



The measure of a great remodeler.



NARI OF GREATER CHICAGOLAND

FREQUENTLY ASKED QUESTIONS

What is NARI of Greater Chicagoland?

NARIGC's motto is "Remodeling Done Right" for homeowners the Greater Chicagoland area. We are committed to educating both trade professionals and remodeling-ready homeowners which results in quality remodeling projects for consumers. NARIGC does this by reaching out to a diverse audience in a variety of formats including education, training, publications and programs. Our members include general contractors, design-build firms, specialty contractors, suppliers, manufacturers, distributors, lenders and other related professionals.

Who are "NARI Certified Professionals"?

NARI's Certification Program provides consumers with the reassurance of a formalized standard of expertise, knowledge, and ethical conduct among professional remodelers. The NARI Certification Program offers a higher measure of skill and expertise valued by consumers. Certifications identify remodelers who have undergone a detailed review and testing in areas of business management, ethical conduct, and technical skills and maintain annual education requirements to renew their Certifications.

What does NARIGC membership mean to the homeowner?

The goal of NARIGC is to help homeowners find the right professional partner to do their remodeling. Whether it is updating a kitchen to make it more efficient, turning an ordinary bathroom into a haven of rest and relaxation, or adding a room to meet the needs of a growing family, NARIGC wants each homeowner to get the maximum value or enjoyment for the dollars they invest in their remodeling. NARIGC membership means that a professional is a full-time, dedicated remodeling expert. NARIGC membership requires its members follow a strict Code of Ethics, and there is a grievance process that can be pursued if they do not. Homeowners can be assured that any time they hire a NARIGC member, they are hiring an individual who has made a strong commitment to the professionalism of the remodeling industry and to his or her business. NARIGC members have access to the latest information in the industry through publications, educational programs, educational seminars and conferences. You can use the "Find a NARIGC Pro" tool on our website, www.narichicago.org, to find a NARIGC member to create your dream space.

There are so many contractors from which to choose. How do I select my remodeling contractor?

It's best to employ a home improvement contractor with an established business in your area. Local firms can be checked through references from past customers in your community or through your local BBB. Local remodelers are compelled to perform quality work that satisfies their customers for their business to survive. You can also contact the Illinois Attorney General's office and the Better Business Bureau to check for complaints on record for the contractor. Ask to see a copy of the remodeling contractor's certification of insurance for the name of his or her insurance agency to verify coverage. Most states require a contractor to carry worker's compensation, property damage and personal liability insurance. Make sure the contractor's insurance coverage meets all the minimum requirements.

Find your NARIGC Pro at www.narichicago.org or 847-298-6212

How Do I Know if I've Found the Right NARIGC Contractor for My Project?

The “right” NARIGC contractor for your project embodies several qualities. The “right” contractor for you is the one who has the experience and skill necessary to do your project, has done similar projects to yours in the past, listens to your needs and budget and provides suggestions to meet both, and is someone you feel comfortable with as a person. Consumers can visit our website, www.narichicago.org/literature, for a PDF file “Contractor Checklist” for other questions to use in evaluating a contractor.

Why Should I Contact References? Aren't They All Going to Be “Good”?

Contacting references is crucial and can offer you insight into working with your contractor. Ask your contractor to provide references who have had similar projects completed to the one you are planning, both in room (kitchen, bath, etc.), scope (replacement or redesign) and budget. While it is true that most references a contractor will give love the end result of their project, there are questions you can ask that will tell you if a remodeling contractor is the right one for you. Please visit www.narichicago.org/literature for a PDF file “Call References and Ask” with questions you can pose beyond “did you like your project when it was finished?”

Why Should I Give Contractors a Budget Number? Won't They Just Estimate Up to My Budget Amount?

Bathrooms or kitchens, for instance, can be remodeled on a budget of \$10,000, \$100,000, more or anywhere in between depending on design changes and quality of materials used. Contractors need to know your budget up front so they can provide the highest-quality design and products that fit within your budget and meet your needs.

I Have Received Estimates from More Than One Contractor. Why are the costs so different between them?

There are a number of different factors that go into pricing a remodeling project. Be sure that every estimate has the same scope of work. If the estimates are vague—meaning they don't spell out what work is going to be done— and you cannot interpret that information, go back to the contractor for clarification in writing. If you are unable to get adequate written clarification, it may be wise to eliminate that remodeling contractor from the process.

How Much Should My Project Cost and How Long Should it Take to Complete?

Both really depend on the size and scope of your project. Cost varies depending on the materials chosen, the size of the project, and age of the infrastructure. Timing and cost can be impacted by unforeseen problems which can crop up once walls are taken down that require additional work. Ask your remodeling contractor for the most reasonable timeframe and stay in touch with him or her on timing and additional costs as the project progresses so you can plan for a finish date and final cost. If any additional work or products are added, make sure to receive the specifications and costs in writing.

What is the Renovation, Repair and Painting Rule and what do I need to know to protect myself from lead exposure?

The EPA is calling for all remodelers who intend to work in pre-1978 homes to register their company and complete an 8-hour training and certification course with an accredited trainer. The course teaches remodelers how to safely contain lead in a home as it is being disturbed and reduce exposure to residents and workers. NARI is providing homeowners with information on how to protect themselves from harmful lead exposure during renovations. If you know your home was built before 1978 and your renovation will disturb painted surfaces you will have to hire an EPA Certified Firm.

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