

Mel DePaoli

**Hiring a
Contractor**

**Don't Just Get it Done,
Get it Done *RIGHT!***

HIRING A CONTRACTOR

Don't just get it done, Get it Done RIGHT

By Mel DePaoli



In 2020, Mel changed her name to **Melanie Asher**. This book is now out of print. All copyright laws are still honored. If you have any questions about this book, other publications, or the services that Ms. Asher offers please visit www.omicle.com.

The resource list at the end of this book is no longer being updated.

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INTRODUCTION: TAKING SOME OF THE FEAR OUT OF HIRING A CONTRACTOR

Deciding to hire a contractor is one of the biggest life decisions. Whether adding an addition onto your house, remodeling a room, adding a deck or replacing your windows, hiring and working with a contractor is an experience you will carry with you for life.

When the decision is made to have the work done, excitement about the finished product is often there along with uncertainty about the process of how to get there. Most of us hear more horror stories about working with a contractor than successes and that can make approaching and preparing to have work done quite intimidating, even discouraging. Especially, when we don't know what we don't know.

Finding the right contractor and making sure everything is documented is vital to successfully work with a contractor. This book helps you do that! There is a checklist for you to work through showing you how to prepare yourself for meetings with contractors, questions to ask when you meet with them, and advice on how to select the contractor.

There is also a section titled, "Things You Need to Know." These are buzz words you may hear when going through this experience. You need to know them because it will often be assumed you know what they mean. I did my best to remove the jargon from this terminology to help you better understand why these things are so important in making your selection.

The last section is a list of resources where you can find more information. Every area has different laws and requirements. Make sure to become familiar with those that directly affect you, before you meet with contractors.

This process may appear to be too much work to go through. But remember, doing due diligence in advance will save you time, money, and frustration in the long run. Having construction work done is one of the few decisions made without touching, feeling or really seeing what the work will

look like before purchasing it. Also, just because a contractor meets local legal requirements does not mean they do quality work. Every state, some counties, and even some cities have their own requirements that are unique to that area. And most importantly, make sure you get everything in writing! The contractor is only responsible for what is in writing—never assume any verbal assurances or contract changes can or will be done!

To assist you with the process, here is an example of the format used throughout the book. I encourage you to write any notes, thoughts, or comments and use this booklet to help you better communicate with the contractors.

Question to answer or task to be done.

Further elaboration on how to accomplish or answer the question.

Example or tip for you to consider.

Check the box when the task is completed and write your answer or notes here.

THE CHECKLIST

Know What You Want

You have to start somewhere. That somewhere is here. The more thorough you are, the better decisions you will be able to make, and the better experience you will have.

The key thing to remember is that a contractor only knows what you clearly communicate. Because of this, make sure you know and understand the work you want to have done and realize modifications may need to occur in order to meet legal requirements and your needs. Now is the time to identify and fine-tune your priorities.

- What work would you like to have done?** Quickly jot down top of mind thoughts about the work.

Remodeling a kitchen in a rental unit that I own.

- Idea Box.** As you browse the internet, go through magazines and take pictures of models that you see, save them and put them all into an idea box or envelope.

Make sure you write notes on them, answering the question: What do you like about this picture?

- **Describe how you use the space that you are looking to change.** Think about 'how' the space is used instead of 'features' of the space. Also, think about other places you have lived and what you liked about them. If you are having a hard time, ask your kids or people who you have over frequently. They will remember things you have forgotten.

Because it is such a small room, it is not a 'hang-out' area. Its convenience to the living room makes it easy for someone in the kitchen to still be a part of the conversation. The eat-in kitchen is also a great selling feature when we are looking for renters, but because of where the door is located, the eat-in aspect is not obvious.

- Identify key areas or features that you like and hate. Be as specific as possible.** Why do you feel this way about these features?

The kitchen is a converted patio, so it is long, small and needs to have space for a table. There are 3 windows—each a different size and there is a back door.

LIKE: very workable layout, plenty of natural light and appliances are new

HATE: not enough counter space, not enough storage, not all of the windows open, and there is an entire unused wall

- What would you like to ADD to the space that currently is not there and what problem would it solve?**

Lower cabinets to the unused wall. This would provide more storage and counter space.

- **What would you like to REMOVE, eliminate, or what MAJOR CHANGE would you like to make to the space and what problem would it solve?**

There is an old metal box attached to the wall. It is original to the house, but serves no purpose. It connects to the outside and just takes up space. It could be a hazard if the family has young children. Also, task lighting would help. The kitchen is bright during the day, but very dark at night and the light fixtures are very old.

- **Friends, family, co-workers, parties and picnics.** Tell everyone you meet about the work that you are planning to have done. Ask them to share their experiences, stories and advice that they have for you. Ask for referrals to companies and if they know of anyone who has had similar work done that you could talk to.

You would be surprised at how often the topic of construction work comes up at social events. Keep an open mind when you talk to people about construction. It is easy for them to share their experience, but not always as easy to be objective about it, or qualified to convey accurate information.

- **Online Research.** Using websites like AngiesList.com and ServiceMagic.com, research companies to find out who is recommended. Also, do Bing/Google and Facebook searches for companies in your area. Sign up to receive their newsletters, attend workshops they offer, or follow them online (Facebook/Twitter/YouTube, et al.) so you can start learning more about the companies and the type of project you are considering.

Just because a company is not on these sites does not mean they are a bad company. Sometimes it is easier to find a specific company than to look at all companies, so this step will need to be done in stages.

- **Permits, Licensing and Insurance.** Contractors who have the appropriate coverage usually list the information on their website; as you research the companies look for references to this.

Be aware of this now as it will come up later and it is VERY important. There is more information about this in “Things You Need to Know.” Do the research to find out what requirements a contractor must have in your area to be legal. Resources are available at the end of this booklet.

- **Select 5 companies to contact.** After doing all of the prep work above and learning about these companies, a few will start to stand out. These are the companies you should contact and schedule an appointment with. There is a chance that some will be too busy to work with you at this time. Plan to meet with three.

Most work requires an actual face-to-face meeting and an in-person review of the space. Be cautious of a company that does not want to have this face-to-face meeting, but will just 'call you with a quote.'

List the contractors' name, number, and when you called them below.

- **Contact the companies.** If you leave a message for a contractor, make it easy for them to reach you—tell them the best day, time, and number to reach you, also mention where or how you heard about them.

Contractors are professionals, treat them with respect and you should receive that back.

Also, only proceed with contractors that get back to you within a reasonable timeframe.

- **Personal preferences and requests that will affect the job.** Start making notes about things the contractor will need to know about while doing work at your house, such as: children, animals, smoking preferences, using the bathroom, access to the property, where to park vehicles and dumpster placement.

Meeting with Contractors

Remember, a contractor only knows what you clearly communicate. Also, realize that the work you are having done may change once you start talking to contractors. They will have a better understanding of what can really be done to meet legal requirements and to fit within your budget.

At this stage, the purpose of meeting with contractors is to finalize the scope of the project, identify the details, and to get a “gut feeling” about working with a company. Another top priority is establishing a good working relationship with open communication.

Every company has their own sales process. Below are topics and specific things you should be aware of or bring up in the conversation. Also look for inconsistent answers from the different contractors. Sometimes, what is not said is more valuable than what is. Don't be afraid to ask questions! You have a right to understand the work being done, just as the contractors have a right to understand the work you want to have done. They should ask you plenty of questions and encourage you to do the same.

Make sure to notice how the contractor interacts with you and if they emphasize building a relationship, if they listen, and respect your ideas and budget. The size of the project will help determine how many meetings with a contractor are necessary before making a commitment.

- Timely.** Was the contractor on time or did they call to say they were running late?

- **Question to Ask:** WOULD YOU PLEASE PROVIDE US WITH YOUR CONTRACTOR'S LICENSE NUMBER, PROOF OF LIABILITY INSURANCE, BOND COVERAGE, AND WORKER'S COMPENSATION INSURANCE?

Make sure you maintain a copy of these for your records, as documentation is important should something go wrong.

The contractor should offer all of this information to you. If not, make sure to ask.

- **Company History.** Every company has a story to tell and every story reveals more than just what the words say. Ask about the history of the company, how long the person meeting with you has been with them, if the person meeting with you is a full time employee, and does the company provide training for its employees.

Ask if they have a company resume which should include: a permanent mailing address, email address, published personal phone number, fax number, a cell phone, pager, or voicemail, years in business (under the current name), financial stability, relationship with banks, terms of payment, and references.

- Working Knowledge.** See if the contractor knows the homes in your area. If they are familiar with them, they will be more likely to know what they will find behind a wall or under a floor of your house.

- Question to Ask:** *WHAT TYPES OF PROJECTS DO YOU SPECIALIZE IN?*

This will give you an idea of the experience they have with your type of project. Also, inquire about products and materials.

- Question to Ask:** *HAS YOUR COMPANY WON ANY AWARDS OR COMPLETED ANY CERTIFICATION PROGRAMS? PLEASE EXPLAIN WHAT, WHEN IT WAS RECEIVED AND WHAT IT MEANS IN YOUR INDUSTRY.*

Awards and certifications suggest a company is actively learning and a part of a community.

- Question to Ask:** *WHAT PERCENTAGE OF YOUR BUSINESS IS REPEAT OR REFERRAL BUSINESS?*

Referrals and repeat business says a lot about a company, so pay attention to how this question is answered and if the contractor really knows the true answer or just makes something up.

- **Inspection of work area and discussion about the project.** The contractor should thoroughly go through the area where work will be done. Anything visible they should notice it and draw your attention to it. The more thorough the contractor is here, the less chance of “change-order” work later. That being said, there is always a chance of things going wrong or of problems arising from unseen elements.

- **Question to Ask:** *IS A BUILDING PERMIT NEEDED? IF SO, WILL YOU ARRANGE FOR IT UNDER YOUR NAME?*

See “Things You Need to Know” for more information.

- **Question to Ask:** *DO YOU WORK WITH SUBCONTRACTORS? IF SO, CAN YOU PROVIDE ME WITH A COPY OF THEIR LICENSES AND PROOF OF INSURANCES?*

Working with subcontractors is not necessarily bad. Some contractors require their subs to have all of the proper licenses and insurances that they do. If a company does not require this, they probably will not want to work with you because you are being so thorough.

Some companies have in-house employees that do much of the work. Understand the company structure by asking who will be on the job site.

- **Question to Ask:** *WILL YOU PROVIDE ME WITH A WRITTEN LIEN WAIVER?*

A lien waiver is the documentation that proves the contractor has paid their subs. Protect yourself by asking if the contractor is willing to provide one at the completion of the project and before the final payment is made, and then remember to ask for the written lien waiver when the work is finished. There is more information about this in “Things You Need To Know.”

- Question to Ask:** *HAVE YOU OR YOUR COMPANY BEEN A PARTY TO ANY CONSTRUCTION-RELATED LITIGATION WITHIN THE PAST FIVE YEARS?*

Legal disputes affect all industries and regions, but could leave you questioning whether the contractor is competent to do the job. If the contractor has been involved in a lawsuit, make sure you take the time to find out the details and who won the lawsuit.

- Question to Ask:** *DO YOU OFFER A WARRANTY? IF SO, WHAT KIND, HOW LONG AND WHAT IS COVERED AND NOT COVERED?*

Make sure you understand the details of the warranty. For example, many roofing materials come with a warranty, but it is only valid if the contractor has been approved by the manufacturer.

- **Question to Ask:** *DO YOU ACTIVELY PARTICIPATE IN ANY TRADE ORGANIZATIONS? IF SO, WHICH ONES AND HOW LONG HAVE YOU BEEN AN ACTIVE MEMBER?*

Organizations help keep their members informed about new products, techniques, business practices, and industry issues. Learn about the organization through them to find out what “actively involved” means to them.

- **Question to Ask:** *MAY WE HAVE A PROFESSIONAL REFERENCE LIST OF CURRENT SUPPLIERS AND SUBCONTRACTORS?*

You will want to contact a few of them to learn more about how the contractor runs their business.

- Question to Ask:** *MAY WE CONTACT SOME OF YOUR CLIENTS FROM THE LAST TWO YEARS WHO HAVE DONE A SIMILAR SCOPE OF WORK WITH YOU?*

You want to get a true perspective of their customer service and past work that has been completed.

- Question to Ask:** *MAY WE VISIT THE SITE OF CURRENT PROJECTS YOU ARE WORKING ON?*

You want to see how the contractor works and interacts with clients and what condition the jobsite is in on a daily basis.

- Question to Ask:** *DURING THE PROJECT, HOW OFTEN AND HOW WILL YOU BE IN CONTACT WITH US?*

You need to understand how the contractor will be communicating with you and how to reach them in case of an emergency.

- Question to Ask:** *WILL YOU PROVIDE US WITH A CALENDAR OF PROJECT MILESTONES?*

This will help you stay up to date with the progress of the project.

- Question to Ask:** *HOW IS CLEANUP HANDLED?*

Every contractor has their own approach to cleaning up. Find out how they handle it. If you have a particular preference, see if they are willing to accommodate.

- Share your personal preferences and requests that will affect the job.** These are the things the contractor needs to know about doing work at your house, such as: children, animals, smoking, using the bathroom, access to the property, where to park vehicles and dumpster placement.

- Genuine interest in your project.** Did the contractor show a genuine interest in your project? Did they explain what can be done and suggest alternatives to things that either cannot be done or are not feasible to do? Did the contractor have a frank discussion about your budget and whether your expectations are realistic?

- Do you feel comfortable with the contractor?** Only if you are comfortable with the contractor and are confident that they are able to do your job according to your schedule, budget, and requests should you ask for a written estimate of the work to be done.

Selecting a Contractor & the Contract

By now you should have a feel for the contractors and easily be able to narrow it down to the ones that you are most comfortable with and confident that they can do the job. Remember to continue to work with the contractors to keep the relationship open and positive. Ask these contractors for a written estimate of the work to be done based on what you discussed.

The scale of the project will determine the length and complexity of the estimate and if the contractor will walk you through it. Regardless, make sure you go through all of the estimates very carefully and that everything you talked about is in there, **“Get it in Writing!” If it is not in writing, the contractor is not responsible for it.** So make sure you go through each estimate (and contract) very thoroughly and ask questions when you do not understand something.

Another thing to consider is comparing the bids. Don't only look at the bottom-line. While price says a lot, it does not say everything when selecting a contractor. Make sure you are actually comparing what the contractors will be providing.

For example, let's take the kitchen remodel example from “Know What You Want” and let's assume that all of the materials will be the same, references check out and the contractors have the appropriate licenses and insurances.

Bid 1 came from a contractor who has an open schedule but has little experience with remodeling kitchens and is more familiar with new construction. Price: \$18,500

Bid 2 came from a contractor that specializes in kitchen remodels in older homes. There is a two month wait. Price: \$33,000

Bid 3 came from a new contractor who mainly remodels bathrooms but is expanding his business to include kitchens. Price: \$26,500

Who do you pick?

Be careful if someone offers you an extremely low bid. An extremely low bid may indicate lack of experience, lack of proper insurances, or an inability to cover the actual costs involved in the job and create unnecessary change orders.

- **Call your local Better Business Bureau.** Find out if the contractors have any complaints against them and do not assume that just because there are no complaints that the contractor is good, they simply may never have been reported. If there is a complaint, was it rectified?

- **Verify that the contractor's license and insurances are accurate and up to date.** Resources are available at the end of the book. To verify their insurance you will need to call their insurance company. The contractor should willingly give you that information. Also, request that the insurance company send you a copy of the contractor's policy. Hold onto this for your records.

Some questions to ask include:

- *Is the company's policy active?*
- *When is it up for renewal?*
- *Are they additionally insured?*
- *Will you please notify me if there is changes or their policy is about to expire?*
- *Does the company have at least \$1 million dollars of coverage?*

- **Contact a few of the contractor's professional reference list of current suppliers and subcontractors.** Contact them to learn more about how the contractor runs their business. When you contact the references, make it clear that you are interested in working with “contractor” and would like to learn more about them and that their honest feedback would be greatly appreciated.

You want to listen for inconsistencies in how the contractor talked about the supplier or subcontractor and again, listen for information not being said. Listen for hesitation and confidence in their voice.

- *Some questions to ask them include:*
- *How organized is “contractor” on their job sites?*
- *Does “contractor” maintain a clean jobsite?*
- *Are they prompt with paying you? (within 30 days is best)*
- *How often do you work with “contractor”?*
- *Is there anything I should've asked but didn't?*

- **Contact a few clients from each of the contractors.**
Any contractor can give you a reference to a single satisfied client, so to get a true perspective of their customer service you will need to talk to several clients to find out how the contractor worked at all phases of the project.

Some questions to ask them include:

- *Do you feel “contractor” was a good listener?*
- *Did “contractor” respond to your needs and concerns in a timely and effective manner?*
- *How did “contractor” handle problems?*
- *Did “contractor” respect your budget?*
- *Did “contractor” explain the estimate to you? How accurate was it?*
- *Did “contractor” communicate regularly with you throughout the project?*
- *Did “contractor” respect any requests you had? (e.g. Don’t let the cat outside, keep the fence closed so the dog doesn’t get out, no smoking on the property)*
- *Did “contractor” maintain a clean jobsite? (clean up after themselves, haul away debris)*
- *Did the project stay on schedule?*
- *Were there any change orders? If so, how were they handled?*
- *Was “contractor” easy to work with?*
- *Did “contractor” provide a warranty?*
- *Has “contractor” stayed in touch with you since the completion of the project?*
- *Have you encountered any problems with the work since? If so, how did “contractor” handle the situation?*
- *If you were to have this work done again, would you use the same contractor?*
- *Is there anything I should have asked, but didn’t?*

- **Visit the site of current projects the contractors are working on.** When visiting current clients, make sure you talk with them. Ideally, try to visit jobsites that have a similar project to yours.

Some questions to ask the current client include:

- *Does “contractor” begin/end on time?*
- *Do you feel the crew is adequate in size and for the scope of work?*
- *Does the work successfully pass inspections?*
- *How responsive is “contractor” to problems?*
- *Is someone readily available by voice mail, phone, or email?*

- **Compare the estimates.** Make sure you are actually comparing what the contractors will be providing, including the materials that will be used. If the estimates are different, select the one that you like best and have the other contractors rewrite their estimate based on that criteria. Only then will you truly be able to fairly compare the bids.

Also, make sure to pay close attention to the materials being used. Are these the same materials you spoke about during your meeting? What is the quality of the materials? Remember, a contractor is only responsible for what is in writing!

- **The Contract.** Make sure you read the contract and ask questions about the things you do not understand! The contract should include these elements:
- A project timeline—*when will the project begin and the estimated completion date.*
 - Price and payment schedule—*this should include details of when payments are expected, the amount to be paid and how the payment should be made. Expect to pay a deposit, but do not pay for the job in full until after it is completed.*
 - Detailed specifications for all products and materials—*where applicable, specific details should be listed including brand names, measurements, and job details. There should be no generalities.*
 - Insurances and permit information—*make sure all detailed information is listed and that it states the contractor will obtain all applicable permits in their name.*
 - Warranty information—*details about what is covered (materials and workmanship should be covered), names and addresses of who honors them (contractor, manufacturer, or distributor), limitations, and the length of time that the warranty is valid.*
 - Contact information—*make sure there is name, phone number and email address of one to two people to contact in case of an emergency. You never know when an emergency will happen. Also, make sure it is in writing how often the contractor will update you about the project and who will be your main point of contact, again with full contact information.*
 - How change orders will be handled—*this should specify that all change orders will be in writing and signed by both parties.*
 - How cleanup will be handled—*who is responsible for cleaning up during and after the completion of the project.*

- Lien waivers (*this document will verify that everyone has been paid*)—make sure it is in writing that the contractor will provide you signed waivers for all subcontractors before you make the final payment.
- Provisions for conflict resolution—*should problems arise, how will they be handled and who is responsible for what.*
- Notice of your right under the Federal Trade Commission's Cooling Off Rule (*your right to cancel the contract within three days if it was signed someplace other than the contractor's place of business*).
- Other details you discussed (*such as: children, animals, smoking, using the bathroom, access to the property, where to park vehicles and dumpster placement*).

DO I NEED TO BRING IN A DESIGNER OR ARCHITECT?

Since every project and situation is different, there is no clear-cut answer to this question and the path to answering it will be just as different. Regardless of the path, be open to the idea of working with an architect or designer, as the design element of any project is just as important as the actual construction. The essence of good design is how smoothly and seamlessly the final result flows together and feels as if it has always been there.

Before moving forward, let's look at the differences between a designer and an architect. A designer usually has formal training in architecture or design but does not hold a state license. They are allowed to design within a space that already exists, but they cannot be responsible for structural changes.

An architect has degrees in architecture and other related areas and is licensed by the state. Many architects are also certified by the American Institute of Architects. They are familiar with all areas of construction and know the local building and zoning codes.

Both architects and designers are trained to see the big picture. Their job is to create an environment within a space that is conducive to how you live while having the visual appeal that attracts a higher resale value. Working with one allows you test ideas before committing to a decision. As your ideas change so can the plans on paper instead of once construction has begun.

Choosing to work with an architect or designer is a lot like working with a contractor, a lot of due diligence needs to be done upfront. You can follow a similar process to what is included in this book for hiring them. When working with a designer or architect, make sure to seriously consider who they recommend as a contractor. Over time, architects and designers learn to work really well with a few select contractors. Their work styles will complement each other minimizing errors and mistakes. Like working with a contractor, make sure the agreement you have with a designer or architect is in writing!

Another approach to consider is working with a design/build contractor. These companies have designers or architects on staff. The advantage to this is the smoothness of the process. These companies specialize in taking projects from concept to completion. The designers or architects that work for these firms are very knowledgeable in their team's capabilities and know how they work; the contractors have a better understanding of the design element of creating a project that can be built more efficiently and economically.

THINGS YOU NEED TO KNOW

Here is information that is vital to know when hiring a contractor.

INSURANCE, BONDING AND LICENSING

You should **not** do business with a contractor that does not have insurance or meets the legal requirements of your area! If a contractor meets the legal requirements and has the appropriate insurances, they will gladly give you copies of their documentation and the appropriate phone numbers or reference links to verify it.

When a company meets the legal requirements and has the appropriate insurances, it shows they are in business for the long haul and want to protect their clients just as much as they want to protect their own company. Never assume. Make sure that the licenses, insurance and bonds are current and valid!

License Number—shows the company is registered with the city/state—if required.

Liability Insurance—covers property damage and personal claims caused by the contractor, employees or subcontractors. Without this, the homeowner is responsible for anyone injured on their property or damage done to yours or your neighbors' property. The contractor should carry a minimum of \$1,000,000 coverage. Make sure you request an official copy from the insurance company.

Bond Coverage—is for the total replacement cost of a project and holds the contractor responsible for meeting legal requirements. This is usually only needed for larger scale jobs or ones that if the work were done wrong would affect others (like installing or repairing sewer lines).

Worker's Compensation Insurance—protects you from liability if a worker is injured on your property. This insurance covers medical expenses and lost income when a worker is injured on the job. It is required in all 50 states.

PERMITS

Generally speaking, if the structure of your home is going to be altered in any way, you will need a permit. Cosmetic changes like painting do not. Only licensed contractors can get permits and provide protection for you.

A homeowner who does faulty work that violates building codes can be fined, held responsible, required to tear out the completed work, and the insurance company is not required to pay for damages that are caused by it.

A permit should always be in your contractor's name, not yours. This way they are held accountable for the work being done. Otherwise, you may be held financially responsible for correcting the work.

BACKGROUND CHECK ON COMPANY AND OWNER

You should consider having a background check done on the company and on the owner to look for civil, criminal, and small claims.

EPA COMPLIANT—LEAD-SAFE CERTIFIED

As of April 2010, the Environmental Protection Agency (EPA) issued a rule requiring contractors to use lead-safe practices in attempt to prevent lead poisoning. Contractors performing renovation, repair and painting projects that disturb lead-based paint in homes and buildings built before 1978 must be certified by the EPA and must follow specific work practices to prevent lead contamination. Any subcontractors being used on a project should also be EPA certified.

YEARS IN BUSINESS

The company you choose to work with should be in business for a minimum of three years. While this does not guarantee good work, it does suggest financial stability.

CLEANING UP THE JOB SITE

Some contractors do this daily, some weekly, and some wait until the completion of the project. For safety reasons, cleanup should be more frequent; however, depending on the size of the crew, it could extend the timeframe of the project.

Another thing to consider is the final clean up. Again, every contractor handles this differently. Make sure to clarify how the contractor will leave things. You may want to consider planning to hire a professional cleaning company to do a thorough cleaning after the completion of the project to make sure all dust and debris has been removed.

TIME TO COMPLETE THE JOB

Predicting the exact amount of time it will take to complete a job is a lot like predicting the future. Smaller and more straightforward jobs are easier to predict. Experienced companies are better at giving more of an accurate timeframe.

FLEXIBILITY

Regardless of why you are hiring a contractor, while the job is ongoing it will be an interruption of your normal life. Remember to be flexible and open so you are able to handle the unexpected.

Many problems that arise during construction are beyond your contractor's control, such as who calls in sick, the weather, suppliers that are out of a particular product, et al. That being said, it will benefit both of you if you work together through these challenges. Your contractor should offer a solution, and do what they can to keep the project moving forward.

CHANGE ORDERS

A change order is a written modification of the job or a particular aspect of the job. Unforeseen conditions such as building structure, insect infestation, or issues with the ground that can only be diagnosed once construction begins, and owner-initiated changes are the two main causes of change orders.

Before the job begins make sure you have a mutual understanding in writing with the contractor on how change orders will be handled. It is vital to get all changes in writing. Also, keep in mind that changes may affect the project's schedule and budget.

A written change order should include: job name, address, phone number, owner's name, a complete description of

the new or modified worked, materials, labor, price, revised completion date, your signature and signature of the company representative.

LIEN WAIVER OR RELEASE

It is the contractor's responsibility to pay any subcontractors that are used for your job. If a contractor doesn't pay, the subcontractor can have a lien put on your house. Protect yourself by asking if the contractor is willing to provide a lien waiver at the completion of the project, and then remember to ask for the written lien waiver when the work is finished. This protects you and verifies that everyone has been paid. Make sure the lien waiver is signed by both the contractor and the subcontractor.

FEDERAL TRADE COMMISSION'S COOLING-OFF RULE

The Federal Trade Commission's (FTC's) Cooling-Off Rule gives you three days to cancel purchases of \$25 or more if the agreement was signed at a location other than the physical office of the business. Under the Cooling-Off Rule, your right to cancel for a full refund extends until midnight of the third business day after the sale.

You do not have to give a reason for canceling your purchase. You have a right to change your mind. There are some exceptions and things to consider if you cancel so make sure you read about it on the government website.

WARRANTY

A committed contractor will offer a warranty beyond what is required by law. Make sure you know the details of the warranty and how to reach the company should you need to. At a minimum it should cover workmanship and products.

RESOURCES

Miscellaneous Resources

Angie's List

1030 E. Washington Street

Indianapolis, IN 46202

Phone: 1-888-888-5478

<http://www.angieslist.com>

Contractor's License Reference Site

<http://contractors-license.org/>

EPA's Requirements

<http://www.epa.gov/lead/pubs/renovation.htm>

[http://www.nahb.org/generic.aspx?sectionID=715&generic](http://www.nahb.org/generic.aspx?sectionID=715&genericContentID=121061)

[ContentID=121061](http://www.nahb.org/generic.aspx?sectionID=715&genericContentID=121061)

Federal Trade Commission's Cooling-Off Rule

[http://www.ftc.gov/bcp/edu/pubs/consumer/products/](http://www.ftc.gov/bcp/edu/pubs/consumer/products/pro03.shtm)

[pro03.shtm](http://www.ftc.gov/bcp/edu/pubs/consumer/products/pro03.shtm)

National Contractor License Service (State List)

http://clsi.com/state_contractor_license_board.htm

Service Magic

14023 Denver West Parkway

Bldg. 64, Suite 200

Golden, CO 80401

Phone: (866) 384-1080

<http://www.servicemagic.com>

United States Department of Labor on Construction

<http://www.bls.gov/oco/cg/cgs003.htm>

What Is A Lien?

<http://www.remodelingmyspace.com/legal-issues/>

[contractor-laws/what-is-a-lien-and-are-you-at-risk.htm](http://www.remodelingmyspace.com/legal-issues/contractor-laws/what-is-a-lien-and-are-you-at-risk.htm)

Organizations

American Institute of Architects (AIA)

1735 New York Ave., NW

Washington, DC 20006-5292

Phone: (800) 242-3837 or (202) 626-7300

Fax: (202) 626-7547

<http://www.aia.org>

National Association of Home Builders (NAHB)

1201 15th Street NW

Washington, DC 20005

Phone: 1-800-368-5242

<http://www.nahb.org>

National Association of Remodeling Industry (NARI)

780 Lee Street

Suite 200

Des Plaines, Illinois 60016

Phone: 1-800-611-6274

<http://www.nari.org>

Resources by State

ALABAMA*

Office of Work Force Development

RSA Union, 6th Floor

PO Box 303500

Montgomery, AL 36130-3500

Phone: (334) 242-3460

<http://www.alalabor.alabama.gov/>

List of Local Building Departments—Online

<http://www.bc.state.al.us/>

Attorney General

500 Dexter Avenue

Montgomery, AL 36130

Phone: (334) 242-7300

<http://www.ago.state.al.us/>

Housing & Property Resources—Online

<http://www.alabama.gov/portal/secondary.jsp?id=housing>

Home Builders Licensure Board

P. O. Box 303605
Montgomery, AL 36130-3605
445 Herron Street
Montgomery, AL 36104
Phone: (334) 242-2230
Fax: (334) 263-1397
<http://www.hblb.alabama.gov/content/Consumers/consumers.aspx>

Licensing Board for General Contractors

2525 Fairlane Drive Montgomery, Alabama 36116
Phone: (334) 272-5030
Fax: (334) 395-5336
<http://www.genconbd.state.al.us/>

Electrical Contractors Board—Online Search

Phone: (334) 269-9990
<http://www.aecb.state.al.us/Search.aspx>

Heating & Air Conditioning Contractors (HVAC)—Online Search

100 N Union Street, Suite 630
Montgomery, AL 36130-5025
Phone: (334) 242-5550
Fax: (334) 353-7050
http://www.hvacboard.state.al.us/Lic_Search/searchform.asp

Plumbers & Gas Fitters Examining Board—Online Search

11 West Oxmoor Road, Suite 104
Birmingham, AL 35209
Phone: (205) 945-4857
Fax: (205) 945-9915
<http://www.pgfb.state.al.us/Inquiry.aspx>

ALASKA

Department of Labor & Workforce Development

<http://labor.alaska.gov/>

List of Local Building Departments—Online

<http://www.law.alaska.gov/department/civil/civil.html>
Attorney General
P.O. Box 110300

Juneau, AK 99811-0300

Phone: (907) 465-2133

Fax: (907) 465-2075

<http://www.law.alaska.gov/department/about.html>

Verify Worker's Compensation Insurance—Online

<https://www.ewccv.com/cvs/>

Regulation of Construction Contractors

P.O. Box 110806

Juneau, AK 99811-0806

333 Willoughby Ave. 9th Floor

Juneau, AK 99801

<http://www.dced.state.ak.us/occ/pcon.htm>

Plumbing, Electrical, Asbestos, Abatement, Hazardous Paint, Explosives, or Boiler Contractor

3301 Eagle Street, Suite 302

Anchorage, AK 99503

Phone: (907) 269-4925

Fax: (907) 269-4932

<http://labor.state.ak.us/lss/mihome.htm>

ARIZONA

Workforce Development

<http://www.azcommerce.com/Workforce/>

Workforce Connection

1700 W. Washington Street, Ste. 600

Phoenix, AZ 85007

Phone: (602) 771-1100

<http://www.arizonaworkforceconnection.com/>

Attorney General

Phoenix Office

1275 West Washington Street

Phoenix, AZ 85007

Phone: (602) 542.5025

Fax: (602) 542-4085

Tucson Office

400 West Congress

South Building, Suite 315

Tucson, AZ 85701-1367

Phone: (520) 628.6504

Fax: (520) 628.6530

<http://www.azag.gov/>

Registrar of Contractors—Online

<http://www.azroc.gov/forms/contractorsearch.html>

Hiring a Licensed Contractor—Online

http://www.azroc.gov/Consumer_menu.html

Helmets to Hardhats—for Military, Reservists, and guardsmen to transition from active duty to a career in the construction industry

Phone: 866-741-6210

<http://www.helmetstohardhats.org/>

ARKANSAS

Department of Labor

10421 West Markham

Little Rock, Arkansas 72205

Phone: (501) 682-4500

Fax: (501) 682-4535

<http://www.arkansas.gov/labor/>

Attorney General

323 Center Street, Suite 200

Little Rock, Arkansas 72201

Phone: (501) 682-2007

<http://www.arkansasag.gov/index.html>

Building Authority

501 Woodlane Drive, Suite 101N

Little Rock, AR 72201

Phone: (501) 682-1833

Fax: (501) 682-5589

<http://www.arkansasbuildingauthority.com/construction/>

Contractors Licensing Board

4100 Richards Road

North Little Rock, AR 72117

Phone: (501) 372-4661

Fax: (501) 372-2247

<http://www.state.ar.us/clb/>

Contractor Licenses—Online Search

<http://www.state.ar.us/clb/search.html>

Electrician Licenses –Online Search

https://www.ark.org/labor/electrician/roster_download/index.php

Asbestos Abatement License and Certifications—Online Search

http://www.adeq.state.ar.us/air/asb_lead/license/lic_asb_sql.asp

Landscape Architects—Online Search

http://www.arkansas.gov/asbla/find_landscape_architect.html

CALIFORNIA

Labor & Workforce

801 K Street, Suite 2101
Sacramento, CA 95814
Phone: (916) 327-9064
<http://www.labor.ca.gov/>

Contractors State License Board

9821 Business Park Drive
Sacramento, CA 95827
Phone: (800) 321-2752
<http://www.cslb.ca.gov>

Attorney General

Attn: Public Inquiry Unit
P.O. Box 944255
Sacramento, CA 94244-2550
Phone: (916) 322-3360
<http://ag.ca.gov>

Diamond Certified Companies—Online

Companies rated highest in quality
504 Redwood Blvd., Suite 210
Novato, CA 94947
Phone: (800) 738-1138
Fax: (800) 643-9963
<http://www.diamondcertified.org/>

Department of Consumer Affairs: Contractors State License Board—Online

<https://www2.cslb.ca.gov/OnlineServices/CheckLicense/CheckLicense.aspx>

Take Charge! Home – Building/Remodeling (Hiring contractors and architects)—Online

http://www.takechargeca.ca.gov/besmart/home_building.shtml

Verify a Contractor's License—Online

[http://www2.dca.ca.gov/pls/wllpub/wllquery\\$.startup](http://www2.dca.ca.gov/pls/wllpub/wllquery$.startup)

COLARADO

Department of Labor & Employment

633 17th Street, Suite 201

Denver, CO 80202-3660

Phone: (303) 318-8000

<http://www.colorado.gov/cs/Satellite/CDLE-Main/CDLE/1240336821467>

Department of Local Affairs

1313 Sherman Street, #500

Denver, CO 80203

Phone: (303) 866-2033

<http://dola.colorado.gov/cdh/index.html>

Attorney General

1525 Sherman St.

Denver, Colorado 80203

Phone: (303) 866-4500

Fax: (303) 866-5691

<http://www.coloradoattorneygeneral.gov/>

License Verification / Division of Registrations

1560 Broadway, Suite 1350

Denver, CO 80202

Phone: (303) 894-7800

Fax: (303) 894-7693

<https://www.doradls.state.co.us/alison.php>

Office of Economic Development and International Trade

1625 Broadway, Ste. 2700

Denver, CO 80202

Phone: (303) 892-3840

Fax: (303) 892-3848

<http://www.colorado.gov/oed/industry-license/32IndDetail.html>

Examining Board of Plumbers

1560 Broadway Suite 1350
Denver, CO 80203
Phone: (303)892-2300
Fax: (303)894-2310
<http://www.dora.state.co.us/plumbing/>

State Electrical Board

1560 Broadway suite 1500
Denver, CO 80202
Phone: (303)894-2300
Fax: (303)894-2310
<http://www.dora.state.co.us/electrical/>

CONNECTICUT

Connecticut Department of Labor

200 Folly Brook Blvd.
Wethersfield, CT 06109
Phone: (860) 263-6000
<http://www.ctdol.state.ct.us/>

Department of Consumer Protection

165 Capitol Avenue
Hartford CT 06106
Phone: 800-842-2649
<http://www.ct.gov/dcp/site/default.asp>

Attorney General

55 Elm Street
Hartford, Connecticut 06106
Phone: (860) 808-5318
<http://www.ct.gov/ag/site/default.asp>

eLicense Verification—Online

<https://www.elicense.ct.gov/Lookup/LicenseLookup.aspx>

Attorney General Guide to Home Improvement—Online

<http://www.ct.gov/ag/cwp/view.asp?A=2066&Q=292736>

DELAWARE

Department of Labor

19 West Lea Boulevard
Wilmington, DE 19802
Phone: (302) 761-6598
<http://www.delawareworks.com/default.shtml>

Attorney General

Carvel State Office Bldg
820 N. French Street
Wilmington, DE 19801
<http://attorneygeneral.delaware.gov/>

License Verification—Online

<https://dpronline.delaware.gov/mylicense%20weblookup/Search.aspx?facility=Y>

DISTRICT OF COLUMBIA**Workforce Investment Council**

64 New York Avenue, NE, 3rd Floor
Washington, DC 20002
Phone: (202) 671-1661
http://dcwic.dc.gov/dcwic/site/default.asp?dcwicNav_GID=

Attorney General

441 4th Street, NW, Suite 1145S
Washington, DC 20001
Phone: (202) 727-3400
Fax: (202)347-8922
<http://occ.dc.gov/occ/site/default.asp>

Industrial Trade Board of Plumbers—Online Licensing Services

https://www.asisvcs.com/services/licensing/DCOPLA/search_page.asp?CPCAT=4909STATEREG

Industrial Trade Board of Electricians—Online Licensing Services

https://www.asisvcs.com/services/licensing/DCOPLA/search_page.asp?CPCAT=3609STATEREG

Industrial Trade Board of Refrigeration & Air Conditioning—Online Licensing Services

https://www.asisvcs.com/services/licensing/DCOPLA/search_page.asp?CPCAT=RA09STATEREG

List of Neighborhood Websites—Online

http://rrc.dc.gov/rrc/cwp/view,a,1193,q,445658,rrcNav_GID,1415.asp

FLORIDA

Workforce Florida

1580 Waldo Palmer Lane, Suite 1
Tallahassee, FL 32308
Phone: (850) 921-1119
Fax: (850) 921-1101
<http://www.workforceflorida.com/>

Attorney General

State of Florida
The Capitol PL-01
Tallahassee, FL 32399-1050
Phone: (866) 966-7226
<http://myfloridalegal.com/>

Department of Business Professional Regulation— License Verification

1940 North Monroe Street
Tallahassee FL 32399
Phone: (850) 487-1395
<http://www.myfloridalicense.com/>

Construction Industry Licensing Board

1940 North Monroe Street
Tallahassee FL 32399
Phone: (850) 487-1395
<http://www.myfloridalicense.com/dbpr/pro/cilb/index.html>

Electrical Contractors' Licensing Board

1940 North Monroe Street
Tallahassee FL 32399
Phone: (850) 487-1395
<http://www.myfloridalicense.com/dbpr/pro/elboard/index.html>

Asbestos Licensing Unit

1940 North Monroe Street
Tallahassee FL 32399
Phone: (850) 487-1395
<http://www.myfloridalicense.com/dbpr/pro/asbest/index.html>

Helpful Construction Links from the Department of Community Affairs

Building Codes and Standards
2555 Shumard Oak Boulevard
Tallahassee, Florida 32399-2100

Phone: (850) 487-1824

http://www.dca.state.fl.us/fbc/construction_links/1_construction.htm

GEORGIA

Labor & Industries

http://www.georgia.gov/00/channel_title/0,2094,4802_4971,00.html

List of Local Government—Online

http://www.georgia.gov/00/channel_title/0,2094,4802_5023,00.html

Attorney General

40 Capitol Square, SW

Atlanta, GA 30334

Phone: (404) 656-3300

<http://law.ga.gov/02/ago/home/0,2705,87670814,00.html>

License Verification

214 State Capitol

Atlanta, GA 30334

Phone: (404) 656-2881

<https://secure.sos.state.ga.us/myverification/>

Board of Construction Industry

237 Coliseum Drive

Macon, GA 31217-3858

Phone: (478) 207-2440

<http://sos.georgia.gov/plb/construct/>

HAWAII*

Labor & Industrial Relations

830 Punchbowl St.

Honolulu, HI 96813

<http://hawaii.gov/labor/>

Attorney General

425 Queen Street

Honolulu, HI 96813

Phone: (808) 586-1500

<http://hawaii.gov/ag>

Department of Commerce & Consumer Affairs— Business Searches

201 Merchant St, Suite 1805

Honolulu, HI 96813

Phone: (808) 695-4618

<http://hbe.ehawaii.gov/documents/search.html>

Contractor's License Board

DCCA-PVL

Att: CLB

P.O. Box 3469

Honolulu, HI 96801

Phone: (808) 586-2700

<http://hawaii.gov/dcca/pvl/boards/contractor>

Hiring a Licensed Contractor—Online

<http://hawaii.gov/dcca/rico/licensedcontractor/>

IDAHO

Department of Labor

317 W. Main Street

Boise, ID 83735

Phone: (208) 332-3570

Fax: (208) 334-6430

<http://labor.idaho.gov/dnn/idl/Home/tabid/617/Default.aspx>

List of Local Building Departments

1090 E Watertower St.

Meridian Idaho, 83642

Phone: 1-800-955-3044

<http://dbs.idaho.gov/>

Attorney General

700 W. Jefferson Street

P.O. Box 83720

Boise, ID 83720-0010

Phone: (208) 334-2400

<http://www2.state.id.us/ag/>

License Search—Online

<https://data.dbs.idaho.gov/etrakit2/Search.aspx?grp=aec>

Division of Building Safety

1090 E Watertower St.

Meridian Idaho, 83642

Phone: 1-800-955-3044

<https://data.dbs.idaho.gov/etrakit2/Index.aspx>

Bureau of Occupational Licenses

700 West State Street, PO Box 83720

Boise, Idaho 83720-0063

Phone: (208)334-3233

Fax: (208)334-3945

<https://secure.ibol.idaho.gov/elBOLPublic/LPRBrowser.aspx>

Contractors Board—Online

<https://secure.ibol.idaho.gov/IBOL/BoardPage.aspx?Bureau=CON>

ILLINOIS

Department of Labor

160 North LaSalle Street, 13th Floor

Chicago, Illinois 60601

Phone: (312) 793-2800

<http://www.state.il.us/agency/idol/>

Workforce Development

500 E Monroe

Springfield, IL 62701-1643

Phone: (217) 785-6006

<http://www2.illinois.gov/employment/Pages/WorkforceDevelopment.aspx>

Attorney General

100 West Randolph Street

Chicago, IL 60601

Phone: (312) 814-3000

<http://www.illinoisattorneygeneral.gov/>

Contractors Board—Department of Professional Regulation

320 W. Washington Street

Springfield, IL 62786

217-782-0458

<http://www.dpr.state.il.us>

License Look-Up—Online

<https://www.idfpr.com/dpr/licenselookup/default.asp>

Division of Professional Regulation

320 W. Washington Street
Springfield, IL 62786
Phone: 217-782-0458
<http://www.idfpr.com/DPR/default.asp>

Housing Development Authority

<http://www.ihda.org/>

INDIANA

Department of Labor

402 West Washington St.
Room W195
Indianapolis, IN 46204
Phone: (319) 232-2655
<http://www.in.gov/dol/>

Attorney General

302 W. Washington St., 5th Floor
Indianapolis, IN 46204
Phone: (317) 232.6201
Fax: (317) 232.7979
<http://www.in.gov/attorneygeneral/>

Contractors Board— Professional Licensing Agency

Professional Licensing Agency
302 West Washington Street, Room E034
Indianapolis, IN 46204-2700
Phone: (317) 232-2980
<http://www.IN.gov/pla/>

IOWA

Division of Labor

1000 East Grand Avenue
Des Moines, IA 50319
Phone: (515) 242-5871
<http://www.iowaworkforce.org/labor/index.html>

Attorney General

1305 E. Walnut Street
Des Moines IA 50319
Phone: (515) 281-5164
Fax: (515) 281-4209
<http://www.iowaattorneygeneral.org/>

Licensed In Iowa—License Search Online

<https://eservices.iowa.gov/licensediniowa/index.php?pgname=pubsearch>

Contractor Law, a Department within Workforce Development

1000 East Grand Avenue
Des Moines, Iowa 50319-0209
Phone: (515) 281-5387
<http://www.iowaworkforce.org/labor/contractor.htm>

KANSAS

Department of Labor

401 SW Topeka Boulevard
Topeka, Kansas 66603-3182
Phone: (785) 296.5000
<http://www.dol.ks.gov/index.html>

List of Cities & Towns—Online

<http://skyways.lib.ks.us/towns/>

Attorney General

Memorial Hall, 2nd Floor
120 SW 10th Street
Topeka, KS 66612
Phone: (785) 296-2215
<http://www.ksag.org/>

List of Licensed Asbestos Abatement Contractors—Online

<http://www.kdhe.state.ks.us/asbestos/download/contract.pdf>

KENTUCKY

Labor Cabinet

Suite 4, 1047 U.S. Highway 127 South
Frankfort KY 40601
Phone: (502) 564.3070
Fax: (502) 564.5387
<http://www.labor.ky.gov/>

Department of Housing, Buildings and Construction

101 Sea Hero Road, Suite 100
Frankfort, KY 40601

Phone: (502) 573-0364

Fax: (502) 573-1057

<http://dhbc.ky.gov/>

Attorney General

700 Capitol Avenue, Suite 118

Frankfort, Kentucky 40601

Phone: (502) 696-5300

<http://ag.ky.gov/>

Department for Local Government—County List Online

<http://dlg.ky.gov/kentuckycounties.htm>

Kentucky Landscape Architect Registration Board

163 West Short Street, Suite 351

Lexington, KY 40507

Phone: (859) 246-2753

Fax: (859) 246-2754

<http://www.klarb.ky.gov/>

LOUISIANA

Workforce Commission

1001 N. 23rd Street

Baton Rouge, LA 70802

Phone: (225) 342-3111

<http://www.laworks.net/>

Local Parish List—Online

<http://www.louisiana.gov/>

Attorney General

1885 N. Third Street

Baton Rouge, LA 70802

P.O. Box 94005

Baton Rouge, LA 70804

Phone: (225) 326-6079

<http://www.ag.state.la.us/>

State Licensing Board for Contractors & Verification Search

P.O. Box 14419

Baton Rouge, LA 70898-4419

Phone: (225) 765-2301

Fax: (225) 765-2431

<http://www.lslbc.louisiana.gov/findcontractor.asp>

MAINE

Department of Labor

54 State House Station
Augusta, Maine 04333
Phone: (207) 623-7900
<http://www.maine.gov/labor/>

County List of Contractors Certified in Erosion Control Practices—Online

<http://www.maine.gov/dep/blwq/training/cccec.htm>

Attorney General

6 State House Station
Augusta, ME 04333
Phone: (207) 626-8800
<http://www.maine.gov/ag/>

Office of Licensing & Registration

76 Northern Avenue
Gardiner, Maine 04345
Phone: (207) 624-8603
Fax: (207) 624-8637
<http://www.state.me.us/pfr/professionallicensing/index.shtml>

Bureau of Land & Water Quality

17 State House Station
Augusta, Maine 04333-0017
<http://www.maine.gov/dep/blwq/docstand/stormwater/construction.htm>

MARYLAND

Department of Labor, Licensing and Regulation

500 North Calvert Street #401
Baltimore, MD 21202
Phone: (410) 230-6001
<http://www.dllr.state.md.us/>

List of Local Government—Online

<http://www.msa.md.gov/msa/mdmanual/01glance/html/county.html>

Attorney General

200 St. Paul Place
Baltimore, MD 21202
Phone: (410) 576-6300

<http://www.oag.state.md.us/>

License Search—Online

<http://www.dllr.state.md.us/pq/>

MASSACHUSETTS

Department of Labor and Workforce Development

One Ashburton Place

Suite 2112

Boston, MA 02108

Phone: (617)626-7122

<http://www.mass.gov>

Attorney General

One Ashburton Place

Boston, MA 02108

Phone: (617) 727-2200

<http://www.mass.gov/pageID=cagohomepage&L=1&L0=Home&sid=Cago>

Division of Occupational Safety—Online

[http://www.mass.gov/pageID=elwdagencylanding&L=4&L0=Home&L1=Government&L2=Departments+and+Divisions+\(EOLWD\)&L3=Division+of+Occupational+Safety&sid=Elwd](http://www.mass.gov/pageID=elwdagencylanding&L=4&L0=Home&L1=Government&L2=Departments+and+Divisions+(EOLWD)&L3=Division+of+Occupational+Safety&sid=Elwd)

MICHIGAN

Department of Energy, Labor & Economic Growth

P.O. Box 30004

Lansing, MI 48909

Phone: (517) 373-1820

Fax: (517) 373-2129

<http://www.michigan.gov/dleg/>

Attorney General

G. Mennen Williams Building, 7th Floor

525 W. Ottawa St.

P.O. Box 30212

Lansing, MI 48909

Phone: (517) 373-1110

Fax: (517) 373-3042

<http://www.michigan.gov/ag>

Board of Residential Builders and Maintenance & Alteration Contractors

Phone: (517) 373-7353

Fax: (517) 373-2162

<http://www.michigan.gov/builders>

Online License Verification

<http://www.dleg.state.mi.us/verify.htm>

MINNESOTA

Department of Labor & Industry

443 Lafayette Road N.

St. Paul, MN 55155

Phone: (651) 284-5005

<http://www.dli.mn.gov/main.asp>

Construction Codes and Licensing Division

P.O. Box 64217

St. Paul, MN 55164

Phone: (651) 284-5034

Fax: (651) 284-5743

<http://www.dli.mn.gov/Main.asp>

Attorney General

1400 Bremer Tower

445 Minnesota Street

St. Paul, MN 55101

Phone: (651) 296-3353

<http://www.ag.state.mn.us/>

License Verification—Online

<https://secure.doli.state.mn.us/licensing/licensing.aspx>

MISSISSIPPI

Department of Employment Security

Office of the Governor

1235 Echelon Parkway

P.O. Box 1699

Jackson, MS 39215-1699

Phone: (601) 321-6000

<http://mdes.ms.gov/Home/index.html>

Home Corporation

P.O. Box 23369

Jackson, MS 39225-3369

Phone: (601) 718-4636

Fax: (601) 718-4643

<http://www.mshomecorp.com/firstpage.htm>

Attorney General

Walter Sillers Building

550 High Street, Suite 1200

Jackson, MS 39201

Phone: (601)359-3680

<http://www.ago.state.ms.us/>

Contractors Board

2679 Crane Ridge Drive,

Suite C, Jackson MS, 39216

Phone: (601) 354-6161

<http://www.ms boc.us/>

License Verification—Online

<http://www.ms boc.us/OnlineServices/>

[CheckLicenseRequest.html](http://www.ms boc.us/OnlineServices/CheckLicenseRequest.html)

MISSOURI

Department of Labor

421 East Dunklin St.

P.O. Box 504

Jefferson City, MO 65102-0504

Phone: (573) 751-4091

Fax: (573) 751-4135

<http://www.labor.mo.gov/>

County List—Online

<http://dnr.mo.gov/shpo/mnrlist.htm>

Attorney General

2860 Kage Road

Cape Girardeau, MO 63701

Phone: (573) 290-5679

<http://ago.mo.gov/>

Department of Natural Resources/Asbestos Information

P.O. Box 176

Jefferson City, MO 65102

Phone: (800) 361-4827

<http://www.dnr.mo.gov/env/apcp/Asbestos.htm>

MONTANA

Department of Labor & Industry—Business Standards

301 South Park, Room 430
PO Box 200513 Helena, MT 59620-0517
Phone: (406) 841-2333
<http://bsd.dli.mt.gov/>

Attorney General

Department of Justice
P.O. Box 201401
Helena, MT 59620-1401
Phone: (406) 444-2026
Fax: (406) 444-3549
<http://doj.mt.gov/>

Licensee Lookup System—Online

<https://app.mt.gov/lookup/>

Construction Contractor / Workers' Compensation Regulation Bureau

Employment Relations Division
PO Box 8011
Helena, MT 59604-8011
Phone: (406) 444-7734
<http://erd.dli.mt.gov/mtcontractor/index.html>

Choosing a Contractor—Online

[http://doj.mt.gov/consumer/consumer/
choosingcontractor.asp](http://doj.mt.gov/consumer/consumer/choosingcontractor.asp)

NEBRASKA

Department of Labor

550 South 16th Street
Lincoln, NE 68508
Phone: (402) 471 - 9000
<http://www.dol.nebraska.gov/>

List of Local Counties—Online

<http://www.nebraska.gov/nebraskacounties.html>

Attorney General

2115 State Capitol
Lincoln, NE 68509
Phone: (402) 471-2682
<http://www.ago.state.ne.us/>

Search Registered Contractors—Online

<http://www.dol.nebraska.gov/nwd/center.cfm?PRICAT=2&SUBCAT=5H>

Contractor Information and Resources

5723 F St, 2nd Floor

Omaha, NE 68117-2822

Phone: (402) 595-3095

<http://www.dol.nebraska.gov/nwd/center.cfm?PRICAT=2&SUBCAT=5G>

Department of Revenue for Construction

Nebraska State Office Building

1313 Farnam Street

Omaha, NE 68102-1871

Phone: (402) 595-2065

http://www.revenue.ne.gov/contractor_database.html

Board of Engineers and Architects

215 Centennial Mall South, Ste. 400

Lincoln, NE 68508

Phone: (402) 471-2021

Fax: (402) 471-0787

http://www.ea.ne.gov/outside_links.html

NEVADA

Labor Commissioner

555 E. Washington Ave. Suite 4100

Las Vegas, NV 89101

Phone: (702) 486.2650

Fax: (702) 486.2660

<http://www.laborcommissioner.com/>

Attorney General

100 North Carson Street

Carson City, Nevada 89701-4717

Phone: (775) 684-1100

Fax: (775) 684-1108

<http://www.ag.state.nv.us/>

State Contractors Board / Information about Hiring a Contractor / License Verification

Southern Nevada

2310 Corporate Circle, Ste 200

Henderson, NV 89074

Phone: (702) 486-1100
Fax: (702) 486-1190
Northern Nevada
9670 Gateway Drive, Ste 100
Reno, NV 89521
Phone: (775) 688-1141
Fax: (775) 688-1271
<http://www.nvcontractorsboard.com/>

NEW HAMPSHIRE

Department of Labor

95 Pleasant Street
Concord, NH 03301
Phone: (603) 271-3176
<http://www.labor.state.nh.us/>

State Building Code Review Board

Commissioner's Office
Department of Safety
33 Hazen Drive
Concord, NH 03305
Phone: (603) 223-4289
<http://www.nh.gov/safety/boardsandcommissions/bldgcode/bldgcontactus.html>

Attorney General

33 Capitol Street
Concord, NH 03301
Phone: (603) 271-3658
Fax: (603) 271-2110
<http://doj.nh.gov/index.html>

List of Cities and Towns—Online

<http://www.nh.gov/municipal/index.html>

NEW JERSEY

Department of Labor and Workforce Development

1 John Fitch Plaza, P.O. Box 110
Trenton, NJ 08625-0110
Phone: (609) 659-9045
<http://lwd.dol.state.nj.us/labor/>

Community Resources—Online

<http://www.state.nj.us/nj/community/community/>

Attorney General

P.O. Box 080
Trenton, NJ 08625-0080
Phone: (609) 292-4925
<http://www.state.nj.us/lps/>

Bureau of Homeowner Protection

New Home Warranty Program
P.O. Box 805
Trenton, NJ 08625-0805
Phone: (609) 530-8800
<http://www.state.nj.us/dca/divisions/codes/offices/homeownerprotection.html>

NEW MEXICO**Department of Workforce Solutions**

<http://www.dws.state.nm.us/>

Attorney General

625 Silver Ave SW, STE 310
Albuquerque, NM 87102
Phone: (505) 827-3789
<http://www.justice.gov/usao/nm/>

Construction Industries Division—Online

<http://www.rld.state.nm.us/CID/>

Regulation & Licensing Department, Construction Industries Division

Toney Anaya Building
2550 Cerrillos Road, Third Floor
Santa Fe, New Mexico 87505
Phone: (505) 476-4700
Fax: (505) 476-4685
<http://www.rld.state.nm.us/CID/index.htm>

Working with a Contractor—Online

<http://www.rld.state.nm.us/cid/wrkcontractor.htm>

Online License Search

http://public.psiexams.com/index_login.jsp

NEW YORK

NYS Department of Labor

W. Averell Harriman State Office Campus, Building 12
Albany, NY 12240
Phone: (518) 457-9000
<http://www.labor.ny.gov/home>

County List—Online

<http://www.nysegov.com/map-NY.cfm>

Attorney General

Office of the Attorney General
The Capitol
Albany, NY 12224-0341
Phone: (800) 771-7755
<http://www.ag.ny.gov/>

Know Your Contractor from the Attorney General— Online

<http://www.nyknowyourcontractor.com/cfmqstaticdocs/>

NY Ask the Home Improvement Expert—Online

http://www.nysconsumer.gov/ask_the_expert.htm

State Builders Association

One Commerce Plaza, Suite 704
Albany, NY 12210
Phone: (518) 465-2492
Fax: (518) 465-0635
<http://www.nysba.com>

Office of the Professions / Architecture

89 Washington Avenue
Albany, New York 12234
Phone: (518) 474-3817
<http://www.op.nysed.gov/prof/arch/archbroch.htm>

License Verification—Online

<http://www.op.nysed.gov/opsearches.htm>

NORTH CAROLINA

Department of Labor

1101 Mail Service Center
Raleigh, NC 27699-1101
Phone: (919) 807-2796

<http://www.nclabor.com/>

County List—Online

<http://www.sog.unc.edu/library/counties.html>

Attorney General

9001 Mail Service Center

Raleigh, NC 27699-9001

Phone: (919) 716-6400

Fax: (919) 716-6750

<http://www.ncdoj.com/>

**North Carolina Licensing Board for General
Contractors / Online Verification**

3739 National Drive, Suite 225

Raleigh, NC 27612

PO Box 17187

Raleigh, NC 27619

Phone: (919) 571-4183

Fax: (919) 571-4703

<http://www.nclbgc.org/>

**State Board of Examiners of Plumbing, Heating, and
Fire Sprinkler Contractors / Online Verification**

1109 Dresser Court

Raleigh, NC 27699

Phone: (919) 875-3612

Fax: (919) 875-3616

<http://www.nclicensing.org/OnlineReg.htm>

**State Board of Examiners of Electrical Contractors—
Online**

<http://lookup.ncbeec.org/>

**What to Know before Hiring a Contractor (Electrical
Contractor site)—Online**

<http://www.ncbeec.org>

NORTH DAKOTA

**Department of Commerce / Division of Workforce
Development**

P.O. Box 2057

Bismarck, ND 58502-2057

Phone: (701) 328-5345

Fax: (701) 328-5320

<http://www.workforce.nd.gov/>

County Map and List—Online

<http://www.ndaco.org/?id=76>

Attorney General

State Capitol
600 E. Boulevard Ave.
Dept. 125
Bismarck, ND 58505
Phone: (701) 328-2210
<http://www.ag.nd.gov/>

Secretary of State, What is a Contractor?—Online

<http://www.nd.gov/sos/licensing/>

State Electrical Board

1929 N. Washington Street, Suite A-1
P.O. Box 7335
Bismarck, ND 58507-7335
Phone: (701) 328-9522
Fax: (701) 328-9524
<https://www.ndseb.com/>

Verify Electrical License—Online

<https://www.ndseb.com/?id=70>

OHIO

Commerce Bureau of Labor & Worker Safety

6606 Tussing Rd.
PO Box 4009
Reynoldsburg, OH 43068-9009
Phone: (614) 644-2450
Fax: (614) 728-8639
<http://www.com.ohio.gov/laws/>

County List—Online

http://www.naco.org/Counties/Pages/NACo_FindACounty.aspx

Attorney General

30 E. Broad St., 17th Floor
Columbus, OH 43215
Phone: (800) 282-0515
<http://www.ohioattorneygeneral.gov/>

Construction Industry Licensing Board

6606 Tussing Road
Reynoldsburg, Ohio 43068
Phone: (800) 248-4040
Fax: (614)728-1200
<http://com.ohio.gov/dico/OCILB.aspx>

Construction License Verification—Online

https://www.comapps.ohio.gov/dic/dico_apps/lics/coemp_lookup/default.aspx

Architects Board

77 S. High Street, 16th Floor
Columbus, Ohio 43215-6108
Phone: (614) 466-2316
Fax: (614) 644-9048
<http://www.arc.ohio.gov/>

Architecture License Verification—Online

<https://license.ohio.gov/lookup/default.asp?division=89>

OKLAHOMA

Department of Labor

3017 N. Stiles, Suite 100
Oklahoma City, OK 73105
Phone: (405) 521-6100
Fax: (405)521-6018
<http://www.ok.gov/odol/>

Local Resources—Online

<http://www.ok.gov/genthree/maps.php>

Attorney General

313 NE 21st Street
Oklahoma City, OK 73105
Phone: (405) 521-3921
Fax: (918) 581-2885
<http://www.oag.state.ok.us/>

Construction Industries Board

2401 NW 23rd Street #5
Oklahoma City, OK 73107
Phone: (405) 271-5217
Fax: (877) 484-4424
<http://www.ok.gov/cib/index.html>

Construction Verification—Online

<http://cibverify.ok.gov/>

OREGON

Bureau of Labor and Industries

800 NE Oregon St., Suite 1045

Portland, OR 97232

Phone: (971) 673-0761

Fax: (971) 673-0762

<http://www.oregon.gov/BOLI/>

Local Government Resources—Online

<http://www.oregon.gov/localgovt.shtml>

Attorney General

Oregon Department of Justice

1162 Court Street NE

Salem, OR 97301-4096

Phone: (503) 378-4400

<http://www.doj.state.or.us/>

Construction Contractors Board

700 Summer St. NE, Suite 300

PO Box 14140

Salem, OR 97309-5052

Phone: (503) 378-4621

Fax: (503) 373-2007

<http://www.ccb.state.or.us/>

Verify a Contractor's License—Online

http://www.ccb.state.or.us/CCB/online_services.shtml

PENNSYLVANIA

Labor & Industries

Phone: (717)787-3354

http://www.dli.state.pa.us/portal/server.pt/community/l_i_home/5278

County Resources—Online

http://www.pa.gov/portal/server.pt/community/quick_government_resources/3070

Attorney General

16th Floor, Strawberry Square

Harrisburg, PA 17120

Phone: (717) 787-3391

Fax: (717) 787-8242

http://www.dli.state.pa.us/portal/server.pt/community/_i_home/5278

Home Improvement Consumer Information—Online / Contractor Verification

<http://www.attorneygeneral.gov/hiccon.aspx?id=4502>

RHODE ISLAND

Department of Labor & Training

<http://www.dlt.ri.gov/>

Attorney General

150 South Main St.,

Providence, RI 02903

Phone: (401) 274-4400

<http://www.riag.ri.gov>

Contractor's Registration Board

One Capitol Hill

Providence, RI 02908-5859

Phone: (401) 222-1268

<http://www.crb.state.ri.us/>

Professional Regulation / License Verification—Online

<http://www.dlt.ri.gov/profregsonline/PROLentree.aspx>

Housing Resources—Online

<http://www.hrc.ri.gov/links/index.php>

SOUTH CAROLINA

Department of Labor, Licensing and Regulation

Synergy Business Park

Kingstree Building

110 Centerview Dr.

Columbia, SC 29210

Phone: (803) 896-4300

<http://www.llr.state.sc.us/>

County Resources—Online

<http://www.sccounties.org/counties/default.aspx>

Attorney General

Rembert Dennis Building

1000 Assembly Street, Room 519

Columbia, SC 29201
Phone: (803)734-3970
<http://www.scattorneygeneral.com/>

License Verification—Online

<http://verify.llronline.com/LicLookup/LookupMain.aspx>

SOUTH DAKOTA

Department of Labor

700 Governors Drive
Pierre, SD 57501-2291
Phone: (605) 773-3101
Fax: (605) 773-6184
<http://dol.sd.gov/>

County List—Online

http://www.sdcounties.org/index.php?option=com_content&task=view&id=14&Itemid=28

Attorney General

1302 E Hwy 14, Suite 1
Pierre SD 57501-8501
Phone: (605) 773-3215
Fax: (605) 773-4106
<http://atg.sd.gov/>

State Government Phonebook—Online

<http://apps.sd.gov/applications/dp51SWPB/DP51InternetSearch.asp>

TENNESSEE

Department of Labor and Workforce Development

220 French Landing Drive
Nashville, TN 37243
Phone: (615) 741-6642
<http://tennessee.gov/labor-wfd/Isques.html>

City and County List—Online

<http://www.tennesseeanytime.org/local/index.html>

Attorney General

P.O. Box 20207
Nashville, TN 37202-0207
Phone: (615) 741-3491
Fax: (615) 741-2009

<http://tn.gov/attorneygeneral/index.html>

Board for Licensing Contractors

500 James Robertson Parkway

Nashville, TN 37243-1150

Phone: (615) 741-8307

Fax: (615) 532-2868

<http://tn.gov/commerce/boards/contractors/index.shtml>

License Verification—Online

<http://verify.tn.gov/>

Board of Architectural and Engineering Examiners

500 James Robertson Pkwy

Nashville, TN 37243-1142

Phone: (615) 741-3221

Fax: (615) 532-9410

<http://tn.gov/commerce/boards/ae/index.shtml>

TEXAS

Texas Workforce Commission

101 E. 15th Street, Rm. 651

Austin, TX 78778-0001

Phone: (512) 463-2236

<http://www.twc.state.tx.us/>

City List—Online

<http://proagency.tripod.com/ttxcities.html>

Attorney General

PO Box 12548

Austin, TX 78711-2548

Phone: (512) 463-2100

<http://www.oag.state.tx.us/>

Texas Department of Licensing and Regulation

P.O. Box 12157

Austin, Texas 78711

Phone: (512) 463-6599

Fax: (512) 475-2871

<http://www.license.state.tx.us/>

License Data Search—Online

<http://www.license.state.tx.us/LicenseSearch/>

Electrician Licensing

P.O. Box 13489

Austin, TX 78711

electricians@license.state.tx.us

<http://www.license.state.tx.us/electricians/elec.htm>

Residential Construction Commission

311 E. 14th Street

P.O. Box 13509

Austin, TX 78711-3509

Phone: (877) 651-8722

<http://www.trcc.state.tx.us/default.asp>

UTAH

Department of Workforce Services

P.O. Box 45249

Salt Lake City, UT 84145-0249

Phone: (801) 526-9675

Fax: (801) 526-9211

<http://jobs.utah.gov/>

City & County Resources—Online

<http://www.utah.gov/government/citycounty.html>

Attorney General

Utah State Capitol Complex

350 North State Street Suite 230

SLC UT 84114-2320

Phone: (801) 366-0260

Fax: (801) 538-1121

http://attorneygeneral.utah.gov/my_mission.html

Licensee Lookup & Verification System—Online

<https://secure.utah.gov/llv/search/index.html?jsessionid=91e7ce18aae9203c8bb8a7d209ad>

Labor Commission—Online Workers' CompCheck

<http://www.laborcommission.utah.gov/>

IndustrialAccidents/POC.html

VERMONT

Department of Labor

<http://labor.vermont.gov/>

Buildings and General Services

2 Governor Aiken Avenue
Montpelier, VT 05633-5801
Phone: (802) 828-3314
<http://bgs.vermont.gov/>

Attorney General

109 State Street
Montpelier VT 05609-1001
Phone: (802) 828-3171
<http://www.atg.state.vt.us/>

Electrical Licenses—Online Verification

<http://www.dps.state.vt.us/fire/licensing/elicenses.htm>

Housing, Utilities, and Property Resources—Online

<http://www.vermont.gov/portal/residents/index.php?id=48>

Verify Workers' Compensation Insurance—Online

<http://labor.vermont.gov/InfoCenter/WorkersCompensationInsuranceCoverageVerificat/tabid/1473/Default.aspx>

VIRGINIA

Department of Labor and Industry

13 South Thirteenth Street
Richmond, Virginia 23219-4101
Phone: (804) 371-2327
<http://www.doli.virginia.gov/>

Regions, Counties, Cities & Towns—Online

http://www.virginia.gov/cmsportal3/mapping_virginia_4096/index.html

Attorney General

900 East Main Street
Richmond, VA 23219
Phone: (804) 786-2071
<http://www.oag.state.va.us/>

Board for Contractors

9960 Mayland Drive
Suite 400
Richmond, Virginia 23233-1463
Phone: (804) 367-8511

http://www.dpor.virginia.gov/dporweb/con_main.cfm

License Lookup and Disciplinary Actions—Online

http://www.dpor.state.va.us/regulantlookup/selection_input.cfm?CFID=2034906&CFTOKEN=40284639

Consumer Information—Online

<http://www.dpor.virginia.gov/dporweb/servicesconsumers.cfm>

Board for Architects, Professional Engineers, Land Surveyors, Certified Interior Designers and Landscape Architects (APELSCIDLA Board)

9960 Mayland Drive

Suite 400

Richmond, Virginia 23233-1463

Phone: (804) 367-8506

http://www.dpor.virginia.gov/dporweb/ape_main.cfm

WASHINGTON

Labor & Industries/Check that your contractor is registered—Online

PO Box 44450

Olympia, WA 98504-4450

Phone: (360) 902-5226

Fax: (360) 902-5812

<http://www.lni.wa.gov/TradesLicensing/Contractors/HireCon/default.asp>

Verify Workers' Compensation—Online

<http://www.lni.wa.gov/TradesLicensing/Contractors/HireCon/Uninsured/default.asp>

Before You Hire a Contractor—Online

<http://www.lni.wa.gov/TradesLicensing/Contractors/HireCon/Checklist/before1.asp>

Report Fraudulent Contractors—Online

<http://www.lni.wa.gov/Main/Fraud/>

List of Local Building Departments—Online

<http://www.bookmarki.com/Articles.asp?ID=201>

WA State Attorney General

1125 Washington Street SE

PO Box 40100

Olympia, WA 98504-0100

Phone: (360) 753-6200

<http://www.atg.wa.gov/SafeguardingConsumers/default.aspx>

Electrical Board

<http://lni.wa.gov/Main/ContactInfo/TradesLicensing/Electrical.asp>

WEST VIRGINIA

Division of Labor

749 B Building 6, Capitol Complex

Charleston, WV 25305

Phone: (304) 558-7890

<http://wvlabor.com/newwebsite/pages/index.html>

Attorney General

State Capitol Complex, Bldg. 1, Room E-26

Charleston, WV 25305

Phone: (304) 558-2021

Fax: (304) 558-0140

<http://www.wvago.gov/consumers.cfm>

Contractor Licensing Verification—Online

http://www.wvlabor.com/newwebsite/Pages/contractor_searchNEW.cfm

Consumer Information about Contractors—Online

http://www.wvlabor.com/newwebsite/Pages/Contractor_licensing_consumer_info.html

WorkForce WV Labor Market Research, Information and Analysis

112 California Avenue

Charleston, WV 25305-0112

Phone: (304) 558-2660

Fax: (304) 558-1343

<http://workforcwv.org/lmi/>

County List—Online

<http://www.wv.gov/local/Pages/default.aspx>

Home Improvement Tips—Online

<http://www.wvago.gov/faqs.cfm?fx=view&id=129>

WISCONSIN

Labor and Industry Review Commission

PO. Box 8126
Madison WI 53708-8126
Phone: (608) 266-9850
Fax: (608) 267-4409
<http://dwd.wisconsin.gov/lirc/>

County List—Online

http://www.wisconsin.gov/state/core/wisconsin_counties.html

Attorney General

P.O. Box 7857
Madison, WI 53707-7857
Phone: (608) 266-1221
Fax: (608) 267-2779
<http://www.doj.state.wi.us/>

Department of Workforce Development

201 East Washington Avenue
P.O. Box 7946
Madison, WI 53707-7946
Phone: (608) 266-3131
Fax: (608) 266-1784
<http://dwd.wisconsin.gov/>

WYOMING

Department of Employment

Phone: (307) 777-5476
Fax: (307) 777-6552
<http://doe.wyo.gov/Pages/default.aspx>

County List Contact Information—Online

<http://soswy.state.wy.us/Elections/CountyClerks.aspx>
Attorney General
123 Capitol Building
200 W. 24th Street
Cheyenne, WY 82002
Phone: (307) 777-7841
Fax: (307) 777-6869
<http://attorneygeneral.state.wy.us/>

Professional Licensing Boards

1800 Carey Avenue 4th Floor

Cheyenne WY 82002

Fax: (307) 777-3508

<http://governor.wy.gov/boards-and-commissions.html>

Verify Architects and Landscape Architects License— Online

<http://searcharchitects.state.wy.us/>

Department of Fire Prevention & Electrical Safety

Herschler 1 West

Cheyenne, WY 82002

Phone: (307) 777-7288

Fax: (307) 777-7119

<http://wyofire.state.wy.us/>

** State website has a live chat. Live chat allows you to chat with a person to help you find the information you are looking for.*

Is a resource missing? Let me know at mel@omicle.com.

MEET MEL . . .



Melanie DePaoli, or Mel, as she is known by her clients and friends, has spent the better part of the last decade working with companies, schools, government clients and individuals on various aspects of organizational culture, branding and operations.

Her mission is to illustrate how those characteristics intersect and can impact a company's bottom line.

And, she strives to be a catalyst for change, by providing anecdotal and research-based information, unique to each client, which enables them to understand how subtle changes can be implemented to ensure long-term business success.

Most recently, DePaoli has taken up the challenges facing the construction industry. After completing several years of surveys and intense interviews with a cross section of some of the nation's most successful general contracting and commercial construction operations, she published a book called "Contractors: Doing it Right, Not Just Getting it Done." The first in a series of books for contractors and consumers about the industry, it was designed, she says, to help put contractors on the right path as they work to maintain market share and financial viability during the global recession.

ABOUT THIS BOOK

This book is a part of the Contractors Series, published by Brand or Culture. It is designed for contractors to use as a marketing tool to demonstrate confidence in their work and business. Any agreement you choose to enter is between you and the contractor and we are not responsible. This book is meant to be a guide to help you as the customer make the right decision and help you document the necessary information for your own records.

OTHER BOOKS

Hiring a Contractor is available for whole-sale purchase.



CONTRACTORS: Doing it Right Not Just Getting it Done looks at elements of culture and branding as they relate specifically to the American construction industry. Readers will gain an understanding of the importance of building and maintaining a strong culture as the key for the longevity and success of their business.

**For more information or to purchase books,
please visit www.ContractorsDoingItRight.com**

**'Like' Contractors Doing it Right on Facebook at
www.facebook.com/ContractorsDoingItRight**

**Follow Contractors Doing It Right on Twitter
at www.twitter.com/RightContractor**