



**HOA LEADERSHIP
NETWORK**

By Board Leaders. For Board Leaders.

HOA CONTRACTOR REFERENCE GUIDE

“Common Questions to Ask Any Contractor”

CREDENTIALS

Is your company licensed, bonded and insured in Minnesota? *(Ask for license number, name of bonding carrier, various insurance coverage levels)*

How long have you been in business?

What are the experience levels of your crews?

Can you provide us with information that demonstrates your company is financially stable?

What differentiates you from other contractors in this area of expertise?

REFERENCES

What other projects have you completed that are similar, and where can we see samples of your work in person?

Can you provide at least three references and their contact information at properties where you completed similar projects?

What kind of complaints have you received in the past, and how did you rectify them?

PRE-PROJECT PLANNING

Does your firm subcontract on any of part of the project?

What type of crew training do you provide?

Can you start and complete the project in the time that is requested?

What is your project communications process with the board? With our property manager?

Who is responsible for pulling any necessary permits?

Are there any obstacles or potential challenges that you foresee in this project that could affect the timeline, pricing and other factors?

PROJECT MANAGEMENT

Who will be your project supervisor and what is the expected amount of time onsite?

How do you manage the project and teams while onsite?

How do you handle change orders that could happen during the project?

How will you use our property for project staging? (*i.e., truck and trailer locations, equipment storage, crew break locations*)

How do you communicate with homeowners?

What are your clean-up protocols after each day of work? At project's completion?

GUARANTEES

What type of guarantees do you offer on your work and pricing?

What warranties are available on the final product(s) and materials?

How quickly and for how long will you respond to any problems that occur related to your work, after the project is completed?

This information was generated by board leaders who are members of the HOA Leadership Network during chapter-wide break-out sessions in August 2024.

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IT'S FREE.**

www.hoalnet.com

