

Question	Answer
How long have you been in business under the same business name?	
What is your project estimation process?	
Is your project price based on time and materials or is it a fixed cost bid?	
Do you have an accounting department and experts to ensure the project costs are accurate?	
How detailed are your renovation agreements and what do they cover?	
Can you describe your planning and permitting process and how it impacts the project timeline?	
How large a deposit do you require up front before the project begins	
Do you or we need to hire outsourced design or do you have that talent and expertise in house?	
Which professional qualifications does your design team hold?	
How many designs that you have done are actually built and have any won awards?	
How do you understand the needs, wants, and wishes of the homeowner and translate them into an ideal renovation project that meets all of their needs?	
How will you help me visualize the outcome of my renovation project?	
What percent of your projects are completed on time and how do you know they did?	

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What percentage of your project comes in on budget as set at the beginning of the project?	
How do you define allowances for the purchase of materials in a renovation project and how do you know they are sufficient?	
Who carries the financial liability for materials purchased for a project and how is the homeowner protected?	
What is your communication process throughout the course of the project?	
How do you communicate the project schedule and the impact of any changes and unforeseen events?	
How do you help set our expectations early on and realign those expectations as issues come up?	
What is your change order process and how many change orders are typical during any given project?	
Can you describe your planning process to minimize the number of change orders?	
Do you hold yourself accountable for items you miss in your original bid and can you give me an example of one?	
Do you schedule weekly meetings during production with the homeowner to discuss the project progress and planned activities?	
Do you have a quality assurance process for workmanship throughout the project and beyond?	
How do you gauge customer satisfaction throughout the project and once it is completed?	