



BBB's Consumer Checklist: Tips for Hiring a Contractor



Check the Track Record

Gather information on potential contractors. Search for a contractor's Business Profile on BBB.org or call BBB's Help Line at 614-486-6336.



Get Multiple Quotes

Getting 3+ written estimate bids allows comparison of warranty, specifications, labor, time, and profit and overhead.



Ask for References

Ask at least 3 recent, local references about services performed, overall experience, budget adherence, and work quality.



Verify Employees

Ask if employees and subcontractors are background checked, trained, and certified. Ask what ID to expect upon arrival. Cross-check anyone proposed to be in your home for criminal history.



Verify License and Insurance

Ensure if the contractor has a valid Home Improvement Contractor (HIC) license and is appropriately bonded.



Ask For Lien Waivers

Ask for a lien waiver to protect from lien placement against your home/project. Be aware of any fine print holdbacks.



Confirm Permits

Permits ensure the work meets building codes and safety regulations and should be obtained before any project begins.



Get it in Writing

Don't let work begin without a written and co-signed contract. Ensure:

- Specific Correct Start/Completion Dates
- Contact Information
- Extra Costs & Material Costs, Detailed/Exact Work Scope
- Payment Arrangements
- Warranty Information



Arrange a Payment Schedule

Never pay large payments up front or pay final payments until the job's completed. Stagger payments and NEVER PAY CASH - using a credit card may offer future recourse.



Get a Receipt

Request a receipt marked "Paid in Full" upon job completion/final payment. Keep copies.



Keep your Contract

File contracts for future reference if any questions arise after work is complete.

Check our
directory here to
find trustworthy
contractors



BBB.org