
10 Questions to Ask When Appointing a Contractor

1. Are they a registered company?

A legitimate company has responsibilities to deliver excellent work and great customer service - happy customers are what every business should strive for. A registered company is a legal entity, meaning it has to comply with any laws and regulations that affect the work it does. Adept Concept UK Ltd's company directors have over 40 years of industry experience between them and pride themselves on the quality of their work and reputation.

2. Do they have insurance cover including public liability of no less than £2 million?

Public liability insurance is not a legal requirement but it is good business practice. Any contractors trading without it are immediately putting their customers at risk from the outset. This policy covers customers for injuries or property damage caused in consequence of the contractors' activities. Having cover is essential due to the nature of the construction industry and the risks it presents. Adept has full public & employer's liability backed by leading insurance company AXA. Our public liability is set at 2 million. A copy of our schedule is available on request.

3. Will they give a written quotation?

All home improvements no matter how large or small are always a big decision when it comes to cost. Obtaining a written quote from any contractor lets you see what exactly you are getting for your money, makes sure that all your requests are accounted for and ensures you are getting value for your money. Having a written quotation takes away any ambiguity as to what the contractor is to provide. Adept offers a fully itemised quotation, which is completely free of charge.

4. Can you see testimonials or speak to previous customers?

Reputable builders will be happy to oblige and should be proud of their previous work. Please see our dedicated page to testimonials on our website. Adept is happy to arrange for potential customers to speak to or visit previous customers and their completed projects.

5. Does the quote include any potential hidden variation costs that may arise as the job progresses?

Always get at least 3 quotations to compare but remember the cheapest may not always be the best! Some contractors can quote a low generic price to win the job and then add on variations throughout the duration of the job to make the project suit the customer's property specifications & personal requests. This puts the customer in the unfortunate position of having to increase their anticipated budget to get the job completed. When obtaining quotes for construction work always provide your plans to the contractor and any specifications that you require. Adept has fully comprehensive, specialist quotation software that can price from scaled plans alleviating the potential rise of any variation costs giving a price that is right first time.

6. Will they visit your site and get a feel from you as to what you envisage and expect?

Be very wary of any contractors that don't request to see plans or arrange a site visit before they quote. Adept always requests a site visit so as to discuss the customers project requirements and view the site so as to get a full understanding of the project requirements.

7. What are the expected payment terms?

Always be wary of upfront costs and requests for cash and ensure the company will draw up a binding contract so as you are protected for all eventualities. Before commencement of any project Adept compiles a fully comprehensive contract and payment plan, which is agreed and signed by both the company and the customer.

Adept offers a no risk, tailored payment plan for all building work. The cost of the project is split in to the number of weeks that the project is scheduled for. Payment is made at the end of every week, which means that you only pay for work that has been completed and no upfront costs are requested. This means neither party is ever at risk. It's a 'pay as you go' process!

8. What accreditations and qualifications do they have?

Ensure that these qualifications cover all aspects of your project. Make sure that if the contractors are using tradesmen that they are all qualified to perform their trades. Most builders sub-contract their trade work out. Should these sub-contractors use staff that are not qualified or insured not only would you end up with a shabby job this would make the main contractors insurance policy void putting you at immediate risk. Adept has all in house trades and the staff are tradesmen that we have long-standing relationships with and know the quality of their work. The two company Directors alone have over 45 years experience in the construction industry between them and hold all the qualifications and accreditations necessary.

9. Can you see their health and safety policy?

It is a legal requirement for all companies with 5 or more staff to hold a Health & Safety policy. Discuss how this will be implemented to ensure the safety of you and all who reside at your home as well as the workforce that will be working on your site. Risk assessments should be carried out at the beginning of each individual project. A Health & Safety board should be displayed and all tradesmen should wear the appropriate PPE safety wear. Adept has a Health & Safety policy in place, which is available to view on request, and adheres to it continuously.

10. Is all work guaranteed and warranted?

Contractors should be confident enough in their work to provide a guarantee or warranty on the products and services they provide. Having these in place gives you the reassurance that any remedial work necessary after completion will be done at no cost to yourself for a given period. Always make sure you receive paper work on any appliances that the contractor may provide/install. Adept provides the following:

- 2 year warranty on any work that is completed
- Wykamol approved 20 year guarantee for any damp proof work completed
- Up to 7 years warranty for boilers dependant on make and model