

A special thanks to all of you for your generous contributions to

## Tabor Design Build's Toys For Tots 2009!

John Tabor (photographer), Santa Joe Sherrick and Elf Peggy Card, delivered your gifts to MIX 107.3 radio's Jimmy Alexander. We received so many toys from our valued clients and our suppliers TW Perry and Reico. It was great to be able to participate in such a wonderful tradition. We look forward to delivering more toys in the years to come!



Jimmy Alexander from MIX 107.3 helps Santa Joe Sherrick unload the Tabor Toys for Tots Truckload.



Inside This Issue.....

## Why It Pays to Hire a Professional

Second only to the body you inhabit, your home is likely to be your most cared for investment. And it should be. You live in it, entertain in it, maybe raise a family in it, and probably hope to sell it one day for some kind of a profit. So why would you cut corners when it needs work?

A professional remodel is money well invested. Hiring the right people will protect, if not grow your investment, and save you time, money and aggravation. Just as you wouldn't put your body in the hands of a questionable doctor, you don't want to entrust your home to simply the lowest bidder. Nothing will lower the value of your home more than amateur remodeling.

Credentials matter, in medicine and in design and construction too. Whether you're looking for a designer or renovation company, check the initials that come after their name. If you're remodeling a kitchen or bath, does your designer have certification from the National Association of Remodeling Industry (NARI) to be a Certified Kitchen Bath Remodeler (CKBR)?

This certification takes up to seven years to earn and requires passing rigorous tests, extensive experience and continuing education. Know the actual builders credentials. Are the company's associates NARI Certified Remodelers? This is a difficult certification to receive and signifies the remodeler as an expert in their field.

A Certified Lead Carpenter (CLC) earns their certification through NARI by completing an extensive exam and demonstrating more than seven years consecutive experience and leadership in the field.

Finally, active membership in professional organization such as NARI demonstrates your remodeler's commitment to the industry and its professional standards. When you need a remodel, don't go shopping in the bargain basement; focus on the quality you want and consider who can best deliver it.

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## Reminder!

**Check your smoke and carbon monoxide detectors this New Year's Day for a safe and healthy 2010.**



## What Does NARI Membership Mean To You?

The goal of the National Association of the Remodeling Industry (NARI) is to help homeowners find the right professional partner to do their remodeling. Whether it is updating a kitchen to make it more efficient, turning an ordinary bathroom into a haven of rest and relaxation, or adding a room to meet the needs of a growing family, NARI wants each homeowner to get the maximum value or enjoyment for the dollars they invest in their remodeling. Homeowners can be assured that any time they hire a NARI member, they are hiring an individual who has made a strong commitment to the professionalism of the remodeling industry and to his or her business.

NARI members share the short list of questions they are *usually* asked by homeowners and offer a list of questions that you *should* ask:

Timing and money are the most common questions a home improvement contractor hears, but during an interview with a homeowner when homeowners should be asking about credentials and verifying business practices what is often heard is, "When can you start? When will it be finished? How much will it cost?" These simply aren't enough. Yes, timing may be "everything" in comedy, but that certainly isn't the case when it comes to remodeling. If you are going to have a successful remodeling project, you need to learn the right questions to ask and how to ask them. When a group of NARI remodeling contractors were asked what questions homeowners asked most frequently, the group unanimously agreed that their most popular queries were:

When can you start?

When will you be finished?

What time will you knock on my door each morning?

What time will you quit for the day?

Are you going to work every day?

Can you finish before (insert any major holiday like Thanksgiving or other significant family event)?

How much will it cost per square foot?

Unfortunately, these are not the type of questions that are going to tell you much about a particular contractor. While a reasonable timetable and budget is important, it should not be the primary focus of an interview or a job. Homeowners should also focus on trust and quality.

Start by asking questions about a company's business practices and experience in a similar type of project. If you decide you want to hire a particular remodeling contractor, then you can discuss when he or she can start, what time he or she can knock on your door each morning and when you will have your home to yourselves again.

Here are some questions NARI members recommend you ask before signing a remodeling contract:

- How long have you been in business?
- Who will be assigned as project supervisor for the job?

- Who will be working on the project? Are they employees or subcontractors?
- Does your company carry workers compensation and liability insurance? (Always verify this information by calling the agency. A copy of an insurance certificate does not let you know if the policy is still current. Even if the certificate has an expiration date, you cannot tell if the insurance has been canceled by either party. If licensing is required in your state also ask if the contractor is licensed and call to verify compliance with the law. Not all states offer or require licensing. Check with your local or state government agencies.)
- What is your approach to a project such as this?
- How many projects like mine have you completed in the past year?
- May I have a list of reference from those projects?
- May I have a list of business referrals or suppliers?
- What percentage of your business is repeat or referral business?
- Are you a member of a national trade association?
- Have you or your employees been certified in remodeling or had any special training or education, such as earning a Certified Remodeler (CR), Certified Remodeler Specialist (CRS) or Certified Lead Carpenter (CLC) or Certified Kitchen & Bath Remodeler (CKBR) designation?

It's also important to realize that sometimes it's not the answers you get that are significant, but what you don't get. Asking the right questions is not enough. You need to pay attention to your instincts and to what information is missing.

Unlike your accountant or stockbroker, your remodeler will be a part of your daily life and available for some on-the-job education. He or she will be privy to your personal life, more so than your doctor or lawyer. Your contractor will know how you look early in the morning and how well behaved your dog is. It makes sense that you should take some time to carefully select this person and make sure that it is someone to whom you can ask questions.

Remodeling can be a fun experience. You get to create your dream room or home and learn a little about design and building along the way. All you need to do is ask questions. Questions that, according to NARI members, remodelers don't feel that they are getting enough of. So tap into your curiosity and ask away.

Please check <http://www.tabordesignbuild.com/choosing-a-contractor.html>, for more questions to ask.

(An excerpt from the official NARI website)



### Tabor Talk

Is produced by Tabor Design Build, Inc. and its associates to share information with our clients about home remodeling, home safety and the Design/Build industry.

Your questions and comments are appreciated. Please feel free to contact us at [www.tabordesignbuild.com](http://www.tabordesignbuild.com) or call our office at 301-417-6570.



Where remodeling is a stress-free experience.

## Record-Breaking Snowfall Puts Houses Under Unusual Stress!

The December 19, 2009 snow storm broke all records for a December snowfall in the Washington DC area, and exceeds what the region typically receives over an entire season!

While we hope you are all staying safe and warm inside this winter, we urge you to check the condition of your home's attic and exterior.

- 40-year old roof timbers can crack and break under the weight of the snow.
- Gutters clogged with snow can freeze, sag and fail to drain properly.
- High winds may have allowed snow into your attic through the ridge vents.
- As temperatures return to normal, melting snow can produce surprise leaks.

**When the unexpected happens call the professionals at Tabor Design Build.**



### Tabor Gives Back To The Community

Tabor Design Build, Inc. is teaming up with local organizations that assist injured returning Iraq and Afghanistan veterans and their families. If you know a veteran who could use our help with an entrance ramp, door/hallway widening or bathroom conversion, please give us a call at 301-417-6570 or email to [pcard@tabordesignbuild.com](mailto:pcard@tabordesignbuild.com).



*John and Tammy Tabor, Tabor Design Build, Inc.*

Visit our website at [www.tabordesignbuild.com](http://www.tabordesignbuild.com) and call today to speak with one of our Design Consultants at 301-417-6570.

**At Tabor Design Build remodeling is a Stress-free experience.**

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