

1996-1997 Code of Ethics & Competency

Official Policies, Procedures and Standards for Remodeling Contractors

**Every Year Over 1.1 Million
Complaints Are Filed Against
Remodeling Contractors -- Up
60% In The Last Few Years...**

*How To Protect
Yourself From Shoddy
Workmanship and
Contractor FRAUD.*

C.A.P.S.

PROGRAM

"Contractor Fraud & Shoddy Workmanship Is The Biggest Complaint Amongst U.S. Consumers."

- U.S. Better Business Bureau.

Complaints and lawsuits over Home improvement and remodeling have risen over 60% in the past 3 years and currently amount to over 1.1 million each year, more than double that of faulty auto repair.

"It's easy to get taken by dishonest or inept contractors because their lack of skills or time to do it themselves makes them so vulnerable," says Barbara Opotowski, president of the BBB of Metropolitan New York.

Indeed, even the savviest people can be duped easily by dishonest or greedy contractors. Before you embark on any remodeling project make sure your contractor complies with the standards set within the 1996-97 C.A.P.S. Program Official Guidelines. Protect yourself.

TOP 5 Biggest Problems U.S. Consumers Have With Remodeling Contractors

1. Fraudulent Contractors.
2. Poor Quality Workmanship
3. Having to Spend More Money Than Bid
4. Poor Service
5. Job Not Completed On Time

PROBLEM #1 Fraudulent Contractors

- ? 96% of all contractors are "mom & pop" type operations
- ? 50% of contractors go out of business within 1 year
- ? More than "One Third" of all jobs are not completed by original contractor

PROBLEM #2 Poor Quality (*Shoddy*) Workmanship

- ? Most Sub- Contractors are not technically competent
- ? No Control or subcontractor compliance
- ? No systems to prevent bad installation or construction
- ? Problems with windows, plumbing, drywall, tile.

PROBLEM # 3 You Pay More Than Original Bid "The Money Pit"

- ? More than 82% of all jobs results in the home owner paying more than the job was originally bid
- ? Most jobs are underbid due to lack of experience
- ? Most owners will pay 20 - 30% more than expected

PROBLEM # 4 Poor Customer Service

- ? Workers don't show up when supposed to
- ? Contractor does not return phone calls
- ? Home left in shambles by workers, dirty, dusty
- ? Workers steal from home owner. No security

PROBLEM # 5 Job Not Completed On Time As Promised

- ? 82% of all jobs are not completed at the promised date
- ? Poor coordination of subcontractors and workers
- ? Workers do not show up on time

Before You Start... Make Sure Your Contractor Complies With The 1996-1997 Code of Ethics & Competency

To Protect Yourself, Ask Him For These 22 Things Before You Start

By asking your remodeling contractor to produce these pieces of evidence you can more fully ensure quality workmanship and reputation.

Simply hand your contractor the document on the back of this brochure. If you have questions concerning your contractor you can call our consumer HOTLINE at Ph.#: 972-341-3365.

22 Quality Compliance Audits

- ✍ Current business license
- ✍ NARI certificate
- ✍ Do you comply with the CAPS program?
- ✍ 5 references
- ✍ Insurance certificate -- not "self-Insured" or per pound
- ✍ Installations guidelines for each job
- ✍ Past Compliance reports

22 QCA's Continued:

- ✍ Subcontractor compliance agreements
- ✍ Subcontractor phonebook
- ✍ Written bid with L-3 or L-4 specifications
- ✍ 98 point bid checklist
- ✍ Past written change orders
- ✍ Critical Path project plan
- ✍ Preconstruction meeting and resolution agreement
- ✍ Statement of values
- ✍ Who is my construction supervisor
- ✍ Weekly project meeting notes
- ✍ Security assurance program
- ✍ Dust protection - Temporary clothing storage
- ✍ Daily cleanup roster
- ✍ Complete project manual
- ✍ On-Time resolution reports

***For a complete descriptions of these terms and why they are important to you, see pgs. 6-7.*

C.A.P.S

PROGRAM

SUBCONTRACTOR COMPLIANCE AGREEMENT

We want you and RHI to be successful; this means making and keeping the clients happy. If we all follow a few rules of professional conduct, the results will be satisfied customers, more referrals, and more jobs.

We agree to abide by these guidelines when working on job sites for RHI:

- ✍ NO smoking inside the clients home.
- ✍ NO foul language on the jobsite.
- ✍ NO alcohol or drugs on the jobsite.
- ✍ Any radios or music on the jobsite must be played quietly.
- ✍ Clothing must be neat and clean.
- ✍ Subs and their employees will respect the clients' telephones, bathrooms, parking spaces, etc.
- ✍ A neat and clean project is important to our clients. Do you work so that dirt and mess are kept to a minimum. At the end of each day, put trash in the container and Leave the site broom clean.
- ✍ Subs must have current license appropriate for their trade.
- ✍ Subs must carry workers' compensation, accident insurance, or have a waiver form signed before work begins. Insurance must remain in effect for the duration for the job. We request that subs carry general liability insurance; if they do not, special arrangements must be made with contractor before the contractor begins.
- ✍ Subs will be responsible for their taxes.
- ✍ Subs are responsible for enforcing OSHA safety regulations for their trade.
- ✍ Any changes to an agreed work schedule must be communicated to the job supervisor before the original scheduled time.
- ✍ Subcontractors will warranty all work and materials supplied by them for one year, and perform any callbacks or warranty work within two weeks of the request.
- ✍ Invoices for work completed by Friday evening must be submitted by 5:00 PM on that day in order to be considered for payment on Friday. *(Any invoices received after that time will be considered for payment the following Friday.)*

(Subcontractor)

____ / ____ / ____
(Date)

To Protect Yourself... Ask Your Remodeling Contractor For These 22 Things Before You Start

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Hand this tear-out sheet to your prospective remodeling contractor and ask them to return it to you with the appropriate documentation. If you have any questions about your contractors compliance with the 1996-1997 Remodeling Contractors Code of Ethics & Competency, call RHI@ Ph#: (214)341-3365