

Around the House
Plumbing Article #6 – “Ask for Credentials”

Headline

Put Up, or...Don't Bother Coming In!

Subhead

In these crazy times, a little bit of caution can go a long, long way. That's why we urge you to ask every single contractor – including us – for proper identification before allowing a technician into your home.

Text

Usually, we like to talk about accomplishments and capabilities, and how we can best put them to use on your behalf. After all, to earn your business, we first have to earn your trust.

That's why, in this issue of “Around the House,” we're offering you practical advice on how to discern a reputable contractor...the kind you would choose to welcome you're your home. It means asking a few more questions up front, but for the added peace of mind you'll gain, it's definitely worth the effort.

So with nothing but your family's well-being in mind, we encourage you to observe the following screening measures whether calling us or any other home comfort or improvement contractor:

- When interviewing prospective contractors, **pay attention to how they answer your questions.** A good contractor will listen carefully and not rush you into decisions.

- Are they licensed and insured? Demand proof! And if you're still in doubt, check with the Better Business Bureau.
- How well experienced are they, and are their references? Don't be afraid to ask...it will help to eliminate potential problems down the road.
- When a service technician shows up at your door, **don't allow him or her inside unless you were expecting them in the first place.** And even if you are, **get the name of the technician in advance so that you can verify it** once they arrive at your door. And finally, **ask to see proper identification** when the technician arrives.
- Before the credibility of a field technician even becomes an issue, **ask your contractor to explain their hiring practices.** At (company name), for example, we run thorough background checks on every individual we consider for employment.
- **Always get an up-front cost estimate.** For us, that's standard practice. Plus, we honor every approved estimate, even if the job is more involved or takes more time than we anticipated.

All common sense measures...but often times, we're too focused on the end result to pay proper attention to the most important aspects of the process that will lead us there.

We hope you've found this information useful. And to show our appreciation for your ongoing trust in us, **we invite you to save \$35 on the low-water consumption plumbing fixture – including toilets and shower heads – of your choice with the coupon below.**

Main Coupon

Replacement Fixture

Save \$35...

...off the fully-installed low-water consumption plumbing fixture of your choice. This offer may not be combined with any other discount or promotion.

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Teaser Copy

Inside This Issue of “Around the House”...

Practical advice on how to screen and select home service contractors...including us...for your added peace of mind!

Plus...

3 Coupons You Can Use Now!