

Homeowner's Guide USA
Successful Resident-Contractor Relations
In Home Improvement

Successful Resident-Contractor Relations
In Home Improvement

*References Appear At End Of This Guide

Preview

On the overall, when we hire contractors it is certainly not for them to make our lives miserable. Whether they are plumbers, electricians, general contractors, appliance techs or other persons in the building trades, we hire them because we believe they will contribute to our comforts and conveniences in the home setting. If we thought otherwise, there is no doubt we would adamantly decline their services.

But we often get into trouble when the mannerisms of contractor candidates are such that any doubt we may have had about them is adequately extinguished. It may be important for us to note, however, this famous line from William Shakespeare's immortal play titled *As You Like It!*

"All the world's a stage, and all the men and women merely players - they have their exits and their entrances."

The popular abbreviated version: *"The world's a stage and everybody's playing a part."*

There are many renditions of that line and diverse interpretations. But it is thematic to our lives. We have many roles to play. A mom is also a soldier both at home and in the armed forces – a dad, a head coach. There is no doubt that we play many roles – some extraordinarily well, others poorly. But of all the roles in our lives, there are some in which it is crucial for us to play well. Among these – decision making in resident-contractor relations.

Homeowner's Guide USA
Successful Resident-Contractor Relations
In Home Improvement

Quality Of Resident-Contractor Relations

We and contractors are key players in the outcome of any of our home projects. Put differently, the quality of our relationship impacts the quality of work performed. Accordingly, it is our role to hire best contractors for each job and theirs, to deliver exactly. The best resident-contractor relations are premised on both parties being *true to our word*.

Unfortunately, we can create hindrances for ourselves when our performance in the decision making process is under par. In contractor-related home improvement this often occurs because we are not naturally endowed with the ability to distinguish favorable tradespersonnel from those who are detrimental. Yet if we saw two separate home improvement crews working on roof replacement – one highly skilled, the other questionable, we could know within one-three days which we would not consider. Certainly, the roofers who completed the job correctly – sooner – would score well with us. The perfect performance!

We tend to gravitate to those we KNOW are most reliable. To accentuate, this level of personal awareness is attained through actually *witnessing* or otherwise *experiencing* delivered results. Briefly, with consideration to the roofers who performed best, if we needed roofing also, we may be inclined to speak to them or inquire with our neighbor about their terms – before we spoke with the company. No doubt, there is promise of an amiable business relationship.

It follows that when we want to ensure our choices for contractor assistance are conducive to our home project objectives, then we may want to also first KNOW we are making the right ones. Since this is not instinctual, it requires very special self-empowerment towards learning more about contractors through *seeing* their performance rating. We can do this in real-time or *vicariously*. Most times our most accessible option is the latter – *vicariously* [through means other than physical]. Among these are: government and other public records online, news items, search engine scans, etc..

*Effective, favorable decision making is the result of learning. Those who *learn* better, in any role we must play, are those who *perform* better. Those who perform better reap rewards far beyond greatest expectation. - HGRBS

Homeowner's Guide USA
Successful Resident-Contractor Relations
In Home Improvement

Consequences For Avoidance Of Related Learning

If we are not born knowing how effective relations are honed with building tradespersonnel, we can be at an immense decision making disadvantage. It helps tremendously when we incorporate into our planning the requirement for first *validating/confirming* competence and reliability of contractors before making a decision. It could be disastrous otherwise.

Recently, it was announced that the *other* of two contractors who staged a driveway paving scam (ref. Below) was tracked down, found guilty, and finally received *his* sentence, also: 4 years in prison. Previously his accomplice received hers [the other half of a married couple] while he was still eluding apprehension. What is interesting about this case is that the couple who hired them did so without KNOWING who they were releasing funds to. It is apparent that a leading reason the wayward couple were given the money was the fact that the homeowners were also a couple. More than anything, the senior couple were very probably empathetic towards the much younger pair.

After all, who would ever think that they would do such a terrible thing – swindle them out of \$7,000+? Unimaginable – for those of us who are unaware of the fact that some couples can be corrupt contractors, also. There is a string of such offenses committed against private home heads in our country e.g., *by couples* and other configurations of family members. We may want to take special note of this against making the same mistake.

This story is a classic example of what can happen when we avoid doing essential research to learn more about contractors than what they appear to be. This can go a long way towards our not needlessly jeopardizing the potential success of our home projects. In other words, when we make hiring decisions without reasonably acquired information about who we are hiring, we leave the door wide open for the worst.

*In the US, most private homeowners are seniors. And it is very plausible that seniors, because of their being in the majority of private home heads, are most frequently targeted and victimized by dishonest people in the building trades.

Homeowner's Guide USA
Successful Resident-Contractor Relations
In Home Improvement

It Is Our Prerogative To Manage Home Projects Better

From our recent story about the senior couple heartlessly taken advantage of by the younger, we may want to be more fortified against being so deceived. It is a grand thing indeed for us to always have a place in our hearts for others. However, we can do better to conscientiously resist allowing this kindness to dictate our decisions in resident-contractor relations. This may not necessarily be an opportunity for us to overwhelm the business at hand with social graces best left to matters other than business.

We can do well to develop more of a focus on documentation in relation to contractor candidates. This is especially so when considering building tradespersonnel (as contractors) who are unknown/unproven in our neighborhood. Although they can speak and gesture mimicking contractors we know who are unwaiveringly sincere, it is vital that we proceed with caution. They are not the reliable individuals we *know*. If not, then who are they – really? It is our business to know. We may also add that it is equally an obligation to ourselves – as first order of business – to find out.

We want this business relationship to be as smooth as possible. This means we would rather not mistake a pathological liar and thief as a *saint*. However, this has been effortlessly done by nearly every documented victim of home fraud. They were soundly cajoled by the masquerade.

There is a true story about a man who publicly admitted that, in everything he did, he was a fluke. But because of a new awakening ‘spirit’ in him, he changed. There were many masks he wore – but now – he was *free*. He was through being the person he once was. He tossed his final mask. Yet, after such profoundly convincing oratory, those closest to him knew, of all he said, he was still wearing one to hide all the others he retained.

In short, dishonest contractors are like that. They are well-versed in crafting elaborate lies about themselves. They will go farther to use what is true in their lives e.g. avid golfer, member of the Rotary Club, sports fanatic, parent, war vet, etc.... They will do these things to camouflage their malicious incompetence. If we are not aware of these deceitful devices, we can be swayed by them. On the other hand, when we access public documentation, they are ordinarily - *unmasked!*

Homeowner's Guide USA
Successful Resident-Contractor Relations
In Home Improvement

Firm Up Our Protocol

At one time or another we are going to require contractor support. Nonetheless, it can be to our continual benefit having an intact system for doing this. It would be conducive to ensuring that we arrive at the best decision we can reasonably make. Needless to say, it can also be instrumental in discovering the best possible contractors for what we have in mind. At project end – comparable results.

It is not enough to have the cash on hand or sufficient home coverage. We require solid evidence of their credibility. Often that means always putting forth time and effort required to learn everything about contractors and their companies *in relation* to the nature of project. Simply put, we do not ask plumbers to work on our driveways or roofers to install new cabinetry. We can – but since these are not within their legal or professional specialization, it would be like asking the mail carrier to replace the gutters.

Bottom line – in order for our relationship to be harmonious there are 4 suggestions:

1. Consider only contractors who are documented via publicly accessible sources to do the nature of work we have available.
2. Ensure that contractors meet requirements of item '1.' who also have or can prove rapport with other residents in the neighborhood.
3. Be certain we can afford their services.
4. Arrange a net 30, net 60, or net 90 *payment plan* i.e payment within 30, 60, or 90 days. Or when full payment may take a lot longer, we can arrange a monthly payment schedule – in writing. Of course, this would depend on project size.

Wherever we are, whether on earth or in space, we are *on stage*. Let's give it our best performance! - Contract-related projects included!

HOME IS THE BEST WONDER OF THE WORLD!

**Edited with special assistance from D. Madden*

In association with HGRBS – a 501 (c) (3) nonprofit corporation of independent volunteers

[Public Courtesy - HGRBS®](#)

Homeowner's Guide USA
Successful Resident-Contractor Relations
In Home Improvement

HELPFUL REFERENCES

Contractor Sentenced To Prison-Driveway Paving Scam [Feb. 2020]
<https://youtu.be/flNeZt-ffNg>

Nearly 40% of Homes In the US Are Free and Clear – Seniors Own Largest %
<https://www.forbes.com/sites/brendarichardson/2019/07/26/nearly-40-of-homes-in-the-us-are-free-and-clear-of-a-mortgage/#26b3b08047c2>

All The World's A Stage From William Shakespeare's Comedy "As You Like It!"
https://en.wikipedia.org/wiki/All_the_world%27s_a_stage

*Learn more about how to make safer and wiser decisions! You are cordially invited to visit HGRBS action page: “**Resident Strategic Studies**”

Backup: <https://www.hgrbs-flagship.com/resident-strategic-studies.php>

Public Courtesy - HGRBS®