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25 Questions & Concerns to Discuss with Any Contractor

1. Does the contractor carry general liability, builder's risk, and workers compensation insurance? **Knepp Buildings has all three and will provide evidence upon request.**
2. Don't be pressured into "buying today" to get a better price. **Knepp Buildings exercises a no pressure approach to selling.**
3. What payment options are available? **Knepp Buildings accepts cash, personal checks, or money orders.**
4. Don't put more than 1/3 down for deposit before the start of the project. **Knepp Buildings requires a modest down payment (5% of purchase price but not less than \$1000.00) due at the contract signing.**
5. Don't make the last payment until absolutely satisfied. **Knepp Building's payment schedule ensures that you never pay before each section of your project is complete and you are absolutely satisfied.**
6. Are they a member of any trade associations? **Knepp Buildings is a proud member of the NFBA (Nations Frame Builders Association).**
7. Does the contractor have experience with jobs such as yours? **Knepp Buildings specializes in post frame construction. Pole buildings are what we do. Our tenured craftsmen have constructed hundreds of buildings the same or similar to yours over the past several years.**
8. References? **Knepp Buildings proudly displays testimonials on our website. Additional references are available upon request.**
9. Check the BBB (Better Business Bureau) for complaints. **Knepp Buildings has no registered complaints listed with the BBB.**
10. If you are unsure about the contract or sale terms, ask someone else to review the contract and before hiring the contractor. **Knepp Buildings welcomes you to legally critique any of our correspondence. We have nothing to hide.**
11. Whenever making a change to the original project, get the change and the price in writing. **Knepp Buildings requires new or additional contracts/addendums with each change order.**
12. Keep a journal of work done, contacts made with the contractor, and payments made. **Knepp Buildings supplies our customers with all warranty and building information upon project completion.**

13. How long has the contractor been in business? **Knepp Building has been in business twelve years.**
14. Have they done work in your town before? **Knepp Buildings has built several hundred buildings in Western Pennsylvania and Eastern Ohio.**
15. Do they have their own crew to perform the work, or do they rely solely on subcontractors? **Knepp Buildings has two full time crews to ensure that your building will be completed efficiently without sacrificing quality. All crewmembers are full-time employees of Knepp Buildings.**
16. How many other jobs will they be working on simultaneously with yours? **Knepp Buildings rarely has more than two projects ongoing. One crew per project until finished.**
17. How many workers are used to manage your jobs? **Knepp Buildings has four - five men per crew who are accustomed to working with one another. They are all full-time employees of Knepp Buildings.**
18. When are they available to start your project and how long will it take? **Knepp Buildings prides itself in communicating effectively so our customers know tentative start and completion times.**
19. Does the contractor have a current contractor's license and registration? **Unfortunately, Pennsylvania does not offer or require a contractor's license or registration.**
20. Ask to see examples of the contractors work? **Knepp Buildings will proudly show their work upon request.**
21. How professional is the contractor at returning phone calls and in other business dealings? **Knepp Buildings does it's best to return phone calls the same day, that evening, or next morning. Quotes are normally offered within three days – Often much sooner.**
22. Who will be assigned as the project foreman for the job? **Each Knepp Buildings crew has a designated foreman who will be introduced to the customer before the project begins. That foreman will remain on that job until the project is complete.**
23. Do you have design services available? **Yes. Knepp Buildings uses Construction Maestro Software to design all our buildings. Prints and drawings are available as needed.**
24. What percentage of your business is repeat or referral business? **At least 60% of Knepp Buildings business is based on referrals from our satisfied customers.**
25. Do you have a published business address and identified service vehicles? **Yes. Knepp Buildings is located in Conneaut Lake, PA and all of our trucks are clearly marked.**