

CODE OF ETHICS AND COMPETENCY

CONTRACTOR STANDARDS GUIDE

Learn How to Choose the Right Contractor...
THE FIRST TIME.



**CONTRACT
EXTERIORS**

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CONTRACT EXTERIORS

Questions?

Call any of our following local offices for assistance:

Myrtle Beach: 124 Elk Dr. Murrells Inlet, SC 29576
Ph: (843) 357-9234

Charleston: 669 Marina Dr. Suite B2. Charleston, SC 29492
Ph: (843) 884-7010

Hilton Head: 49 Pennington Dr. Suite E. Bluffton, SC 29910
Ph: (843) 757-0311

Wilmington: 100B Old Eastwood Dr. Suite 31. Wilmington, NC 28403
Ph: (910) 769-7778

Raleigh: 315-A HWY 70 East. Garner, NC 27529
Ph: (843) 357-9234

Email: Info@contractexteriors.com

www.ContractExteriors.com



So, You're Thinking About A Remodeling Project For Your Home?



“We were **shocked** and **embarrassed** when we found out that contractors were America’s #1 most complained about industry.”

—Randy Hann & William McCourt
Owners, Contract Exteriors

Congratulations! When done properly, a remodeling project can make your home more enjoyable and prove to be a valuable investment. Unfortunately, we’ve all heard horror stories about home remodeling projects gone bad. Problems with longer-than-expected installation, final bills that come in higher than the quote, and shoddy workmanship, sadly, are commonplace. We were shocked and embarrassed to find out that, according to Better Business Bureau statistics, home improvement contractors are in the top 1% most complained about industries—right up there with auto repair and airlines.

We’ve always done a good job and treated our customers right—and we’ve been able to build a nice business because of it. However, over the years I’ve noticed that some consumers will choose less-than-reputable companies to do jobs for them... usually because they are quoted less money. Don’t get me wrong: I’m all for good, honest competition, but it pains me to see good folks risk their hard-earned money with contractors who don’t have their best interests at heart. You deserve a great value for your money—which includes an honest contractor who uses high quality products and stands behind their work in both word and deed.

Industry Standards Weren’t Tough Enough

We wanted to find a way to educate consumers about how to choose a good, honest home improvement contractor. The industry standards simply aren’t tough enough—just about anybody with a hammer and a pickup truck can be a contractor. That’s why we’ve pioneered a set of standards called the **Code of Ethics & Competency for Remodeling Contractors**. The Code calls for contractors to uphold a high set of standards that will allow you to judge BEFORE hand whether or not a contractor is likely to do the job right. This guide specifies those standards.

Before you hire any company to work in or around your home, make sure you consult this guide and **INSIST** that the company comply with **EVERY SINGLE STANDARD** in this book. If you do, chances are excellent you’ll get exactly what you want out of your project.

Sincerely,

A handwritten signature in black ink, appearing to read 'R. Hann'.

Owner, Contract Exteriors





STABILITY

You need to make sure that any contractor you do business with has proven themselves in the past, and will be there if you need them in the future. **Don't just ASK the contractor if they are stable;** look for tangible proof of longevity and financial stability by asking for the items listed on the next few pages.



Proof of Establishment

Why It's Important: Believe it or not, many contractors use a pickup truck for an office and showroom. Make sure that any contractor you're dealing with is substantial enough to have a real office with all the normal business functions—accounting, production, sales, etc. If a contractor does not have an office, that should tell you something. Don't fall for the "we just use our trucks as offices!" line.



Questions?
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www.ContractExteriors.com

Supplier Letter

Why It's Important: This is written confirmation of the company's dealings with a supplier of the product they install stating that they are in good standing as a vendor and pay their bills promptly. These letters are easy for your contractor to obtain from suppliers—if a contractor says they are difficult to obtain, then there might be something that they're trying to hide.



April 28, 2014

To Whom it May Concern,

Lansing Building Products is a family owned business and national distributor of exterior building products. Our company was founded in 1955 and today operates 73 branches around the country. Our mission statement boldly proclaims respect, service and excellence. One of the most enjoyable aspects of being apart of our family business is working with like minded customers that share and foster our same values. Randy Hann and his team at Contract Exteriors understand the importance of respect, service and excellence. Furthermore, they maintain their own values of putting the customer first and being professional in everything they do.

It is our experience, in order to run and maintain a successful remodeling company an owner must commit to three things: use quality products from reputable manufacturers, maintain high ethical standards and continually learn and train. Contract Exteriors is an example of a company whose success is based in each of these categories. We are privileged to work with a reputable company like Contract Exteriors.

Sincerely,

Hunter Lansing

VP Marketing - Lansing Building Products

h.lansing@lansingbp.com

804-615-9760

8501 Sanford Drive Richmond, Virginia 23229 804-553-2872



**COUNTY OF HORRY
BUSINESS LICENSE**

BUSINESS LICENSE #: 193526 **YEAR:** 2014
EXPIRATION DATE: 4/30/2015

BUSINESS DESCRIPTION: CONTRACTORS
SPECIAL TRADE CONTRACTORS: CONTRACT EXTERIORS
NAME OF BUSINESS: CONTRACT EXTERIORS
 205 STONELEY CT
 MURRELLS INLET, SC 29576

LICENSE OWNER
 CONTRACT EXTERIORS LLC

Roddy Dickinson
 Roddy Dickinson
 Horry County Treasurer

License to conduct business in conformity with and subject to the provisions of the Ordinances of Horry County and the Laws of the State.

This license must be displayed in a conspicuous place. Transient or nonresidents shall carry the license upon him/herself or in a vehicle in the business readily available for inspection.

Business Licenses

Why It's Important: Make sure they have been operating under the same name for a minimum of 5 years. Many contractors open and close their doors multiple times to avoid past customer complaints. (Naturally, some businesses will be legitimately new—if so, get a 10 year work history of the owner and ASK questions!)

Insurance

Why It's Important: You need to know if your contractor carries general liability insurance for both commercial and residential projects. A sizable contractor will carry no less than \$500,000... and usually around \$1,000,000 of coverage. If your contractor's insurance policy can't cover potential damages, then the contractor would be personally liable. If he cannot cover the damages himself, you will have no legal recourse and will end up paying for any possible damages or injuries yourself. Many contractors are not financially stable...and don't carry proper insurance coverage to protect you against losses. Additionally, contractors who fail to provide workers compensation benefits risk severe governmental penalties and potentially company-ending lawsuits should an employee become injured.

Contract Exteriors carries \$1,000,000 of general liability coverage and here's the certificate to prove it! Do NOT deal with a contractor without sizable coverage, or **you** will foot the bill for the mistake.

ACORD CERTIFICATE OF LIABILITY INSURANCE OP ID: JH DATE (MM/DD/YYYY): 02/07/14

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF LIABILITY INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

INSURED: Contract Exteriors, LLC
 5748 Highway 17 Business
 Murrells Inlet SC 29576

PRODUCER: WEEBSTER INSURANCE AGENCY
 1020 S. GARRETT STREET
 P. O. BOX 769
 HENDERSON NC 27536-769
 Phone: 252-438-8165 Fax: 252-438-6640

AGENCY: 10844

COVERAGE: CONTRACT NUMBER: REVISION NUMBER:

TYPE	TYPE OF INSURANCE	INS. CLASS	POLICY NUMBER	START DATE (MM/DD/YYYY)	EXPIRY DATE (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY		CP00039347	02/09/13	02/09/14	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$100,000 MED EXP (Any one person) \$100,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
A	ANY AUTO		CAPO017545	02/09/13	02/09/14	COLLISION DAMAGE (Per occurrence) \$100,000 SOLELY INQUIRY (Per person) \$
	SCHEDULED AUTOS		CAPO017545	02/09/14	02/09/15	SOLELY INQUIRY (Per occurrence) \$
	RENT AUTOS					PROPERTY DAMAGE (Per occurrence) \$
	NON-OWNED AUTOS					\$
	UMBRELLA L&B	OCUR				EACH OCCURRENCE \$
	EXCESS L&B	CLAIMS/AGG				AGGREGATE \$
	DEDUCTIBLE					\$
	RETENTION					\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	Y/N	WCPI 000612	02/09/13	02/09/14	X1 OCCASIONAL X POLY
	EMPLOYERS' LIABILITY	Y/N	WCPI 000612	02/09/14	02/09/15	E1 EACH ACCIDENT \$1,000,000 E2 DISABLE - OR EMPLOYEE \$1,000,000 E3 DISABLE - POLICY LIMIT \$1,000,000

CERTIFICATE HOLDER: SAMPLE

CANCELLATION: IF SPARKL

IF ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRY DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE: *[Signature]*

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REPUTATION

Questions?
Need More Information?
Call (843) 357 9234
www.ContractExteriors.com



You can tell a great deal about a contractor based on what others are saying about them—particularly their customers. The old advice of “ask for 3 references” is just too easy to fake. You’ll need to get a little tougher with your contractor to protect yourself. Insist that any contractor you’re considering can produce the things listed on the next few pages to PROVE that their reputation is rock solid.

WHAT TO LOOK FOR:

BBB Accreditation

Why It’s Important: You need to go further than just checking a contractor’s standing with the BBB. Remember, many contractors shut down and open under new names year after year. So check to see how long they’ve been a member, and check to be sure the contractor is accredited by the BBB. This means that if complaints arise, the contractor agrees that the BBB’s judgment is binding and must perform accordingly. Without this agreement, you may have no recourse. Contract Exteriors is a BBB Accredited Business with an A rating at the time of this printing.

Better Business Bureau®
Start With Trust®


BBB
ACCREDITED
BUSINESS

Contract Exteriors, LLC
Valid Through
Jan 31, 2018



bbb.org



WHAT TO LOOK FOR:

Memberships

Why It's Important: Any reputable company will be a member of at least their local Chamber Of Commerce—and often multiple Chambers. Companies that aren't a member of their local BBB are almost surely trying to hide past unresolved complaints. Insist that any contractor you're considering hiring can show you current certificates of membership for all of these organizations.



As a James Hardie Elite Preferred contractor, we demonstrate the highest level of commitment to siding best practices and quality



Independent certification through the Vinyl Siding Institute demonstrating our commitment to utilizing the vinyl industry's best practices



Member of the National Association of the Remodeling Industry. NARI remodelers are experienced, trusted, qualified, ethical and dependable business owners who will get your project done right



Held to the highest standards in the roofing industry, less than 3% of contractors in North America can receive this certification



The highest certification level with CertainTeed, one of the top roofing manufactures in America



Member of the NRCA, the roofing industry's leading authority on roofing education, training, and best practices

PLATINUM CONTRACTOR

The only contractor to hold the highest level certification for decking excellence in the Carolina's. We are the largest installer in the Southeast area



As members of the North America Deck and Railing Association, we are committed to using the industry's best decking products and installation practices



As a member of CCN, we have been recognized as one of the best in our industry and are committed to providing homeowners with superior quality of work and an exceptional contracting experience

Questions?
 Need More Information?
 Call (843) 357 9234
 www.ContractExteriors.com

WHAT TO LOOK FOR:

Customer References

Why It's Important: All reputable contractors carry pre-printed lists of references... that includes customers from 1 to 5 years ago, as well as customers from the previous six months. This list should contain at least 100 references.

CUSTOMER FEEDBACK REPORT for
Contract Exteriors, LLC

REVIEW
 Don U.
 Conway, SC
 Feb 07, 2014
 ★★★★★

Contract Exteriors removed a huge (30 sq ft) internal (not on an exterior wall) fireplace from our living room. They had to patch the floor, ceiling, wall and roof and reroute electrical connections. The job could not have been done any better! We also had a large soaking bathtub removed from our master bath. To fill the resulting space the toilet was repositioned and the shower was extended by several feet. A SUPERB job resulted. We also had our house and two car garage reshingled. The work was FLAWLESS.

COMMENT
 Area Of Satisfaction
 Jan 15, 2014

I was most satisfied with punctual completion, and the continued communication and the project manager or the work office.

COMMENT
 Area Of Satisfaction
 Jan 07, 2014

everything was great

COMMENT
 Area Of Satisfaction
 Dec 02, 2013

I was most satisfied with everything done on time and any issue that arose was fixed quickly.

COMMENT
 Lead Source
 Dec 02, 2013

We knew we wanted Hardy siding and they were the preferred installer.

COMMENT
 Professional & Organized
 Jul 29, 2013

Extremely!

COMMENT
 Area Of Satisfaction
 Jul 29, 2013

I love the online progress tracking

REVIEW
 Joyce S.
 Myrtle Beach, SC
 Jul 29, 2013
 ★★★★★

I highly recommend Contract Exteriors. They are responsive to my needs and professional. The online tracking is fabulous. I highly recommend anyone considering roofing work.



CONTRACT EXTERIORS

9751 Moose Road Unit 9
 Murrells Inlet, SC 29576

CUSTOMER FEEDBACK REPORT for
Contract Exteriors, LLC

COMMENT
 Area Of Satisfaction
 Jun 22, 2013

Excellent customer service. They made sure that the homeowners were involved and updated throughout the project.

REVIEW
 Ryan S.

Our experience was terrific: Contract Exteriors provided a great customer experience throughout the project. They were professional, responsive, and thorough. They called back when we needed them. We were very satisfied with their work. We would recommend them to anyone looking for a contractor. We were very impressed with their work. We would recommend them to anyone looking for a contractor. We were very impressed with their work. We would recommend them to anyone looking for a contractor.

GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, Contract Exteriors, LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Contract Exteriors, LLC in Myrtle Beach, SC; Wilmington, NC; Conway, SC; Surfside Beach, SC; Kiawah Island, SC; Summerville, SC; Murrells Inlet, SC; Pawleys Island, SC; Tabor City, NC; Mount Pleasant, SC; and 8 other cities in South Carolina and North Carolina.

In this report, Contract Exteriors, LLC has published a summary of the customer feedback they've received since they joined GuildQuality in November 2011. In that time, 29 out of 36 customers (81%) responded to a GuildQuality satisfaction survey, with the most recent response in February 2014.

CUSTOMER FEEDBACK REPORT for
Contract Exteriors, LLC

Customer Feedback Summary
 Of 36 customers surveyed, 29 responded

Likely to Recommend	97%
Communication	93%
Professional & Organized	96%
Quality: Workmanship/Materials/Crew	96%
Sales Solutions	100%
Clean & Safe	81%
Value	96%

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Recent Reviews & Published Comments

REVIEW
 Norma S.
 Murrells Inlet, SC
 Feb 14, 2014
 ★★★★★

I highly recommend Contract Exteriors. The entire team is professional from management to the workers and could not have asked for a better experience or product. A visiting friend from out of state is a professional contractor and he examined the work in progress and gave the job an A++.

COMMENT
 Additional Comment
 Feb 07, 2014

Paying a contractor \$40K is not something done lightly. We can honestly say that we doubt we could have found a more caring, professional and trustworthy company. Contract Exteriors is the BEST!!

Page 2 of 5

Visit www.guildquality.com to learn more about the customer feedback in this report. Visit www.contractexteriors.com for more about Contract Exteriors, LLC.

GUILDQUALITY

Page 1 of 5

Visit www.guildquality.com to learn more about the customer feedback in this report. Visit www.contractexteriors.com for more about Contract Exteriors, LLC.

GUILDQUALITY



WHAT TO LOOK FOR:

Accolades and Awards

Why It's Important: If a contractor has been in business for any length of time—and doing a good job—they will most likely have been written about in a magazine or newspaper, received an award of some kind, or received special recognition from an association or trade organization. Any company that can't produce at least SOME of these kinds of accolades might not be worthy of accolades!



Selected as one of the industry's top 50 residential remodelers in North America



Recognition for exemplary business practices, craftsmanship, and community impact



Angie's List Super Service Award for our commitment to quality and customer service



Recognition for exceptional customer satisfaction based on independent customer surveys



Awarded due to our commitment to roofing excellence - less than 1% of roofing companies in the USA achieve this



Selected by CertainTeed as one of their trusted roofing contractors based on our commitment to quality and customer service



This recognition is due to our exceptional service based on independent customer reviews



Accreditation based on our providing homeowners with amazing quality, service, and transparency



National award for providing exceptional customer service and quality to Roofing customers



WHAT TO LOOK FOR:

No Tricks, No Pressure Sales Agreement

Why It's Important: Many unethical contractors will resort to high-pressure sales tactics to get you to buy before you've had an opportunity to do proper due diligence on them. If you know nothing about the contractor prior to the sales call (from literature, references, online information), and they give you a low-ball price "but only if you buy right this minute," you should be wary. Any time you feel uncomfortable or unduly pressured in a sales environment, you should ask the contractor to "back off." Reputable companies will have a no-tricks, no-pressure sales pledge signed by the owner, sales manager, and each sales associate.

All Contract Exteriors's Sales Associates sign a "Zero Sales Pressure Agreement" that is also signed by our sales manager to pledge that they will handle sales situations in a respectful way. Ask your Sales Associate to see a copy of his signed agreement when he comes into your home.



CONTRACT EXTERIORS

SALES ASSOCIATE "CUSTOMER RESPECT, NO TRICKS, NO PRESSURE" AGREEMENT

As a sales associate for **Contract Exteriors**, you must agree to abide by the principles and precepts of our Code of Ethics and competency. Any violation of these principles will be grounds for written warning; multiple violations will be grounds for termination.

I _____ agree to abide by these guidelines when working with prospective customers/current customers for **Contract Exteriors**.

1. I will not smoke inside the customer's home.
2. I will not use foul language on the jobsite.
3. I will respect the customer's time by being punctual.
4. In the event I cannot be on time, I will call to alert the customer and reschedule if necessary.
5. I will keep my clothing neat and clean.
6. I will respect the customer's telephones, bathrooms, parking spaces, etc.
7. I will earnestly strive to find the best solution for each customer's needs.
8. I will not utilize high-pressure techniques to force customers to comply with my requests.
9. I will not sell products or services to customers when they are financially not able to manage the investment.
10. I will give all of my customers a fair price and a fair opportunity to consider their options.
11. I will educate my customers on all sides of the purchase decision being made.
12. I will give my customers the opportunity to express any concerns they have and work to resolve them.
13. In the event that the customer is not ready to move forward, I will respect their decision.

CREW FOREMAN'S SIGNATURE	DATE
SALES MANAGER'S SIGNATURE	DATE
OWNER'S SIGNATURE	DATE



Questions?
Need More Information?
 Call (843) 357 9234
www.ContractExteriors.com

Jobsite Cleanup Roster

Why It's Important: Your home and yard should be cleared of large debris, and dangerous materials daily by the crew. After the job is completed, a total home clean-up should take place, including nail/screw detection (with a specialized magnet) and removal of any hazardous materials in your house or yard. Make sure your contractor has a pre-determined daily jobsite cleanup routine, and a more thorough cleanup routine upon completion of the job. All Contract Exteriors Sales Associates follow this multi-step cleanup roster at the end of EVERY SINGLE DAY. Show this roster to other contractors. See if they don't balk.

Worker Conduct Agreement

Why It's Important: This compliance agreement, signed by the workers, is a 17-point contract prohibiting the use of alcohol, drugs, foul language, misconduct, or other bad behavior on a job site. It also gives appearance standards. Keep in mind that not everything is perfect, but this agreement will greatly reduce the likelihood of problems. All Contract Exteriors Sales Associates sign a "Worker Conduct Agreement" that is also signed by our sales manager to pledge that they will conduct themselves in a respectful and courteous manner. Ask your Sales Associate to see a copy of his signed agreement when he comes into your home.



CONTRACT EXTERIORS

11 POINT JOBSITE CLEANUP ROSTER

As a sales associate for **Contract Exteriors**, you must agree to abide by the principles and precepts of our Code of Ethics and competency. Any violation of these principles will be grounds for written warning; multiple violations will be grounds for termination.

I, _____ agree to abide by these guidelines when working with prospective customers/current customers for **Contract Exteriors**.

DAILY CLEANUP

1. Entire jobsite is to be patrolled and cleaned for trash, including:
 - Soda cans, drink bottles, cups, etc.
 - Food items, bags, containers, etc.
 - Miscellaneous trash
2. Small hand tools will be removed from the jobsite daily.
3. Any larger tools that will be left on the jobsite will be unplugged and stored in a tidy manner.
4. Any materials that will be left on the jobsite will be neatly organized and stored.
5. Any hazardous materials will be either removed completely or tightly secured.
6. Scrap materials (including metal, glass, sawdust, boards, etc.) will be disposed of.
7. Work area will be patrolled to remove any nails, screws, and other sharp objects.
8. Customer's driveway and street will be patrolled to remove nails and/or screws that could cause tire damage.
9. Work area will be left with adequate ventilation in the case of painting or other materials that cause fumes and/or odors.
10. Any work areas that leave your home exposed overnight will be covered with plastic tarps and securely taped.
11. Work area will be swept with a push broom daily (where applicable).

AT THE CONCLUSION OF THE JOB

12. Entire work area and yard will be patrolled for trash, debris, materials, etc.
13. Magnetic nail locator will be used to find nails, screws, and other debris in customer's lawn.
14. Customer lawn will be restored to pre-job condition if damage has occurred as a result of job.
15. Customer home/yard will be inspected for any incidental damage; repairs will be made if necessary.
16. Cleanup not complete until customer signs off on this document.

_____ CREW FOREMAN'S SIGNATURE	_____ DATE
_____ SALES MANAGER'S SIGNATURE	_____ DATE
_____ OWNER'S SIGNATURE	_____ DATE



CONTRACT EXTERIORS

WORKER CONDUCT COMPLIANCE AGREEMENT

As a sales associate for **Contract Exteriors**, you must agree to abide by the principles and precepts of our Code of Ethics and competency. Any violation of these principles will be grounds for written warning; multiple violations will be grounds for termination.

I, _____ agree to abide by these guidelines when working with prospective customers/current customers for **Contract Exteriors**.

FOR ALL WORKERS

1. I will not smoke inside the customer's home.
2. I will not use foul language on the jobsite.
3. I will not consume alcohol or drugs on the jobsite.
4. I will play any radios or music on the jobsite quietly.
5. I will keep my clothing neat and clean.
6. I will wear my identification and certification badge when on the jobsite.
7. I will respect the customer's telephones, bathrooms, parking spaces, etc.
8. I will strive to keep dirt and messes to a minimum.
9. I will put trash in the proper container and leave the jobsite clean at the end of each work day.
10. I will keep any materials or tools that are left on the jobsite in an orderly fashion at the end of each day.
11. I agree to keep a current license appropriate for my trade(s).

FOR SUB-CONTRACTORS

12. I agree to carry workers' compensation, accident insurance, or have a waiver form signed before work begins. I understand that my insurance must remain in effect for the duration of the job.
13. I agree to carry general liability insurance; or make special arrangements with the contractor before any work begins.
14. I agree to be responsible for my own taxes.
15. I agree to comply with any OSHA safety regulations for my trade.
16. I will communicate any changes to the agreed work schedule to the job supervisor before the original scheduled time.
17. I agree to warranty all work and materials supplied by me for one year, and perform any callbacks or warranty work within two weeks of the request.

_____ WORKER SIGNATURE	_____ DATE
_____ SUPERVISOR SIGNATURE	_____ DATE



WORKMANSHIP



Ultimately, any contractor has to be competent to do the job right the first time. Competence comes as a result of training, experience, and good old-fashioned hard work. As you evaluate a contractor, look for signs that they can do the job right the first time.

WHAT TO LOOK FOR:

Money Back Guarantee

Why It's Important: Less than 1% of contractors nationwide offer the ultimate level of protection against potential problems a homeowner might experience with a contractor—the money back guarantee. Think of it as the equivalent of the “lemon law” for home improvement. If something goes wrong with your home improvement project that cannot be fixed through reasonable measures, the contractor should agree to refund your money and he should agree to restore your home to its original condition at no additional cost. This isn't a guarantee for the unconfident or incapable contractor! To protect yourself at the highest level, insist on this important guarantee.

 **Contract Exteriors**
10 Year Labor Warranty

Contract Exteriors now offers a
10 year labor warranty
on full replacement installations. This labor warranty is in addition to the superior warranties that our manufacturer's offer on all of the products we install. Many backed by the Good Housekeeping Seal of Approval!

  

Questions?
Need More Information?
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www.ContractExteriors.com

WHAT TO LOOK FOR:

Project Photos for Ideas & Inspiration

Why It's Important: A contractor who serves his customers well should be proud to present pictures of the work they've done. Ask to see a sample of jobs they've done—for inspiration for your own project and to gauge the quality of the work they've done in the past. If no photos can be produced, that should be a major warning sign.



BEFORE



AFTER



BEFORE



AFTER



BEFORE



AFTER



BEFORE



AFTER



BEFORE



AFTER

Frequently Asked Questions

Questions?
Need More Information?
Call (843) 357 9234
www.ContractExteriors.com

Q: Are there any other things I should look for or watch out for that aren't listed in the pages of this guide?

A: Look for some of these telltale signs of contractors who shouldn't be trusted:

- Main phone numbers that ring to cell phones
- Main phone numbers that are never answered by receptionists
- Trucks without signage on them
- No business cards or cheap business cards
- No company logo on work clothes/uniform
- Few references available
- Unresolved BBB complaints or no report at all
- Prices that are unusually low compared to other bids
- No website or very poor website
- Ability to start on your job immediately—no backlog
- Unwillingness to give any information

An Ounce Of Prevention...

It's been said that an ounce of prevention is worth a pound of cure. When the stakes are high—your home and your wallet—that saying is even more true. We hope that by reading this guide you feel more prepared to evaluate home improvement contractors and make the best decision for your family.

Q: Are you saying that you are the only company in the area that can uphold these standards?

A: Most companies cannot uphold them, but there are several good, honest contractors to be found. Just be sure to take the time and use this guide to make sure before you hire anyone.

Q: Can a contractor just "fake" these standards?

A: Not likely. Most shady contractors that don't put any effort into making their businesses good, also won't put effort into faking these standards. It's a lot easier for them to just move on to their next unsuspecting victim.

Q: What if a contractor SAYS they can do all these things, but can't show the proof?

A: Don't settle for lip service. Demand to see the documentation for every single standard on the checklist at the end of this guide.



CONTRACT EXTERIORS



In Conclusion

When you're hiring someone to do any type of work in your home, remember it's your money and your home. Be sure you get everything in writing, ask all the questions on your mind and clearly understand the answers you receive.

Besides what we've mentioned here, there are several other ways to gather information on a company before giving anyone a dime. Check with consumer-to-consumer reporting groups like the Better Business Bureau, at www.betterbusinessbureau.com, or Angie's List at www.angieslist.com.

If all this makes sense, and you are curious about our approach to remodeling, please give us a call. We'll be happy to answer all of your questions for free.

As part of our commitment to our previous and potential new customers, at your request, we will set up a time to come to your home to answer your questions and concerns. At this time we can also determine if we can meet your remodeling needs. We provide this as a FREE, NO OBLIGATION service for you and your family.

Hopefully we can show you, as we have thousands of others, how to make your home absolutely gorgeous— something to be really proud of!

Remember that when Contract Exteriors visits your home, we are not going to use high-pressure sales tactics. It is simply a chance for you to meet us and see if our services can benefit you. If, after our meeting, you believe there is no benefit to be derived from working with us, we simply leave and that is that. If, however, you do find that you would like our help, we will discuss how we proceed from there.

I can't think of a better way to work. Can you?

If you think our approach is fair and honest, please consider Contract Exteriors for your construction needs.

Best of luck with your remodeling plans!

Sincerely,

Owner, Contract Exteriors



Contractor Standards Checklist

For your convenience, we've enclosed a checklist of all the items you'll want to look for before hiring any contractor.

WHAT TO LOOK FOR	CONTRACT EXTERIORS	CONTRACTOR A	CONTRACTOR B
Proof of Establishment	✓		
Supplier Letter	✓		
Business License	✓		
Insurance	✓		
BBB Accreditation	✓		
Memberships	✓		
Customer References	✓		
Accolades and Awards	✓		
Detailed Proposal and Change Orders	✓		
No Tricks, No Pressure Sales Agreement	✓		
Jobsite Cleanup Roster	✓		
Worker Conduct Agreement	✓		
Project Photos for Ideas & Inspiration	✓		



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Questions? Need More Information?

Call (843) 357 9234

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