

Code of Ethics & Competency

CONTRACTOR STANDARDS GUIDE

Learn How to Choose the Right Contractor...
THE FIRST TIME.



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 **ONE WEEK**   
Kitchens
Your budget. Your style. One week.

Questions? Call 570.704.3181
www.1WeekKitchensbyRome.com

934 Wyoming Ave Forty Fort PA 18704

So, You're Thinking About A Remodeling Project For Your Home?



“We were **shocked** and **embarrassed** when we found out that contractors were America’s #1 most complained about industry.”

—Rich Rome
Owner, One Week Kitchens

Congratulations! When done properly, a remodeling project can make your home more enjoyable and prove to be a valuable investment. Unfortunately, we’ve all heard horror stories about home remodeling projects gone bad. Problems with longer-than-expected installation, final bills that come in higher than the quote, and shoddy workmanship, sadly, are commonplace. We were shocked and embarrassed to find out that, according to Better Business Bureau statistics, home improvement contractors are in the top 1% most complained about industries—right up there with auto repair and airlines.

We’ve always done a good job and treated our customers right—and we’ve been able to build a nice business because of it. However, over the years I’ve noticed that some consumers will choose less-than-reputable companies to do jobs for them... usually because they are quoted less money. Don’t get me wrong: I’m all for good, honest competition, but it pains me to see good folks risk their hard-earned money with contractors who don’t have their best interests at heart. You deserve a great value for your money—which includes an honest contractor who uses high quality products and stands behind their work in both word and deed.

Industry Standards Weren’t Tough Enough

We wanted to find a way to educate consumers about how to choose a good, honest home improvement contractor. The industry standards simply aren’t tough enough—just about anybody with a hammer and a pickup truck can be a contractor. That’s why we’ve pioneered a set of standards called the **Code of Ethics & Competency for Remodeling Contractors**. The Code calls for contractors to uphold a high set of standards that will allow you to judge BEFORE hand whether or not a contractor is likely to do the job right. This guide specifies those standards.

Before you hire any company to work in or around your home, make sure you consult this guide and **INSIST** that the company comply with **EVERY SINGLE STANDARD** in this book. If you do, chances are excellent you’ll get exactly what you want out of your project.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rich Rome'.

Owner, One Week Kitchens



STABILITY

You need to make sure that any contractor you do business with has proven themselves in the past, and will be there if you need them in the future. **Don't just ASK the contractor if they are stable;** look for tangible proof of longevity and financial stability by asking for the items listed on the next few pages.



WHAT TO LOOK FOR:

Proof of Establishment

Why It's Important: Believe it or not, many contractors use a pickup truck for an office and showroom. Make sure that any contractor you're dealing with is substantial enough to have a real office with all the normal business functions—accounting, production, sales, etc. If a contractor does not have an office, that should tell you something. Don't fall for the "we just use our trucks as offices!" line.



Questions?

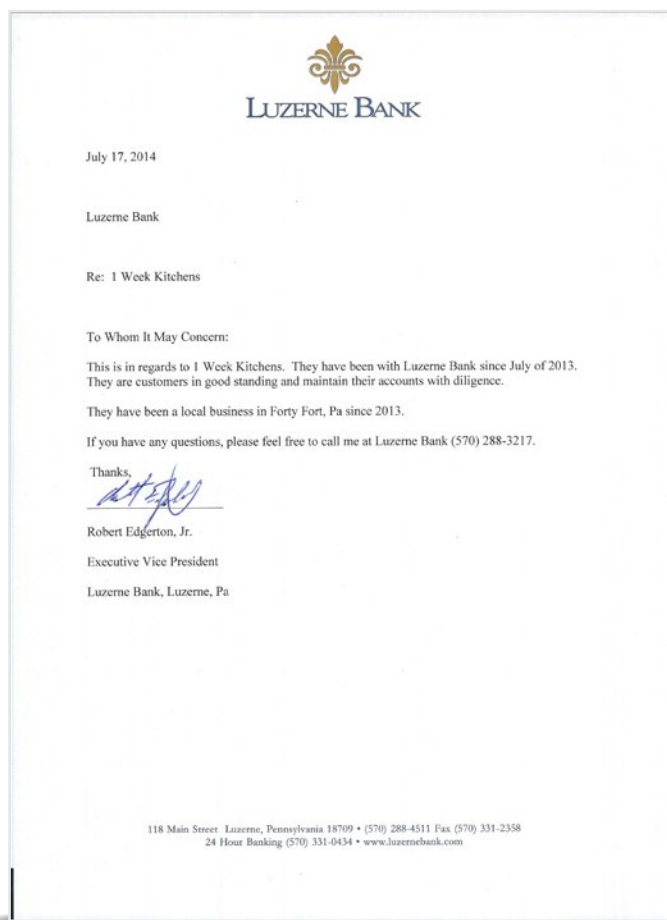
Need More Information?

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Bank Letter

Why It's Important: Good standing with a bank is crucial for any business, but gaining the confidence and security of its financial managers allows a company not only to sustain itself and endure even in rough economic times, but to innovate and grow to meet and service customer demands.



Supplier Letter

Why It's Important: This is written confirmation of the company's dealings with a supplier of the product they install stating that they are in good standing as vendor and pay their bills promptly. These letters are easy for your contractor to obtain from suppliers—if a contractor says they are difficult to obtain, then there might be something that they're trying to hide.



To Whom It May Concern:

RJ Walker Co is proud to serve 1 Week Kitchens as our customers. While 1 Week Kitchen is a fairly new company, the owner, Richard Rome, has been a successful construction business manager for over 25 years! Mr. Rome's newest venture, 1 Week Kitchens, fits perfectly with his business platform, as he has effectively operated 'Rebath Northeast' for 13 years. Mr. Rome can now offer both kitchen and bath makeovers to their customers and customers are assured they are dealing with a reputable, knowledgeable and experienced tradesman! We know this is particularly important to a homeowner, as the home is oftentimes a person's largest asset. We look forward to serving both Mr. Rome's ventures, as we know they will be serving the area for many years to come.



Business Licenses

Why It's Important: Make sure they have been operating under the same name for a minimum of 5 years. Many contractors open and close their doors multiple times to avoid past customer complaints. (Naturally, some businesses will be legitimately new—if so, get a 10 year work history of the owner and ASK questions!)

Insurance

Why It's Important: You need to know if your contractor carries general liability insurance for both commercial and residential projects. A sizable contractor will carry no less than \$500,000... and usually around \$1,000,000 of coverage. If your contractor's insurance policy can't cover potential damages, then the contractor would be personally liable. If he cannot cover the damages himself, you will have no legal recourse and will end up paying for any possible damages or injuries yourself. Many contractors are not financially stable...and don't carry proper insurance coverage to protect you against losses. Additionally, contractors who fail to provide workers compensation benefits risk severe governmental penalties and potentially company-ending lawsuits should an employee become injured.

One Week Kitchens carries \$1,000,000 of general liability coverage and here's the certificate to prove it! Do NOT deal with a contractor without sizable coverage, or **you** will foot the bill for the mistake.

ACORD		1WEEK-1		OP ID: TH	
CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY)		DATE (MM/DD/YYYY)	
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. IF SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>					
<p>INSURED: 1 Week Kitchens, Inc. 934 Wyoming Ave. Forty Fort, PA 18704</p>		<p>PHONE: 570-823-1684 FAX: 570-270-5385</p>		<p>CONTACT NAME: [blank] PHONE: [blank] FAX: [blank] ADDRESS: [blank]</p>	
<p>INSURER A: Atlantic States Insurance Co INSURER B: Donagel Mutual Insurance Co INSURER C: [blank] INSURER D: [blank] INSURER E: [blank] INSURER F: [blank]</p>		<p>INSURER AFFORDING COVERAGE: [blank]</p>		<p>NAIC #: 22886 13692</p>	
<p>COVERAGES CERTIFICATE NUMBER: [blank] REVISION NUMBER: [blank]</p>					
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>					
<p>GENERAL LIABILITY</p> <p><input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR</p> <p>GEN'L AGGREGATE LIMIT APPLIES PER: [blank] POLICY: [blank] AUTO: [blank] LOC: [blank]</p>		<p>PRODUCTS</p> <p><input checked="" type="checkbox"/> PRODUCTS <input checked="" type="checkbox"/> COMPOUND AGG</p>		<p>LIMITS</p> <p>EACH OCCURRENCE: \$ 1,000,000 DAMAGES TO RENTED PREMISES (if applicable): \$ 100,000 MED EXP (any one person): \$ 5,000 PERSONAL & ADULTERY: \$ 1,000,000 GENERAL AGGREGATE: \$ 2,000,000 PRODUCTS - COMPOUND AGG: \$ 2,000,000</p>	
<p>AUTOMOBILE LIABILITY</p> <p><input checked="" type="checkbox"/> AUTO AND ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTO <input checked="" type="checkbox"/> HIREN AUTOS <input type="checkbox"/> NON-OWNED AUTO</p>		<p>UMBRELLA LIABILITY</p> <p><input checked="" type="checkbox"/> UMBRELLA <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE</p> <p>DED: [blank] EXCESS: [blank] D: [blank]</p>		<p>LIMITS</p> <p>COVERED SINGLE LIMIT (if applicable): \$ 1,000,000 BODILY INJURY (per person): \$ [blank] BODILY INJURY (per accident): \$ [blank] PROPERTY DAMAGE (per accident): \$ [blank] EACH OCCURRENCE: \$ 1,000,000 AGGREGATE: \$ [blank]</p>	
<p>WORKERS COMPENSATION AND EMPLOYERS LIABILITY</p> <p>ANY PROPRIETOR/PARTNER/EXECUTIVE (Excluded in W/C if not specified on description of operations below) <input type="checkbox"/> Y/N <input checked="" type="checkbox"/> N/A</p>		<p>WORKERS COMPENSATION</p> <p><input checked="" type="checkbox"/> WORKERS COMPENSATION <input type="checkbox"/> SICK LEAVE <input type="checkbox"/> VACATION <input type="checkbox"/> RETIREMENT <input type="checkbox"/> LIFE <input type="checkbox"/> LTD</p>		<p>LIMITS</p> <p>E.L. EACH ACCIDENT: \$ 500,000 E.L. DISEASE - EA EMPLOYEE: \$ 500,000 E.L. DISEASE - POLICY LIMIT: \$ 500,000</p>	
<p>DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required) Carpentry - Interiors</p>					
<p>CERTIFICATE HOLDER</p> <p>SAMPLE CERTIFICATE</p>		<p>SAMPLE-</p> <p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p>		<p>CANCELLATION</p> <p>AUTHORIZED REPRESENTATIVE Eugene Butch</p>	
<p>ACORD 25 (2010/05) The ACORD name and logo are registered marks of ACORD</p>					

REPUTATION

Questions?

Need More Information?

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You can tell a great deal about a contractor based on what others are saying about them—particularly their customers. The old advice of “ask for 3 references” is just too easy to fake. You’ll need to get a little tougher with your contractor to protect yourself. Insist that any contractor you’re considering can produce the things listed on the next few pages to PROVE that their reputation is rock solid.

WHAT TO LOOK FOR:

Customer References

Why It’s Important: All reputable contractors carry pre-printed lists of references... that includes customers from 1 to 5 years ago, as well as customers from the previous six months. This list should contain at least 100 references.



“For the last 15 years, I’ve wanted to redo the kitchen. It seemed to be a goal we would never accomplish, due to money issues, but also because we have a son with special needs. We received a postcard that said our former bathroom remodel company had started a kitchen business. We met with Pat and Rich, who listened to our concerns. They never once pressured me to make a decision. Over the next few months, I kept thinking about Pat’s design. One night, I told my husband, I think I’ve made my decision to do the remodel. A few weeks later, true to their word, Bruce and Ken arrived to begin the work. The crew never stopped working, except to chat with my son. They were excellent with him. To see our home transformed in six days was simply amazing! It’s now my favorite place to be. I recommend this company to anyone seeking a similar project. From the owner to every single employee, this company is top notch!”

-Kathleen & Joe, Clarks Summit

“From our first meeting at the home show in April, Patrick Costantino displayed professionalism, extensive product knowledge, and well-sharpened business acumen. We wanted to update our 17-year-old kitchen with new appliances, countertop, and backsplash. Patrick expertly guided us through selecting a Cambria Quartz counter to complement our existing cabinetry and flooring. We chose a beautiful white Blanco sink... it looks great with the countertop and new tile backsplash! We chose to make a slight modification of the island and were very pleased with the outcome. The smooth, simple edge we selected enhances the kitchen’s clean, uncluttered look.

From start to finish the project took only a few days. Patrick and his entire staff were more than accommodating with scheduling appointments and selecting products. The process was so much easier than we had anticipated, and we highly recommend them. ”

-Nancy & Sam, Harvey’s Lake



"I couldn't imagine updating & re-designing our 30+ year old kitchen like Pat our designer did. From the start, throughout the process of picking & choosing what we wanted in our kitchen, to the quality materials, work and craftsmanship from Bruce and Judd installing our cabinets & floors, down to the finishing touches, was beyond my expectations. I would highly recommend 1 Week Kitchens."

-Len & Monica, Wilkes-Barre

"From the beginning of my project to the end, 1 Week Kitchens exceeded my expectations.

From the friendly staff in the showroom, to the design and selecting of our materials everything was top-notch. The quality of the materials included.

Even though we used our own contractor to do the installation, because it was a part of his overall bid for doing the rest of my house, everything was made so much easier because you coordinated everything.

I highly recommend 1 Week Kitchens! Whether you are a contractor looking for a new cabinet company to supply you or a homeowner who is building or remodeling, 1 Week Kitchens is great to work with."

-Angela, Plains

"1 Week Kitchens remodeled our 35 year old kitchen and it looks just beautiful. Our designer and salesman Pat was a pleasure to deal with. He helped us with the design, countertop and cupboards and was such a help. Our carpenters Bruce and Judd did an amazing job. It's not easy when you're remodeling an older home, but these two gentlemen made it look like a breeze. And everything was done to perfection. The quality of workmanship and materials used are A+++, and I highly recommend anyone interested in remodeling a kitchen to give 1 Week Kitchen a call."

-Marie, Pittston

"We love our new kitchen. Working with 1 Week Kitchens was so easy. They had everything to choose from right in the showroom. The entire staff was so friendly and helpful. Their kitchen designer helped us make our small kitchen look so modern. The installation took only three days and the installers are such craftsmen! We highly recommend 1 Week Kitchens to everyone!"

-Bill & Judy, Benton

WHAT TO LOOK FOR:

Accolades and Awards

Why It's Important: If a contractor has been in business for any length of time—and doing a good job—they will most likely have been written about in a magazine or newspaper, received an award of some kind, or received special recognition from an association or trade organization. Any company that can't produce at least SOME of these kinds of accolades might not be worthy of accolades!

1 Week Kitchens Wins Most Beautiful Display Award

1 Week Kitchens wins most beautiful display at the Northeastern PA Home & Garden Show at the Mohegan Sun Arena in Wilkes-Barre. The display was designed by Pat Costantino and displayed products from three different cabinet companies.

Forty Fort, PA (PR Web) 1 February 2014— 1 Week Kitchens had their first display at the Northeastern PA Home & Garden Show at the Mohegan Sun Arena in Wilkes-Barre last weekend. On Sunday, they received an award for having the most beautiful display at the show.

The display was designed by 1 Week Kitchens designer Pat Costantino. Having over 25 years of experience designing kitchens, he was confident that his display could beautifully show the array of products 1 Week Kitchens offers. Though Pat knew that he and his coworkers would find the display impressive, he had no idea people at the show would feel the same way.

"It's such an honor to receive an award for our display," Costantino said. "Our team worked so hard on designing it and putting it all together. I'm so honored that people thought it was beautiful enough to win an award."

The display showed cabinets from the three different companies that 1 Week Kitchens installs. They offer to their customers, stock cabinets by Merillat, semi-custom cabinets by Custom Cupboards and fully custom cabinets by Modern Cabinet Company. The four different countertops included on the display were chosen to compliment the particular cabinets they were constructed with.

For 1 Week Kitchens, the home show was a huge success; not because they won an award, but because they were able to speak with so many people. Being a new company, not many people are aware that 1 Week Kitchens is here to help with all kitchen remodeling needs. The home show was a great way to reach potential customers.

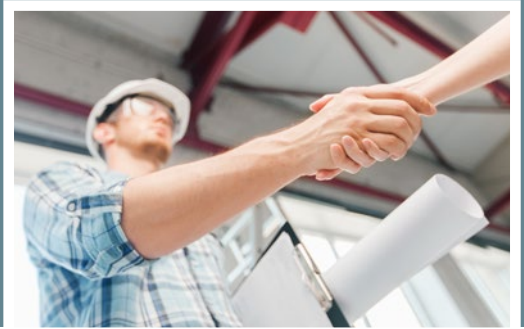
1 Week Kitchens will have their display at the Lackawanna Home Builders Show Case, at the Steamtown Mall, beginning February 21 and running through the 23.

About 1 Week Kitchens

1 Week Kitchens is a kitchen design and remodeling company. In as little as 1 week, we can remodel an entire kitchen. We feature three lines of cabinets including stock, semi-custom and fully custom. Along with our large cabinet selection, we offer countertop and backsplash replacements in Corian, laminate, Cambria, quartz, granite and tile, as well as a large selection of flooring. We have an experienced kitchen designer, who meets with all of our clients and a professional installation team with over 20 years of experience. Everything you need for your remodel can be selected in our kitchen showroom, in Forty Fort. We are now serving customers in Northeastern Pennsylvania including the towns of Dallas, Mountain Top, Berwick, Clarks Summit, McAdoo and Tunkhannock. Check out our website to find out more about the 1 Week Kitchens difference: 1WeekKitchensbyRome.com. 1 Week Kitchens: one call, one company, one beautiful new kitchen.



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WHAT TO LOOK FOR:

No Tricks, No Pressure Sales Agreement

Why It's Important: Many unethical contractors will resort to high-pressure sales tactics to get you to buy before you've had an opportunity to do proper due diligence on them. If you know nothing about the contractor prior to the sales call (from literature, references, online information), and they give you a low-ball price "but only if you buy right this minute," you should be wary. Any time you feel uncomfortable or unduly pressured in a sales environment, you should ask the contractor to "back off." Reputable companies will have a no-tricks, no-pressure sales pledge signed by the owner, sales manager, and each sales associate.

All One Week Kitchens's Sales Associates sign a "Zero Sales Pressure Agreement" that is also signed by the owner to pledge that they will handle sales situations in a respectful way. Ask your Sales Associate to see a copy of his signed agreement when he comes into your home.

SALES ASSOCIATE "CUSTOMER RESPECT, NO TRICKS, NO PRESSURE" AGREEMENT

As a sales associate for **One Week Kitchens**, you must agree to abide by the principles and precepts of our Code of Ethics and competency. Any violation of these principles will be grounds for written warning; multiple violations will be grounds for termination.

I _____ agree to abide by these guidelines when working with prospective customers/current customers for **One Week Kitchens**.

1. I will not smoke inside the customer's home.
2. I will not use foul language on the jobsite.
3. I will respect the customer's time by being punctual.
4. In the event I cannot be on time, I will call to alert the customer and reschedule if necessary.
5. I will keep my clothing neat and clean.
6. I will respect the customer's telephones, bathrooms, parking spaces, etc.
7. I will earnestly strive to find the best solution for each customer's needs.
8. I will not utilize high-pressure techniques to force customers to comply with my requests.
9. I will not sell products or services to customers when they are financially not able to manage the investment.
10. I will give all of my customers a fair price and a fair opportunity to consider their options.
11. I will educate my customers on all sides of the purchase decision being made.
12. I will give my customers the opportunity to express any concerns they have and work to resolve them.
13. In the event that the customer is not ready to move forward, I will respect their decision.

CREW FOREMAN'S SIGNATURE

DATE

SALES MANAGER'S SIGNATURE

DATE

OWNER'S SIGNATURE

DATE



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Jobsite Cleanup Roster

Why It's Important: Your home and yard should be cleared of large debris, and dangerous materials daily by the crew. After the job is completed, a total home clean-up should take place, including nail/screw detection (with a specialized magnet) and removal of any hazardous materials in your house or yard. Make sure your contractor has a pre-determined daily jobsite cleanup routine, and a more thorough cleanup routine upon completion of the job. All One Week Kitchens Sales Associates follow this multi-step cleanup roster at the end of EVERY SINGLE DAY. Show this roster to other contractors. See if they don't balk.

Worker Conduct Agreement

Why It's Important: This compliance agreement, signed by the workers, is a 17-point contract prohibiting the use of alcohol, drugs, foul language, misconduct, or other bad behavior on a job site. It also gives appearance standards. Keep in mind that not everything is perfect, but this agreement will greatly reduce the likelihood of problems. All One Week Kitchens Sales Associates sign a "Worker Conduct Agreement" that is also signed by our sales manager to pledge that they will conduct themselves in a respectful and courteous manner. Ask your Sales Associate to see a copy of his signed agreement when he comes into your home.



11 POINT JOBSITE CLEANUP ROSTER

As a sales associate for **One Week Kitchens**, you must agree to abide by the principles and precepts of our Code of Ethics and competency. Any violation of these principles will be grounds for written warnings; multiple violations will be grounds for termination.

I, _____ agree to abide by these guidelines when working with prospective customers/current customers for **One Week Kitchens**.

DAILY CLEANUP

1. Entire jobsite is to be patrolled and cleaned for trash, including:
 - Soda cans, drink bottles, cups, etc.
 - Food items, bags, containers, etc.
 - Miscellaneous trash
2. Small hand tools will be removed from the jobsite daily.
3. Any larger tools that will be left on the jobsite will be unplugged and stored in a tidy manner.
4. Any materials that will be left on the jobsite will be neatly organized and stored.
5. Any hazardous materials will be either removed completely or tightly secured.
6. Scrap materials (including metal, glass, sawdust, boards, etc.) will be disposed of.
7. Work area will be patrolled to remove any nails, screws, and other sharp objects.
8. Customer's driveway and street will be patrolled to remove nails and/or screws that could cause tire damage.
9. Work area will be left with adequate ventilation in the case of painting or other materials that cause fumes and/or odors.
10. Any work areas that leave your home exposed overnight will be covered with plastic tarps and securely taped.
11. Work area will be swept with a push broom daily (where applicable).

AT THE CONCLUSION OF THE JOB

12. Entire work area and yard will be patrolled for trash, debris, materials, etc.
13. Magnetic nail locator will be used to find nails, screws, and other debris in customer's lawn.
14. Customer lawn will be restored to pre-job condition if damage has occurred as a result of job.
15. Customer home/yard will be inspected for any incidental damage; repairs will be made if necessary.
16. Cleanup not complete until customer signs off on this document.

CREW FOREMAN'S SIGNATURE

DATE

SALES MANAGER'S SIGNATURE

DATE

OWNER'S SIGNATURE

DATE



WORKER CONDUCT COMPLIANCE AGREEMENT

As a sales associate for **One Week Kitchens**, you must agree to abide by the principles and precepts of our Code of Ethics and competency. Any violation of these principles will be grounds for written warnings; multiple violations will be grounds for termination.

I, _____ agree to abide by these guidelines when working with prospective customers/current customers for **One Week Kitchens**.

FOR ALL WORKERS

1. I will not smoke inside the customer's home.
2. I will not use foul language on the jobsite.
3. I will not consume alcohol or drugs on the jobsite.
4. I will play any radios or music on the jobsite quietly.
5. I will keep my clothing neat and clean.
6. I will wear my identification and certification badge when on the jobsite.
7. I will respect the customer's telephones, bathrooms, parking spaces, etc.
8. I will strive to keep dirt and messes to a minimum.
9. I will put trash in the proper container and leave the jobsite clean at the end of each work day.
10. I will keep any materials or tools that are left on the jobsite in an orderly fashion at the end of each day.
11. I agree to keep a current license appropriate for my trade(s).

FOR SUB-CONTRACTORS

12. I agree to carry workers' compensation, accident insurance, or have a waiver form signed before work begins. I understand that my insurance must remain in effect for the duration of the job.
13. I agree to carry general liability insurance; or make special arrangements with the contractor before any work begins.
14. I agree to be responsible for my own taxes.
15. I agree to comply with any OSHA safety regulations for my trade.
16. I will communicate any changes to the agreed work schedule to the job supervisor before the original scheduled time.
17. I agree to warranty all work and materials supplied by me for one year, and perform any callbacks or warranty work within two weeks of the request.

WORKER SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

WORKMANSHIP

Questions?

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Ultimately, any contractor has to be competent to do the job right the first time. Competence comes as a result of training, experience, and good old-fashioned hard work. As you evaluate a contractor, look for signs that they can do the job right the first time.

WHAT TO LOOK FOR:

Project Photos for Ideas & Inspiration

Why It's Important: A contractor who serves his customers well should be proud to present pictures of the work they've done. Ask to see a sample of jobs they've done—for inspiration for your own project and to gauge the quality of the work they've done in the past. If no photos can be produced, that should be a major warning sign.





Frequently Asked Questions

Questions?

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Q: Are there any other things I should look for or watch out for that aren't listed in the pages of this guide?

A: Look for some of these telltale signs of contractors who shouldn't be trusted:

- Main phone numbers that ring to cell phones
- Main phone numbers that are never answered by receptionists
- Trucks without signage on them
- No business cards or cheap business cards
- No company logo on work clothes/uniform
- Few references available
- Unresolved BBB complaints or no report at all
- Prices that are unusually low compared to other bids
- No website or very poor website
- Ability to start on your job immediately—no backlog
- Unwillingness to give any information

An Ounce Of Prevention...

It's been said that an ounce of prevention is worth a pound of cure. When the stakes are high—your home and your wallet—that saying is even more true. We hope that by reading this guide you feel more prepared to evaluate home improvement contractors and make the best decision for your family.

Q: Are you saying that you are the only company in the area that can uphold these standards?

A: Most companies cannot uphold them, but there are several good, honest contractors to be found. Just be sure to take the time and use this guide to make sure before you hire anyone.

Q: Can a contractor just “fake” these standards?

A: Not likely. Most shady contractors that don't put any effort into making their businesses good, also won't put effort into faking these standards. It's a lot easier for them to just move on to their next unsuspecting victim.

Q: What if a contractor SAYS they can do all these things, but can't show the proof?

A: Don't settle for lip service. Demand to see the documentation for every single standard on the checklist at the end of this guide.



In Conclusion

When you're hiring someone to do any type of work in your home, remember it's your money and your home. Be sure you get everything in writing, ask all the questions on your mind and clearly understand the answers you receive.

Besides what we've mentioned here, there are several other ways to gather information on a company before giving anyone a dime. Check with consumer-to-consumer reporting groups like the Better Business Bureau, at www.betterbusinessbureau.com, or Angie's List at www.angieslist.com.



If all this makes sense, and you are curious about our approach to remodeling, please give us a call. We'll be happy to answer all of your questions for free.

As part of our commitment to our previous and potential new customers, at your request, we will set up a time to come to your home to answer your questions and concerns. At this time we can also determine if we can meet your remodeling needs. We provide this as a FREE, NO OBLIGATION service for you and your family.

Hopefully we can show you, as we have thousands of others, how to make your home absolutely gorgeous— something to be really proud of!

Remember that when One Week Kitchens visits your home, we are not going to use high-pressure sales tactics. It is simply a chance for you to meet us and see if our services can benefit you. If, after our meeting, you believe there is no benefit to be derived from working with us, we simply leave and that is that. If, however, you do find that you would like our help, we will discuss how we proceed from there.

I can't think of a better way to work. Can you?

If you think our approach is fair and honest, please consider One Week Kitchens for your construction needs.

Best of luck with your remodeling plans!

Sincerely,

Rich Rome

Owner, One Week Kitchens

Contractor Standards Checklist

For your convenience, we've enclosed a checklist of all the items you'll want to look for before hiring any contractor.

WHAT TO LOOK FOR	ONE WEEK KITCHENS	CONTRACTOR A	CONTRACTOR B
Proof of Establishment	✓		
Bank Letter & Supplier Letter	✓		
Business License	✓		
Insurance	✓		
BBB Accreditation	✓		
Memberships	✓		
Customer References	✓		
Accolades and Awards	✓		
Detailed Proposal and Change Orders	✓		
No Tricks, No Pressure Sales Agreement	✓		
Jobsite Cleanup Roster	✓		
Worker Conduct Agreement	✓		
Project Photos for Ideas & Inspiration	✓		



Questions? Need More Information?

Call 570.704.3181

www.1WeekKitchensbyRome.com

934 Wyoming Ave Forty Fort PA 18704