

## Proactive Homeowners Choose Wisely

The most important decision homeowners will make in any remodeling project is choosing the right remodeling company. The following 2002 press release may help in making that decision:

### *Home Improvement Complaints Top NACAA/CFA's Annual Consumer Complaint List*

*Washington, DC - The eleventh annual consumer complaint survey conducted by the National Association of Consumer Agency Administrators (NACAA) and Consumer Federation of America (CFA) reveals that home improvement contracting topped the list of consumer complaints filed with state and local consumer protection agencies last year. Complaints about household goods, such as appliances, furniture, and electronic equipment, were second, followed by auto sales and service.*

Home improvement not only came in as the most common complaint to consumer agencies this year, but was also named as the fastest growing complaint category and the type of industry in which a company is most likely to go out of business and to reopen under another name.

There are many helpful resources to educate and assist proactive homeowners in making wise and safe remodeling decisions. **consumer.gov** offers the following tips for hiring a home remodeling contractor:

- Ask friends, neighbors, and co-workers for contractor referrals.
- Contact local trade organizations (such as National Association of the Remodeling Industry (NARI) and the Arizona Registrar of Contractors (ROC)).
- Check out the contractor with your local or state consumer protection officials.
- Ask the contractor for customer references who have projects similar to yours.
- Ask for a copy of the contractor's current insurance certificates and licenses, if required.
- Get all guarantees, warranties and promises in writing.
- Agree on start and completion dates, and have them written into the contract.

Why would RLV offer this consumer information? Because we want to do our due diligence in helping our clients make the best decision in choosing the best remodeling company to manage their home remodeling. We understand, respect, and practice responsible good business. We are proud to say RLV is:

- In good standing with the Arizona Registrar of Contractors, National Association of the Remodeling Industry (NARI), NARI Arizona, and the Central/Northern Arizona Better Business Bureau.

- A professional Design and Build company offering complete 'ideas to reality' project management for the homeowner
- Owned and managed by a credentialed, designated Certified Remodeler
- Multi-Award-winning Contractor of the Year
- First to offer impeccable references to prospective clients

Be proactive. You deserve the confidence and peace of mind that the remodeling company you choose represents the highest standards in business ethics and proven remodeling professionalism.

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