

— RESEARCH YOUR BUILDER! —

Most people that work through a renovation process with Menno S. Martin become “clients for life”. Not only do they become clients for life, but they refer others to us. Most of our business is repeat and referral.

We're also happy to provide you a list of clients with whom you may wish to speak.
Every builder worth working with should offer the same.

Here's a list of questions you should ask:

- What work did Menno S. Martin perform for you?
Is the project similar to yours?
How did they provide you with a unique solution?
- What was the level of collaboration during the design and building process?
Were your ideas incorporated into the design?
Did the design solutions fit the budget?
- Did Menno S. Martin prepare you for construction?
Was there a pre-construction meeting to discuss the daily impact of construction on the home?
What was done to make the experience more comfortable?
- How was the communication between you and Menno S. Martin?
Did they keep you updated on design progress?
Were they readily available via phone or pager?
Did they keep you updated on the progress of the job?
- Were the members of the design and construction team likable?
Were they trustworthy?
Did members of the team treat you and each other with respect?
- Are you pleased with the quality of the design and construction work?
Was the design work creative and artistic?
Was the construction work done with high quality craftsmanship?
Have there been any problems with the design or construction? Hint: ask about the details!

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RESEARCH YOUR BUILDER CONT.

- Was the project completed within budget?
What affected the project costs?
Could Menno S. Martin have foreseen these issues?
- Was there anything that concerned you about working with Menno S. Martin?
If so, how did they address those issues?
- Do you feel the quality of design and construction justified the project costs?
Was the quality of work consistent with the cost of the project?
- Was the process fun?
How did Menno S. Martin make the process more enjoyable?
The process is hard work, but it doesn't have to be unbearable!
- Is there anything about Menno S. Martin we didn't cover?
Let the client share their own feelings and impressions in their own words.

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