



## CONTRACTOR TRUST CHECKLIST

Use this checklist to compare Recon Roofing & Construction against competitors across key trust factors.

CATEGORY	RECON ROOFING & CONSTRUCTION	COMPETITOR 1 SCORE	COMPETITOR 2 SCORE
Communication & Responsiveness (1-5)			
Google Review Score (1-5)	4.9		
Social Proof & Reputation (1-5)			
Experience & References (1-5)			
Price & Value (1-5)			
Process - Stay with Project Advisor? (1-5)			
Experience with type of work (1-5)			
Lifetime Warranty (1-5)	Roofing/Gutters - 5 Siding/Windows - 4		
Trust & Reliability (1-5)			
Overall Feeling/Likelihood to Recommend *(1-10)*			
Timeline & Project Management Forecast (1-5)	5		
TOTALS			

Check out the next page for helpful questions to ask prospective contractors...

# Contractor Questions

Use these questions to compare contractors objectively. Strong answers reflect proven systems, accountability, and professionalism. Weak answers reveal risk. Score logically & honestly, it will save you in the long run!

**1. Communication & Responsiveness** - Who is my direct point of contact from start to finish, and what response time do you commit to during the project?

Strong answer sounds like: One accountable contact, same person throughout, same-day responses.

**2. Reputation & Reviews** - Where can I find your most recent reviews, and how do you handle it when a customer isn't happy?

Strong answer sounds like: High volume of recent reviews, owns mistakes, explains resolution clearly.

**3. Experience & References** - How many projects like mine have you completed recently, and can I speak with a recent client?

Strong answer sounds like: Specific numbers, recent examples, confident sharing of references.

**4. Price & Value** - What is included in your price that homeowners usually overlook, and what could increase the cost later?

Strong answer sounds like: Transparent scope, quality-first explanation, no surprise language.

**5. Process Ownership** - After I sign, do you stay involved, or is this handed off—and to whom?

Strong answer sounds like: You stay with me and (possibly) a dedicated project manager.

**6. Experience With This Type of Work** - What risks are unique to this type of project, and how do you prevent them?

Strong answer sounds like: Identifies risks confidently and explains prevention steps.

**7. Lifetime Warranty** - What warranty do you personally provide, and who backs it?

Strong answer sounds like: Roofing/Gutters - Lifetime Labor and Workmanship warranty, manufacturer-backed.  
Siding/Windows - 5 years on workmanship, manufacturer varies

**8. Trust & Reliability** - How do you handle disagreements or changes once the project is underway?

Strong answer sounds like: Written change orders, calm process, no pressure tactics.

**9. Timeline & Project Management** - What is a realistic timeline, and how do you handle weather or material delays?

Strong answer sounds like: Conservative timeline, proactive communication, contingency planning.

**We hope this document helps you in making the best decision for your experience and your home. Regardless of results, we are happy to help you with an apples-to-apples comparison to evaluate not only your answers but also measurements & scope of work identified in other estimates.**