



Selecting the Right Contractor for Home Improvement and Repairs

Research, Interview & Ask Questions

- ✓ Conduct interviews with each contractor under consideration and thoroughly check their provided references.
- ✓ Obtain estimates from a minimum of three different contractors to facilitate effective comparison.
- ✓ Confirm the contractor's licensing, bonding, and insurance status for work within the City of Cleveland by contacting the City of Cleveland Department of Building & Housing at (216) 664-2910.
- ✓ Review the contractor's history with the local Better Business Bureau at 216-241-7678 or visit www.bbb.org/cleveland/ to check for any prior complaints.
- ✓ Insist on a written contract with the contractor's info (name, address, phone, license/registration number), work details, start and end dates, total cost, additional changes, and warranties, including timelines.

Ensure the contractor obtains the permits needed for the work. Don't agree to a homeowner's permit; ask to see the permit before work starts.

Understand your payment options:

- ⚠ **DO NOT** let the contractor arrange a loan for you.
- ⚠ Make a fair down payment and settle the remaining balance after the project is finished and passes the final inspection.
- ⚠ Make sure that you have an affordable payment schedule.
- ⚠ **AVOID PAYING CASH** and always get a receipt for all payments.
- ⚠ **DO NOT** pay the full amount up front.
- ⚠ **KEEP COPIES OF ALL YOUR PAPERWORK!**

Contact for More Information

Office Address

Community Development -
Office of Consumer Affairs
601 Lakeside Avenue, Rm 320
Cleveland, Ohio 44114

Phone

216-664-4529

Website

www.clevelandohio.gov

