

Finding a Renovator

Finding the right renovator is key to getting the results you want. The sooner you get a professional involved, the more you can benefit from their knowledge and expertise. With a little legwork, you should have no trouble finding the company that is best suited for your project.

Get the names of renovator members of your local Home Builders' Association (HBA). Membership in a local Home Builders' Association is a solid indication of professionalism. Members have access to training and the latest information on all aspects of renovation. They also agree to adhere voluntarily to the Association's Code of Ethics, which sets out a framework for fair and honest business practices.

Associations cannot make recommendations about a specific company, but will gladly provide you with a list of members who may be suitable for your project. You can also go online (check www.chba.ca for a listing of all local HBAs) and check the websites of individual renovator members.

Ask around for recommendations. Many renovators do little, if any, advertising. They often don't have to, as the "word" travels from one client to the next. Most people are happy to talk about their own renovation experiences and tell you what they think about their contractor. Ask friends, family, co-workers and neighbours who have had work done recently. Look around your neighbourhood for projects in progress and talk with the homeowners.

Visit home shows to meet renovators. Home shows can be a great opportunity to check out some of your local renovation contractors. Stop by their booth, look at their displays, and get into conversations with them, to get a sense of their company, services and possible fit with your renovation project. If your initial impression is positive, add the company to your list of prospective renovators, for later contact and more in-depth discussion.

Check advertising by renovation companies. You can also look in your local newspapers for advertisements, review flyers that come to your door, check local building material stores for business cards or brochures, and browse the *Yellow Pages*[™] to see what other companies might be working in your area. When contacting renovators you have identified through their advertising, ask lots of questions, and make sure you investigate the company thoroughly before making any decisions about hiring.

Investing a little time upfront finding the right renovator is well worth your time. When you begin with a list of professional renovators, the next steps are easy—interviewing, checking credentials and hiring the company that's right for your project.

*This backgrounder has been prepared by the Canadian Renovators' Council
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