

**Homeowner's Guide USA**  
**HOME PROJECTS ARE 'BUSINESS OPERATIONS'**  
*[Reality of Resident-Contractor Relations]*

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**Preview**

In this guide, we are going to delve quite a bit into the entire screening, selection, and negotiation process with respect to contractor-related home maintenance and improvement. We are so engaged because in many cases our hiring decisions stem from a misguided perspective of *resident-contractor relationships*. In other words, we often approach hiring contractors as if they are *trusted friends*. This is otherwise interpreted as our considering their presence as *social visits*.

However, we may do well to consider the reality of this association. Often the contractors are not there to be our *friend*. The contractors are there to:

1. Convince us of their trustworthiness.
2. Collect money from us.

Irrespective of whether or not they are willing and able to deliver for our money, their primary focus is based on *doing business*. Therefore, this is not a *social visit*. Instead, this is a *business meeting*. And, if hired, a *business relationship*.

**A Business Operation**

The most fundamental expectations for our home setting are for it to be as comfortable and convenient as possible. To these ends we do everything within our means to ensure that it is well maintained and improved. This constitutes the ultimate *business of the home*.

It is when we lack or lose sight of this very crucial fact that we become vulnerable to *social behavior* when circumstances necessitate embracing the *managerial*, instead.

**Related Consequence Of Home Mis-Management**

As private home heads, the responsibility of managing our home affairs *well* is an inherent responsibility. It is not the underlying fault of government or contractors for our related misfortunes. Here is a case in point:

Earlier this month (June) a contractor was arrested for failing to return unexpended funds to a homeowner. According to the report, the victim contracted with the man in September 2018 on an estimated \$45,000 home project.

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Indications are that the contractor in question required a down payment of at least \$30,000 to get started (which the resident paid). The payment was to be used towards obtaining required permits and conducting all necessary land-study activity for installation of a modular home.

In order to show good faith, the resident paid the \$30,000 (2/3<sup>rd</sup>'s) required advance on the project. However, the contractor's performance was very sluggish. Invariably, after 8 months into April 2019 the homeowner filed a police report. What apparently triggered this was the fact that when the resident required an accounting for the actual amount the contractor used for designated purposes, the best said contractor could do was produce a spotty invoice for only \$7,000. The resident demanded the contractor to return the unexpended amount of an estimated \$23,000. Reportedly, this contractor gave indications of not wanting to do that. Subsequently, the police report.

There is more to this story. Nevertheless, the significance is that the resident paid an advance sum of \$30,000 to a contractor without first confirming his credentials, competence, and reliability with local authorities. In the end, the homeowner became another victim. Bluntly, the consequence of residential mis-management of home affairs in resident-contractor relations.

**We Can Manage Better!**

As in the previously mentioned report of the homeowner scandalized by an *unknown*, many of us fail to manage the business of our homes well. This is especially so in resident-contractor relations. Instead of us taking the helm to learn as much as we can about contractors, we let down our guard. We place more emphasis on being *socially appealing* than on being wisely results-driven.

Again. Our home projects are *business operations*. They are *business operations* within the overall context of home. Typically, the most prioritized business, as before, is towards making our homes as *comfortable* and *convenient living* as possible.

**This Is Not About "Friendship"**

Evidently, to keep things running smoothly, on occasion we enlist the support of contractors. Our primary motivation is towards our home values. They are not "friendship-centric." Although for some *being a friend* is motive force behind hiring decisions, above all else, it can be, instead, focus on the business at hand. For sure, it is towards attending to our needs in and immediately surrounding our central dwelling.

It follows that our safest route with consideration to the business of the home is for us to approach this as not a *time for socializing with friends*, but as one for discussing the business at hand. Further, it is a moment for gathering more information from contractors. We can then postpone a decision for a time after which we have validated it to be consistent with our expectations. We can get back to them after we have carefully researched. What we find would then be our basis of decision. We will then know if whether or not contractors are perfect candidates for the job. The practical bottom line from a prudent *managerial* perspective.

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It is proven over and over again that those who excel in anything of substantial worth have tendencies towards staying focused on:

1. Who they are in terms of accountability.
2. What they hope to accomplish.
3. Doing whatever necessary to that effect.

Subsequently, it is warmly suggested that we are focused and remain in this frame of approach on who *we* are, what *we* hope to accomplish, and doing whatever *required* to that end.

**Interviewing As *Manager Of Home Project***

In light of what has been mentioned, we may consider interviewing likely candidates on these premises:

- a. Who they *really* are.
- b. What they can *really* do.
- c. What have they done *lately*.
- d. If whether or not they are adequately credentialed, skilled, and credible for us.

For emphasis: We may not want this crucial time to be wasted trading stories about our babies, growing children, grandchildren, or anything not relevant to contractors' overall competence and trustworthiness for the job(s).

It is a given that at times, in order to *break the ice* in new relationships, there is small talk. But we may want to value our time enough not to get *subverted* by it. This is mentioned since with each story there are endless links. Homeowners are often manipulated into making hiring decisions through this means. We *feed* into it and summarily forego protocol for conferring with other sources to confirm or deny their desirability for the project. By all means, let us avoid being taken in by time-consuming *irrelevancies*.

**Staying Focused-Managing Well**

The *focus* is on the business at hand. This is upon us from the moment we conceive our projects to and throughout every step of its development to a timely completion.

Please stay *focused* on our project with special caution against "niceties" of contractors. Then we do our service validation/vetting to learn if each contractor is as "nice" via documented evidence *on the books* of relative government offices and other search engines. Is this contractor really who he says he is or "something else?" It is our accountability to know.

**Summary**

If every private home decision maker in America managed our contractor-related projects more responsibly and wisely, there would not be such an epidemic in home improvement fraud. We would then have the highest probability for successful projects of this nature.

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We may always want to remember that contractors would not show up to assist with home projects if not for our *money*. This is the *leading* reason. They are not there *as friends*. These are not *social visits*. We may want to shore up our foundations through not treating them as if they were. Nonsense.

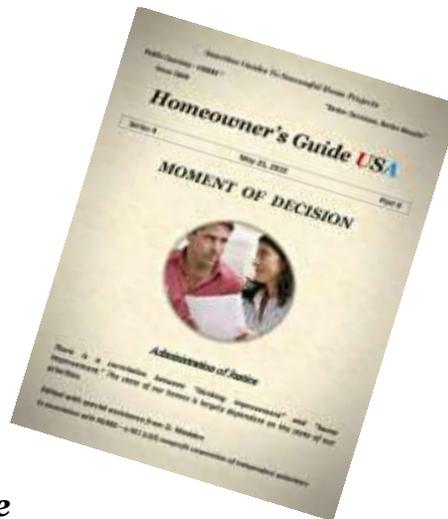
Let us never forget these 2 paramount established facts for contractors' motives when they want or need our business. These are to:

1. Convince us of their trustworthiness.
2. Collect money from us.

Ours: To have our home projects initiated and delivered by ONLY the best!

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

*Please download "MOMENT OF DECISION" and learn more about customizing priorities for being an even better home manager in resident-contractor relations! Share the link!*



***Tap Image***

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

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