

*Second Edition - 2021*

## **How Can We Make Wiser Decisions In Resident-Contractor Relations**

\*References Appear At End Of This Guide

### **Preview**

It is certain that we prefer business relationships which are harmonious. Irrespective of nature, the best operational policy is to do whatever is sensibly required conducive to our objectives. But we may want to carefully take stock of the quality of our decisions in meeting whatever those requirements may be. Are they consistent with what we opt to achieve – or otherwise? Obviously, when what we decide to do or refrain from does not match what we would like to accomplish, we need to make appropriate adjustments. We will not meet our goal otherwise.

We can use seemingly *off- subject* examples of how the quality of our requirements for achievement greatly determine our degree of related accomplishment: *Weight management* and *driving*. The reason for this apparent *off-subject* expose' is to emphasize impact of decisions made in matters which can be substantially significant in our lives. We will then bring this to full circle relative to wise decisions we must consistently make in resident-contractor relations.

### ***Weight Management & Driving In Relation***

In weight management, as we know, most who have a preference for so doing resort to various technique which inevitably fail. Only a small percentage ever continually succeed. The reason we succeed is that we become as familiar as possible with requirements specific to what we aspire to accomplish then we *use* what works best for us. We adhere to it.

In short order, there will be clarity as this relates to being more discreet about how we hire contractors. But first we are going to make a very familiar comparison between driving a motor vehicle and weight regulation.

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Managing our weights is much like driving. There are certain rules of the road and those pertaining to our respective behavior e.g. on a two-lane road allowing for the flow of traffic in opposite directions. In the U.S., we are required to be on the right side of the road driving forward. Why? Obviously it is typically a lot safer.

Yet most importantly, it can prevent us from experiencing dreadful consequences – a moving violation, for one. It is ironic that the most prominent rule in industries where there are potential dangers, especially, in building trades, is *safety first*.

When the posted speed limit is 70 mph, we are expected to drive within that range unless we are constrained by traffic or weather conditions to go slower. But how are we to know how fast we are going without regularly monitoring our speed? And how are we to do this without a well-adjusted speedometer?

There is sheer relationship between speedometer and scale: Both are visible gauges for how well we are doing towards our objectives. The speedometer – staying well within posted speed limit [target], the scale, within our decision to monitor our weight [target]. In the latter frame, many of us falter terribly since we opt to reduce and maintain weight blindly – without a scale. Although there are other reasons, this is among the most prominent since we do not know how much we weigh – in the present. If asked, we are more than likely to mention what we saw the *last time* we were on a scale. But as an adage we have grown all too familiar with: *That was then. This is now.*

Finally, measuring our speed on the road and our present weight both entail decision making i.e. we either choose to do so or we avoid it. Yet in both events avoidance is potentially detrimental to our best expectations. The same can be said for how *quickly* we hire contractors without first *weighing in* on related documentation to determine if whether or not we are meeting inherent requirements for *reliable assistance* [target]. As we see, be it driving, weight, or home management, we can do none of these well enough to satisfy our objectives when decisions we make are inconsistent with reasonable requirements *specific to each*.

### **Required Action = Required Results**

In *Moment Of Decision* [HGRBS home guide], there is regular emphasis throughout for our being willing to do whatever is required to get results most favorable to us. In a passage from that booklet stressing resident self-empowerment to this effect, it reads:

“It is documented, via most reports which come to our attention about contractor improprieties against residents, that *most* did not have an *application process*. They had nothing substantial in place for gathering essential information about these unscrupulous persons. [passage continues on pg.3 immediately following]

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“Their apparent measure of the credibility of these errant contractors was any variation of little to no documented *evidence* to the effect that these were ‘good’ tradesmen. In effect, they sincerely *did not know* whom or what they were dealing with. They had no effective *precautionary measures* in place to prevent it. They were successfully scandalized *because* they had no intact foundation or process for wise decision-making in these matters.” End of passage.

Notice the very first paragraph:

*‘It is documented, via most reports which come to our attention about contractor improprieties against residents, that **most did not have an application process.**’*

### **Reconsidering ‘Application Process’**

In today’s society, it is a rarity for anyone to be hired on *word-of-mouth*, alone. This includes what *others* say about contractors and what contractors say about *themselves*. If we are interviewers or managers acting in that capacity, it is unlikely we will hire anyone without an intact *application process*. Why? The reason is that we require the *right fit* for our operational objectives.

Through experience we have learned that an effective application process is an irreplaceable tool for documenting who the candidate is, where this individual lives, where this person works, has worked, when, etc.....

We also require the candidate’s *Social Security Number, personal and business references, etc.* - a *resume*’ for extra measure. We are not going to make an impromptu hiring decision on someone who walks in off the street. We are not going to say to this person:

*My, my, my! You sound like a true professional. You speak well! YOU’VE got the job!*

Sadly, in most documented reports of home fraud, residents did *exactly*. We made hiring decisions without having enough basic information to confirm or deny credibility of contractor candidates.

We somehow designated the application process as something only necessary *outside* our home setting. This is especially grievous considering the probability of an untold percentage of scammed private home heads who are or were managers within the vast hierarchy of business operations in the U.S. i.e. very small businesses to huge corporate monopolies.

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We do not usually know what most victims do for a living unless they volunteer that information, publicly. The more significant we are commercially, the least likely are we to make that disclosure. That should go without saying for those in other realms of prominence i.e. legal, political, performing arts, etc..... Granted that no application process is perfect – but it drastically reduces the incidence of recruiting unsuitable individuals. The reason is that there is an innate follow-up procedure which *delays the decision* to hire or decline pending outcome of our findings. Such deferment entails *investing extra time* to:

- Carefully *validate* [prove-disprove] the accuracy or inaccuracy of information entered by applicants [24-72 hours, average – recommended].
- Learning through our inquiries via government documentation and other reliable sources if whether or not candidates are suitable to our operational objectives.
- Express notification to candidates of our decision based on what we have learned. [We do not necessarily have to detail what we found. It is enough to mention our decision is based on our belief they are not what we are looking for. They are not required to know exactly what we found. Our business.]

### **We Can Make Wiser Decisions**

*“What do you do when faced with tough decisions? Many of us become paralyzed, worried that if we make the wrong decision terrible things will happen.”* Tony Robbins

That is the bottom line. Among the toughest decisions we will occasionally have to make is *continually cultivating the passion* for learning more about how we can decide wisely in resident-contractor relations. For many this is a tough decision. Consequently, we avoid the reputation check. .

Hypothetically, a vicious tropical storm just blew through our area causing widespread damage to our home. All windows were shattered. A number of roof shingles torn off. Our yard now resembles a recycling compound from all the foreign debris dropped by the wild winds and tainted waters. Our bedroom is flooded. Just one great big mess! What are we going to do? Should we move or remain? Tough decision. But for most who have been in the area a while, that decision was made a long time ago. We are going to stay no matter what. That is the first *tough decision*.

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All other choices we make around the house hinges on getting things back in order. This is home and we want it to be as comfortable and convenient as possible. We do what we are able and consider more skilled support for those things which are not within our abilities. But what is our procedure for ensuring we make the right choice among trades personnel? Do we have one? How well has it worked? Does it?

### **Coming To Terms With Our Protocol**

Ultimately, the most reasonable thing we are going to do is attend to whatever we can personally rectify. But where do we start? That is pretty much up to us. The windows and shingles will not replace themselves – neither will the debris spewed throughout remove ‘itself.’ Obviously, we will concur, of all innovations of humanity, we have yet to see a ‘self-cleaning’ yard.

Whatever must be done our first instincts are to assess damage and begin returning our home to habitable state as soon as possible. Contractor support included. No doubt, we do not anticipate getting trades persons who are *scandalous*.

Unfortunately, when our protocol or process for decision making does not include delay specific to hiring contractor support, we involuntarily increase risk factors against us. Averagely, we will not get the nature of results we hired them to deliver.

Be that as it may, unprepared residents apparently make hasty decisions being convinced by an un-validated or otherwise unproven contractor’s promise to do so. They fear if they suddenly declined hiring for lack of documented performance, they will forfeit ‘deliverance’ of sorts which this available candidate is *possibly* capable of.

It is nervousness of this nature, although for other pursuits, which Tony Robbins alludes to when he says [in reiteration]:

*“What do you do when faced with tough decisions? Many of us become paralyzed, worried that if we make the wrong decision terrible things will happen.”*

Here this is aptly applied to resident concerns for ‘losing’ much needed contractor support. We are ‘paralyzed,’ ‘worried,’ that declining building trades people we know nothing substantial about could lead to ‘disaster.’ The most uninformed, respectively, can respond in this way, notwithstanding the fact that wrong decisions can nurture ramifications many times more *devastating*. The greatest impact is that they are *real* rather than *imagined*. Likewise, should be the competence of contractors.

It is only when we truly KNOW the value of building trades personnel seeking to work on our property, can *we make wiser decisions in resident-contractor relations*.

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We can start by:

1. Using an application process.
2. Allowing a window of 24-72 hours for *validating* or *invalidating* ALL information entered in that application.
3. Deciding based on our findings.

**HOME IS THE BEST WONDER OF THE WORLD !**

*\*Edited with special assistance from D. Madden*

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**HELPFUL REFERENCES**

**Who Is The Contractor – Establishing & Enforcing An Application Process**

**[HGRBS home guide]**

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

**Making Tough Decisions – Tony Robbins**

<https://www.tonyrobbins.com/ask-tony/making-tough-decisions/>

**'Upstanding' Contractor Accused Of Multi-Predation On Seniors [ContractorMasquerades]**

[https://www.kokomotribune.com/news/police\\_and\\_fire/dennis-sanders-faces-home-improvement-fraud-charges-in-miami-co/article\\_b6e5d934-4de4-11ea-b53c-9f3f0496f62b.html](https://www.kokomotribune.com/news/police_and_fire/dennis-sanders-faces-home-improvement-fraud-charges-in-miami-co/article_b6e5d934-4de4-11ea-b53c-9f3f0496f62b.html)

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## American Journal Of Clinical Nutrition

### Why Many Who Are Overweight Do Not Reduce Weight

<https://academic.oup.com/ajcn/advance-article-abstract/doi/10.1093/ajcn/nqz054/5512180?redirectedFrom=fulltext>

Here is a link which introduces us to a rare example of a forward-moving 'job' application we can hand contractors: [SERVICE VALIDATION FORM](#)

Mandatory Contractor Application Page 1 of 2

**Note: Contractor Is Required To Complete This Application Off-Premises  
And To Return It On Mutually Agreed Date And Time.**

**SERVICE VALIDATION  
APPLICATION**

All Information Must Be VALIDATED Prior To Further Project Discussion

1. Date \_\_\_\_\_ 2. County Work Is To Be Performed \_\_\_\_\_

3. Contractor's License/Registration# \_\_\_\_\_ 4. Issuing County \_\_\_\_\_

5. Issuing State \_\_\_\_\_ 6. Date Issued \_\_\_\_\_ 7. Date Expires \_\_\_\_\_

8. Full Name of Contract Firm/Contractor \_\_\_\_\_

9. County \_\_\_\_\_ 10. Address \_\_\_\_\_

11. City \_\_\_\_\_ 12. State \_\_\_\_\_ Zip Code \_\_\_\_\_

14. (In this document the term "Contractor" "Principal" or the phrase "Principal Contractor" refers to person who is authorized to bid for this work and to take full responsibility for commencing, performing, and completing specific to expectations of homeowner or duly authorized tenant, and to be held liable for any resulting damages or unauthorized expenditures relative to the same).

15. Principal's Legal Name \_\_\_\_\_ (whether Self or Contract Firm)

16. Position with Contract Firm \_\_\_\_\_ 17. Bond Company: \_\_\_\_\_

18. Principal's Landline Area Code & Phone# ( ) \_\_\_\_\_ ext. \_\_\_\_\_

19. Principle's Wireless Area Code & Phone# ( ) \_\_\_\_\_ ext. \_\_\_\_\_

20. Firm's E-mail \_\_\_\_\_

21. Work Sought (Please, clearly specify): \_\_\_\_\_

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*Below Section Completed ONLY After This Application Is Returned Properly Filled In By Contractor*

By signing this document, I, the Principal/Lead/General Contractor, gives the undersigned resident my full authorization to contact government agencies, related personal references, and other sources to verify any and all information I have entered here or have otherwise conveyed to undersigned resident.

Principal's Signature \_\_\_\_\_

Resident's Signature \_\_\_\_\_

Backup - <https://www.americanprivatehomefront-hgrbs.com/service-validation-form.php>

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