



Questions to Ask Your Builder

Choosing the right remodeler is one of the *biggest* factors in how well your project turns out. If it's the wrong fit, incorrect scope, or a class of personalities you may be left with work that you are unhappy about.

Here is a wide-ranging list of questions pulled straight from an industry insider's perspective—these are the questions homeowners *should* be asking but rarely do.

Pick the ones that fit your situation, but don't be shy about pulling out the list and walking through them with your contractor in any of the meetings.

A professional should welcome clarity, not avoid it and if asking these questions makes someone nervous, that's a red flag.

1. Business Structure

- How long have you operated under your current name and entity?
- Are you licensed for the type of work you are proposing?
- Do you carry General Liability and Worker's Compensation insurance?
- Can you list me as an Additional Insured Member on your policies?
- Do you use licensed trades for plumbing, electrical, and HVAC?
- How long have you worked with your core subcontractors?
- How do you qualify new subcontractors?
- Are the subcontractors you use insured as well and do you verify these certificates?
- Who checks trade work before it's covered up?

2. Business Model

- Explain your business model. How do you run your jobs day-to-day?
- Do you self-perform any work? If so, which scopes?
- Do you have one or two in-house employees who "do everything," or do you rely on specialized subcontractors?
- Who will be my day-to-day point of contact and how often will I get updates?
- Do you have repeatable processes for estimating, schedules, change orders, and job costing?

3. Jobsite Management

- What days/hours do you typically work on-site?
- Do you have written jobsite rules about cleanliness, smoking, music, and safety?
- Who has keys/access?
- How do you protect the rest of the home from dust and debris?
- Do you use daily logs or progress photos?

4. Timeline

- How many projects do you typically run at one time?
- How far out are you scheduling trades right now?
- What is your average timeline accuracy?
- If you're delayed, how do you communicate it?

5. Related to Your Project

- Is there anything we've discussed in my project that is new to you or that you don't have someone qualified to execute?

- What parts of my project do you consider higher-risk or likely to uncover surprises?
- What's your process for quality control at each phase?
- How do you track selections, finish choices, and client approvals?
- What happens if I am slow with decisions?
- What is your process for handling changes or unexpected findings?
- If we move forward, what are the next five steps in your process?

6. Payment Practices

- Do you use a fixed price contract, cost-plus, or hybrid? Why?
- What is your payment schedule and how do you protect client funds?
- How do you handle deposits, material orders, and long-lead items?
- How do you deal with price escalation or material shortages?

7. Expectations

- What is your communication expectation from clients—text, email, phone?
- What turnaround time should I expect for responses to my messages?
- How do you prefer clients to handle concerns or disagreements?
- What's one thing you wish clients understood before starting a remodel?

8. Customer Fit

- What type of clients are you the best fit for?
- What type of clients are *not* a good fit for you?
- What makes a project go poorly in your experience?
- Where do you see homeowners make costly mistakes during remodeling?
- What's the biggest risk to the success of this project?

9. Completing the Project

- What is your process for closing out a job and confirming it's complete?
- How do you handle warranty work? Is it documented?
- What does your warranty actually cover and for how long?

A remodeler who welcomes these questions is a remodeler
who has their house in order.

At Gate City Build Group, we can answer *every one* of these questions because we operate this way day-to-day. We use licensed trades, proven systems, consistent oversight, and clear communication. We run jobs with structure, accountability, and decades of experience behind us at every step.

This is the level of professionalism every homeowner should expect.

