendations come from friends, family, co-workers and neighbours who have had positive experiences.

Other sources of information include:
• Home builders’ or trade associations
• Building materials stores
• Utility companies
• Better Business Bureaus

How do you know they are on the level?

Professionals provide the following, often as part of your written contract:

✓ Full contact information, including name, address and phone number
✓ Confirmation of business liability insurance that protects you or third parties, such as neighbours
✓ Proof of Workers’ Compensation coverage
✓ Their government-issued Business Number or GST/HST number, and proof of any business licence required by the municipality
✓ A clear written warranty specifying what is covered and for how long

Project Checklist

Use this handy list to remind yourself about important milestones:

- Ask around about contractors
- Interview contractors
- Follow up on contractor references
- Select contractors to supply quotes
- Verify they provide a clear payment schedule that lays out when and how much you will be charged, and what lien holdbacks are required
- Verify contractor’s business liability insurance
- Verify that required Workers’ Compensation coverage is in place
- Insist on a written contract – don’t do business with anyone who won’t provide one
- Read the contract details to make certain it represents what you have agreed to
- Make sure the contract includes a clear warranty
- Sign it and have your contractor sign it
- Keep written receipts for all payments
- Get any changes to the signed contract in writing
- Follow up on any warranty issues in a timely manner

For more information, resources and support, or to share your building or renovation story, visit: www.hiringacontractor.com