



A Good Remodeling Outcome

Can't Outweigh a Bad Experience

By Mike and Molly Sowry

1 Introductions — Homeowners are often introduced first to a salesperson then handed off to a Project Manager. This can lead a homeowner to wonder who else they will be dealing with and create anxiety at the beginning of the remodel. Make sure you know exactly who your point-person is before you start the entire process of planning and then construction.

2 Courtesy and Respect — Unprofessional behavior shouldn't be tolerated on a job site. It's also important to seek your permission on where to store materials, ensuring that your property is properly protected from potential damage, and keeping the area clean on a daily basis.

3 Communication — It's easy to get confused with all of the details of a remodeling project. Discuss the best ways to reach each other during working hours and, most of all, make sure your remodeler speaks to you in terms you can understand. If you don't know what a soffit is ... ASK!

4 Confidence and Trust — From your contractor to the trades and vendors he hires, all issues arising on a project should be dealt with swiftly and professionally. Find out how he handles problem solving during construction. Who wants to see their contractor yelling at their crew in their house?

5 Transparency — It's important for your remodeler of choice and you, the homeowner, to talk openly about any anxieties you might have about the project. If you've never been through a remodel before, you may have some apprehensions about what you are getting yourself into. Don't be afraid to ask.



The outcome of a beautiful remodel is vitally important, however, if the homeowner has had an awful experience, that will be what they remember. Remodeling is time consuming, invasive, and expensive. With that said, a professional remodeler should have systems in place to make the remodeling process more enjoyable for their client.

When interviewing remodelers for your next project, find out what they do in order to ease frustrations that can easily come with the construction process.

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