

## Which Home Improvements Are You Interested in?

### Interior

- Heating and Air Conditioning
- Window Replacement
- New Kitchen Cabinets/Re-Facing
- Interior House Painting
- Garage Organization System
- Bathroom Remodeling
- Flooring
- Plumbing
- Window Fashions
- Custom Closets/Organizers
- Room Additions
- Full Kitchen Remodel

### Exterior

- Doors
- Fencing
- Gutters
- Exterior House Painting
- Patio Enclosure
- Outdoor Living Space
- Pool
- Spa
- Roofing
- Landscaping
- Solar Power

### Other

- House Cleaning
- Upholstery/Carpet Cleaning
- Home Security

## Follow these 10 tips when you embark on an exciting home remodeling project.

1. Establish good two-way communication with the home remodeler.
2. Make sure you have compatibility and "fit" with the contractor.
3. Set a clear and mutual understanding about the schedule.
4. Request a written proposal.
5. Determine a clear and mutual understanding on the miscellaneous details.
6. Remember to be flexible.
7. Create a clear and mutual understanding of how Change Orders will be handled.
8. Agree on a well-written contract that covers all the bases.
9. Ask for a written Lien Waiver from the home remodeler upon completion of the work.
10. Establish a project plan, covering all phases and dependencies in the work.

# REMODELING?

## GOT QUESTIONS?



**WHERE  
DO I START?**



**WHAT  
DO I NEED?**



**WHO  
DO I CALL?**



**WE'VE GOT  
ANSWERS!**

**SAHBAR**  
REMODELERS

# Thinking About Home Remodeling?

## Start here!

Sooner or later you may join the millions of people who remodel their homes each year. Perhaps it was that moment when you realized that avocado green and harvest gold are no longer the "in" colors for today's trendy kitchens. Or maybe you had an epiphany one day as you stood in line to use your own bathroom. Whatever the impetus, the thought has crossed your mind: Maybe it's time to start a home remodel. The reasons for home remodeling are as varied as the projects we undertake.

### Some of these include:

- ✓ Adding more space
- ✓ Upgrading cabinets, counters, appliances, and fixtures
- ✓ Creating a floor plan customized for your lifestyle
- ✓ Improving energy efficiency with new windows, doors, insulation, and climate control systems
- ✓ Increasing the resale value of your home

### Where to Begin

The first step is to develop an idea of what you want to do with your home remodel. Write a prioritized list of your needs and wants. Look at magazines and web sites and collect pictures of what homes or remodeling projects you like. The more clearly you can envision the project and describe it on paper, the better prepared you'll be in making your decision.

Think about traffic patterns, furniture size and placement, colors, lighting and how you expect to use the remodeled space. If your decision to remodel involves creating better access for someone with limited mobility, you may want to consider contacting a [Certified Aging-in-Place Specialist](#).

You may want to improve home efficiency and hire a remodeler for green home remodeling. These projects include replacing windows and doors, upgrading heating and cooling systems, adding insulation, and other remodeling to make the home more energy-efficient, easier to maintain, and comfortable.

Figure out how much money you have to spend on the home remodeling job, furnishings, landscaping or any other cost you might incur.

### Choose Your Options

Once you have created a list of what you would like out of your home, the next step is deciding how to accomplish your vision.

**[Hire a Professional Home Remodeler.](#)** The best way to ensure your home dreams become reality is through the work of a professional home remodeler. These remodelers are of the highest integrity and standards in the industry.

**[Can you do it yourself?](#)** For the handyman or woman, a do-it-yourself project is both rewarding and cost-effective. However, more than 30% of all jobs home remodelers perform come from failed do-it-yourselfers.

**[Should you move instead?](#)** Your needs may exceed what you can or want to do with your existing home. Learn more about the [costs involved with moving](#) versus remodeling.

**If you've decided you want to hire a remodeler, [choose a professional home remodeler](#), avoid contractor fraud, and make your dream home a reality.**



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## Choosing a Home Remodeler

*Finding the home remodeler who's right for you is not as simple as picking up the Yellow Pages. On a big project, you may be working closely with this individual for several months, so you want to do everything possible to ensure that you make the right decision.*

### Here are some good places to start your search:

- ✓ Seek referrals from friends, family, neighbors, co-workers, and others who have had home remodeling work done.
- ✓ Talk to independent trade contractors, building materials suppliers, architects, engineers, home inspectors, and local lenders.
- ✓ Look for professional certifications like [Certified Graduate Remodelor \(CGR\)](#) and [Certified Aging-in-Place Specialist](#).
- ✓ Contact trade associations such as your area's local council

Once you have identified some strong candidates, do even more checking to ensure that these are the kinds of remodelers with whom you would like to do business.

### Contact Local Consumer Protection Agencies

Call your local or state consumer protection agency and the Better Business Bureau to find out if there are any unresolved complaints filed against the remodeler. You should also contact your state's contractor licensing agency and state and local building inspectors to verify the home remodeler has the appropriate license(s) and a clean record.

### Interview Previous or Present Customers

An essential step in your decision-making process is to check a home remodeler's references. Ask for the names and phone numbers of current and former customers; then take the time to interview them (preferably in their homes so that you can take a look at the remodeler's work).

### Some of the questions to ask include:

- ? Would you hire this company again?
- ? Did the home remodeler maintain a neat work site?
- ? Did the crew show up on time? Were you pleased with their work style?
- ? Was your project completed on time and within the budget?
- ? Was the home remodeler easy to talk to?
- ? Did he or she keep you informed as the job progressed?

### The Right Fit

Home remodeling is a very personal process. The remodeler you hire will be part of your home life for several weeks or months, so it's important to make sure your personalities work well together. If, for example, you want to know every detail as the project progresses, you probably won't be happy with a home remodeler given to one-word answers.

The bottom line is: Do you feel comfortable with this individual? A strong rapport and close communication with your home remodeler will help make any job go well.

## Red Flags: Signs of the Un-Professional Home Remodeler

**It's important to know the warning signs for unscrupulous home remodelers.**

**Keep these red flags in mind when searching for a professional home remodeler.**

- ✘ **Doesn't have license and insurance.** All professional home remodelers should be insured and able to show their certificate proving such insurance. Remodelers are required to have a license and be able to provide a copy.
- ✘ **Doesn't write contracts.** Professional home remodelers have clear contracts that outline the job, process, the cost, and helps clarify how problems will be managed. If you don't have a contract, neither the remodeler nor the home owner are protected when something goes wrong.
- ✘ **Requires cash or payment in full before starting the job.** Shady home remodelers demand cash and then run with the money. Many home owners have been stranded by paying in full up front.
- ✘ **Vastly underbids all other contractors.** They may have the best price, but that doesn't guarantee the best work. Such contractors may cut costs on quality for your home remodel, which can end up costing you more when you have to redo the work.
- ✘ **Cannot provide customer references.** Professional home remodelers should have current references they can provide from current and past clients.
- ✘ **Poor credit.** A bad credit report suggests bad business practices that could harm your remodeling project.
- ✘ **Difficulty contacting the home remodeler.** Professionals have a physical office, mailing address, phone, and email. They should respond to your queries in a timely manner.

# SAHBA R REMODELERS



The SAHBA Remodelers Council is a diverse, ever-growing group of members representing companies ranging from appliances, furniture distributors, landscapers and designers to remodelers and home builders.

This group promotes leadership, education, advocacy and awareness through an array of industry-leading programs.

Its members epitomize quality and accountability by operating under a professional code of ethics.

For more information about the Remodelers Council contact:

**2011 SAHBA Remodelers Chair:**  
**Larry Hume**  
Accessible Home Remodeling  
(520) 298-2585

**2011 SAHBA Remodelers Vice-Chair:**  
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**Solar Products and Services**

Katharine Kent is a second generation Tucsonan with a B.S. in Chemical Engineering from University of Houston, a M.S. in Nuclear and Energy Engineering and a MBA from University of Arizona. She was awarded DOE's Energy Innovation award in 1990 and American Solar Energy Society Women in Solar in 2007. She is President of The Solar Store, a Tucson-based wholesale/retail company supplying solar energy products and services for hot water, pool and solar electric systems.



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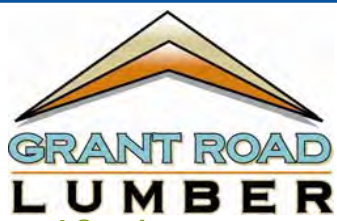
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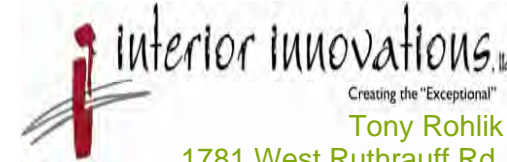
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Habitat for Humanity Tucson offers a hand up, not a hand out. It works to end poverty housing by creating opportunities for homeownership in partnership with supporters and low-income families. The HabiStore helps accomplish its mission by selling surplus new and used building and home improvement materials, appliances and furniture to the public. Proceeds from these sales fund the building of one house each year.

**Visit [www.habitattucson.org](http://www.habitattucson.org)  
for more information.**

Terry Dee  
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Tucson, AZ 85714  
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**Community Service/Non-Profit**

ROC # 232950



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Fairfield Custom Woodwork has been manufacturing and installing wood products continuously in Tucson for the past 28 years. Our manufacturing plant, located on the west side of Tucson, is equipped with high-technology CNC machinery which cuts and fabricates cabinets, closets, wine cellars, and the like, to nano-inch tolerances.

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ROC #270042

Urias Custom Remodeling, LLC is a locally owned, Residential Remodeler with focus on Kitchen and Bathroom Remodels, Custom Remodels, Tile, Interior/Exterior Painting, Additions and Enclosures, Patios, and much more!

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ROC # 112294

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ROC #270447, #266495

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ROC # 172526

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ROC # 210695

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ROC # 232839

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