



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.