

## Renovations Are NOT Always a Positive Experience

Undertaking a renovation project in your home is stressful enough – without being ripped-off or having your contractor otherwise let you down...

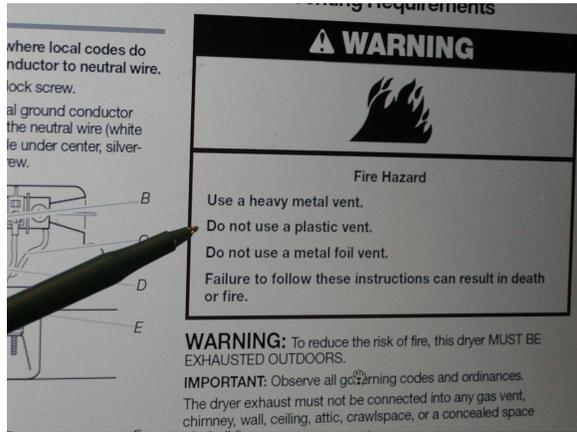
Dust, dirt, noise, major inconvenience, disruption of your family's regular schedule and even more negative 'nasties' are all part of a home renovation. These can be dealt with over time if you are fortunate enough to have a caring, thoughtful and professional contractor.

However, we've been engaged time and again to 'rescue' many families who have found themselves "stuck" for reasons seemingly being often beyond their control and /or wanting to fire (*emotions can easily run far beyond just firing*) their contractor. Bad workmanship, short-cutting, poor communication, just not caring about the Clients' best interests, bullying, not listening and looking out for themselves – first and only – are all part of the pitfalls to avoid at all cost, if possible.

One recent experience found us rescuing a family in the middle of winter, where their experience was a complete rip-off by their contractor who eventually stopped showing-up & the heating system was completely shut-down and unusable, which left them freezing (*including their young kids*). We were called-in to document all the negatives so as to allow their lawyer to get started on litigation on their behalf.

New roof was a complete disaster and the new windows were installed wrong in many cases – even where actually done (*so many were left undone*). Rear addition was virtually condemned by the City and overall workmanship was so very poor, much would have to be torn-out and redone by a new contractor.





Be in control of your renovation at all times /maintain the power, so as not to be taken advantage of with a proper detailed contract, proper Permits, change orders for any and all deviations on the work and ongoing oversight by a consultant who has YOUR best interest in mind at all times, so as to minimize the potential for things to go ‘sideways’... Don't pay until you're sure the work is correct and complete !

\* The following 3 photos are of the same exterior stairs built – step risers ranging from 7” to 8” and then even 9” (a trip-hazard accident waiting to happen) !



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