

Questions To Ask	MyHome's Approach	Other Contractor's Approach	Other Contractor's Approach
1. What is your license number?	In NYC: 1153794; In Nassau County: H18G58800; In NJ: 13VHO1672800; and In Westchester: WC-17395-H06. Feel free to check us out with the local Departments of Consumer Affairs.		
2. Which type and how much insurance do you carry?	We carry liability, disability and worker's comp insurance with total coverage of \$5 million.		
3. Do you belong to the Better Business Bureau?	We've been members of the BBB since our inception in 2001. We haven't had any complaints filed against us. Feel free to check us out, either before or after you come in for a free consultation with one of our Remodeling Consultants.		
4. Which associations do you belong to?	We are proud members of: National Association of the Remodeling Industry (NARI); National Kitchen and Bath Association (NKBA); National Wood Flooring Association (NWFA); Decorative Plumbing and Hardware Association (DPHA); American Society of Interior Designers (ASID); and we are the only New York City member of the Bath & Kitchen Buying Group (BKBG).		
5. How will you design my space and which software will you use?	We hire and train Remodeling Consultants who must go through a selective interview process, rigorous 3-week training program, and ongoing continuing education programs. We use 20-20® and AutoCad software for design.		
6. Do you have references relevant to my project?	You can see before, during and after photos of our work. And, we will provide you with the names and contact information of past clients in your area who have had similar projects done.		
7. How many projects are you currently are working on?	We assign a Project Manager to every remodeling project to oversee all aspects of it. This allows us to handle six to ten projects per Project Manager.		
8. What is your warranty for labor and materials?	We give all our clients a full 5-year warranty on all of the labor we do. We only deal with manufacturers who give a warranty on their products, so anything we purchase for you will be covered.		
9. What are your address and telephone numbers?	Our main phone number is 212-666-2888. We have four fully stocked showroom locations. In NYC - 353 W. 48th St. between 8th and 9th Aves. where we also maintain corporate headquarters; and 400 East 74 St. off 1st Ave. In NJ - 143 Route 4 West, in Paramus; and in Westchester - 74 South Moger Ave., Mt. Kisco, NY. Our NYC showrooms are open 7 days a week.		

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10.	Where and how will you purchase materials?	Our showroom locations have literally thousands of items for you to choose from – cabinets, flooring, lighting, fixtures, tiles, hardware, etc. Our Remodeling Consultants counsel you as much, or as little, as needed. Once all materials are selected, our purchasing department makes sure all products are ordered properly and tracked so they are received when expected.		
11.	When can you start?	We have implemented the “Create Your Dream Remodeling Program” for all of our projects. Because multiple steps are involved, we are able to handle numerous projects at the same time and start them in less than one week’s time.		
12.	How long will the project take start - to - finish?	We do not guarantee when a project will be finished. We know that many unforeseen events can occur that are completely out of our hands (or your hands for that matter), which may delay a project and change the completion time. We are committed, however, to providing you with a realistic time frame for your project, updating you regularly on the status of your project, and working diligently to keep the schedule as close as possible. We've even worked 24-hour shifts at times to get the job done when time was of the essence.		
13.	Will the same crew remain on the job from beginning to end?	We use the same team of trades' people for the entire project. And, after we finish a project, but before you sign off on the final walk-through, your Project Manager will look for things that need touching up. We will send the right trades' people over to make any necessary touch ups, or if appropriate, we have a dedicated team of Touch-Up Professionals on call. It's all done at the end of the job before you write the final check.		
14.	How much will the project cost? What is your policy about change orders?	We have a fixed price policy. When we spec out the project and estimate the price for you, it is set. We don't charge clients for “unforeseen circumstances” that may arise on the job. It is our duty to know exactly what the job will entail and to detail the costs for you in advance. If we make a mistake in the estimation, we eat it – meaning we won't charge you for the difference. Any changes to the project that you decide on once the project has started will be detailed for you in a change order with all price differentials.		
15.	How is your operation managed?	We've created a process called the “Create Your Dream Remodeling Program.” By working with you, that's exactly what we're able to do – Create YOUR Dream! We have Remodeling Consultants to help you with the initial layout, design and product selection. A Project Manager supervises the whole project. Our procurement department orders and monitors delivery of your materials. And, the same trades' people work on your project from beginning to end all the way through final touch-ups.		