

Hiring a Contractor

**Recognize,
Refuse,
Report!**

**Call us
Monday–Friday,
9 a.m.–4 p.m.**

800-222-4444
Option 2



In 2018, complaints about home improvements and repairs were the second most common type of call to the AARP ElderWatch helpline. The following are some tips for hiring a contractor:

- Ask for and speak with the contractor's references.
- Check independent review and referral websites, like the Better Business Bureau. Read positive & negative reviews and understand that some might be biased.
- Understand when payment is due. If the contractor asks for an advance to buy materials, they might not be financially sound.
- Avoid contractors without a physical address. If the contractor will only provide you with an email address or phone number, consider that a red flag.
- Inquire about the materials that will be used for the project. Ensure materials will be brought in the manufacturers packaging. Only use materials that you both agree on.
- If your city or state requires contractors to be licensed and/or bonded, be sure that the license is current and the bond in force.
- If your city or state requires a permit for work, get one. Do not work with a contractor who encourages you to save money by not obtaining a permit. Your best guarantee of a job well done is by inspection.
- Obtain a written contract for any work that is done. If you are not knowledgeable about contracts, ask a friend or relative who is to review it. If you cannot find someone to review it for free, and the cost of the project is significant, hire a lawyer.

If you have questions about hiring a contractor, call an AARP ElderWatch volunteer.

800-222-4444

Denver Metro Area
303-222-4444

www.aarpelderwatch.org