

TsT Home Improvement Services

Tip of the Month By Tom S. Truesdale

Expectations, Trust & Relationship

I hope you had a happy holiday season! We are looking forward to exciting new projects in 2016. This month I would like share some thoughts regarding customer service and performance expectations to consider when selecting a contractor to complete a project.

As a contractor, service and customer satisfaction should always come first and at TsT, we always put that as a first priority. With that being said, coupling a service priority with the construction industry can make things challenging to say the least due to all the variables that can impact a construction project.

A few things to understand and keep in mind as a customer. Construction is a challenging business, so many factors have impact to the daily success of a project. Weather obviously can not be controlled and can delay exterior projects. It also impacts means and methods of how things are built. Consider the season when planning an exterior project. Suppliers and labor also create a daily challenge. Changes and additional work being added during the project create significant challenges. Try to avoid added scope and changes unless it is understood that additional time and cost will be incurred. None of these items should be used as an "excuse" by your contractor, but a customer understanding these challenges will make for a better relationship between you and your contractor.

A good contractor does their best to plan for the unexpected, but sometimes "issues" happen that are out of their control. Unforeseen existing conditions



can be discovered during construction that were not expected. A few examples are hidden or undocumented underground conditions, water damage or interior mold or termite damage. These kind of issues can cause significant impact to a project and can cause delays and added cost. The best strategy is to keep the customer informed and work hard to resolve issues when they develop.

The challenges listed above lead to a key component of a successful project. Trust and relationship with your contractor. Ask for references from previous projects, take time during the interview process, develop a trust and relationship that will be comfortable during the course of the project. Keep in mind that the lowest bid is generally not the best. A good contractor should always return communications in a timely and professional manner. Of course choosing a contractor that will stand behind his product and installation is critical.

Hope this months tips were helpful, have a nice winter season and we look forward to hearing from you when your next Home Improvement Project comes to mind! *TsT*

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1 FREE HOME IMPROVEMENT CONSULTING VISIT

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