

10 QUESTIONS TO ASK YOUR **REMODELER**

Are they licensed and insured?

- Case is licensed in MD (MHIC #1176), VA (#2701039723) and the District (#2242)
- We carry corporate levels of insurance, Certificate of Insurance forms available upon request

How long have they been doing remodeling work?

- Case was founded as a remodeling company in 1961
- In April of 2011 Fred Case celebrated 50 years of leadership in the remodeling industry

What percentage of their business is repeat or referral?

- Approximately 80% of our business comes from clients who have worked with us before or clients that have been referred to us
- **Our most loyal client has used Case services more than 150 times (and counting...)**
- 1,000+ clients have used Case for more than 2 remodeling/ repair projects on their home
- 500+ clients have used Case for more than 3 remodeling projects

Do they provide a comprehensive, fixed price contract?

- The Case contract outlines: total project cost, schedule of payments, start/ completion dates and the specific scope of work
- Drawings are typically part of the contract documents and include floor plans, elevations, details, selections, specifications, etc.

Can they provide a referral list of business partners?

- TW Perry Chevy Chase, MD
- Crystal Cabinets Princeton, MN
- PNC Bank Bethesda, MD

Can they provide professional design advice?

- Case currently employs 15+ team members with a degree in Architecture or Interior Design
- We have won more than 50 local and national design awards

How is the construction process supervised?

- At Case every project has a Lead Craftsman and a Project Manager
- Project Managers primary responsibilities are oversight/coordination and quality control while the Craftsman produces the project

Is a warranty provided for the work?

- Every Case project is backed by a comprehensive warranty:
 - 5 years on any Case labor
 - 5 years on sub-contracted work (2 years for concrete or masonry)
 - warranties on materials/ equipment by manufacturer

Is the work performed in house or with subcontractors?

- Case currently employs 70+ team members in the field
- More NARI Certified Lead Carpenters on staff than any other organization
- Licensed Electricians and Plumber on staff
- All sub-contractors must be a member of our Alliance Program
 - licensing and insurance requirements
 - Case established specifications and work practices
 - regular performance audits for continued membership

Are materials selected or are allowances used in the contract?

- An Allowance is a specified sum set aside to pay for a portion of the work or specific materials
- Allowances are an "educated guess" and may expose the homeowner to additional charges if used unprofessionally
- The Case design process (PA/ CD) allows our clients to make all selections before a contract is presented, minimizing the need for product/ material allowances
- A walk through/ project analysis by our Production Team will occur during the planning/ design stage of the process in order to resolve any ambiguities and reduce the need for allowances related to labor