

PRE-QUALIFY YOUR REMODELER

When you hire a remodeler, you are buying a service rather than a product. The quality of the service the remodeler provides will determine the quality of the finished project and your satisfaction with it. Listed below are some qualifications you will want to explore when you interview a remodeler.

Remodeler Name		Fannin Remodeling		
	List the permanent mailing address	5128 Airport Highway Toledo, OH 43615		
	Phone number	419-389-0472		
	Pager or answering system	419-389-0472		
	Fax number	419-380-0687		
Community, stability, professionalism and expertise				
	Established community member	YES		
	Company established	1984		
	Use experienced independent trade contractors	YES		
	Long term team relationship with trade contractors.	YES		
	Trustworthy reputation	YES, selected one of the top 50 remodelers in the country with numerous positive testimonials and repeat customers.		
	Suppliers willing to extend credit to the Remodeler.	YES, ask for a list.		
	Trade organizations and certificates	Certified Graduate Remodeler (CGR), National Association of home builders Home Improvement and Remodeling - B and D Certificate, City of Toledo General Contractor, Certificate of Registration, City of Maumee Registered Contractor, City of Oregon General Construction Certification, Wood County General Construction Certification, Ottawa County Residential Builder License, State of Michigan		

		<p>Board Member, Home Builders Association (HBA) of Greater Toledo</p> <p>President, Remodelers Council, Home Builders Association</p> <p>Member, Toledo Home Remodelers Association (THRA) - Offices held: Board Member, President, Vice President-Secretary, Vice President-Treasurer</p> <p>Member, Remodelers Advantage</p> <p>Advisory Board: Development and implementation of industry best practices and policy.</p> <p>Member, National and Local Associations of Homebuilders/Remodelors™ Council</p> <p>Member, Better Business Bureau of Northwest Ohio and Southeast Michigan (BBB)</p>		
	Does the remodeler have a working knowledge of the many types and ages of homes in the area? ¹	YES		
	Does the remodeler respond promptly to your inquiries?	YES. We're family owned and operated company, which means you won't get lost in layers of bureaucracy like you might with larger companies. We're here when you have questions or concerns. This makes communications between you and our company quick and easy.		
	Does the remodeler emphasize customer service?	Our exclusive CUSTOMER CARE PROGRAM , a seven step program created so the customer knows what we are commencing and why. The CUSTOMER		

		CARE PROGRAM is the customers' guarantee that Fannin Remodeling Company stands 100% behind our work. It ensures project completion in a comprehensive and systematic manner.		
	Does the remodeler Listen to and understand your needs and wants? Facilitate and encourage communication?	As we work together, you will see the skill and expertise that Fannin Remodeling brings to the table. This will become the basis for a strong, confident relationship that will make working together a pleasure.		
	When you discuss what you'd like to do, does the remodeler show enthusiasm for your ideas and suggest ways to make them work within your budget?	We'll start by discussing your needs, priorities and ideas. Then Fannin Remodeling will present several possible solutions. When we develop our creative suggestions, we keep your budget in mind and constantly monitor the production costs to make sure that we adhere to your budgetary guidelines.		
	You should ask the remodeler for examples of how the company has solved home improvement challenges for other customers.	Fannin Remodeling can provide you with an extensive list of satisfied customers.		
	Ask how the remodeler handles communication during construction (such as a message center in the house for you and the remodeling team).			
Project Specifics				
	Has the remodeler done similar jobs?	Most likely YES. We have done a lot of projects since 1984 and take pride in what we accomplish for our clients.		
	Does the remodeler know what products and materials to use for your project?	YES		

	Does the remodeler offer an array of options when selecting products, materials, and techniques?	YES		
	Does the remodeler specialize in particular types of projects?	We specialize in home makeovers and major renovations. However, we also do smaller projects.		
	Provide a set timetable and provide prior customers who will attest to the timetable reliability?	YES. Fannin Remodeling has a reputation of meeting -- or beating -- our preset deadlines.		
Protect yourself and home				
	Insurance certificates to protect you from claims due to property damage or jobsite injuries.	Bureau of Worker's Compensation Certificate, State of Ohio		
	Does the remodeler arrange for the building permit? ²	YES		
	Does the remodeler offer a warranty?	YES		
	What Kind	Depends on the project, we will discuss your specifics.		
	How Long			
	Expected home value increase (to add to your insurance).			

1. A sound structural and architectural knowledge of what is likely to be behind a wall or under a floor helps the remodeler provide reliable estimates. Extremely low bids may reflect a remodeler's lack of this knowledge and a poor understanding of the actual costs involved.
2. Remember that the person who obtains the permit is the contractor of record and therefore liable for the work.