

When Hiring A Contractor for Home Improvement or Repair

Check out the contractor:

- ◆ Interview each contractor you are considering, ask for and check references.
- ◆ Get estimates from at least three different contractors for comparison.
- ◆ Verify if a contractor is licensed, bonded and insured to do work in the City of Cleveland by calling the City of Cleveland Department of Building & Housing at (216) 664-2910.
- ◆ Check with the local Better Business Bureau to see if a contractor has had any complaints.
- ◆ **Avoid oral contracts!** Insist on a written contract that includes the contractor's name, address, telephone number, license/registration number, a complete description of all work to be done, start and end date, total price, any additions or changes made, and any warranties *including timelines*.



Make sure that the contractor obtains a permit to do the work – **DO NOT** let the contractor convince you to get a homeowners permit for the work. Request to see the permit before the work begins.

Understand your payment options:



- ◆ **DO NOT** let the contractor arrange a loan for you.
- ◆ Make sure that you have an affordable payment schedule.
- ◆ **DO NOT** pay the full amount up front.
- ◆ Pay a reasonable down payment and pay the balance upon completion and final inspection of the project.
- ◆ **AVOID PAYING CASH** and always get a receipt for all payments.
- ◆ Keep copies of all your paperwork!

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Se habla Español

*“Dedicated to the protection of
Cleveland Consumers.”*



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Mayor Frank G. Jackson