

Avoid Five Costly Mistakes When Hiring Contractors/vendors



How to find vendors
that won't let you
down.

How to Avoid 5 Potential Short Comings When Hiring Any Service Contractor

Too often, your reputation is on the line when you recommend or send a property repair vendor into your client's home or business. Yet, property damage or other problems need resolution. You shouldn't have to worry if service technicians will be polite, do a great job, or satisfy your clients' needs.



You shouldn't have to keep your fingers crossed when you send a vendor to your clients' location.

Pre-qualifying all vendors will go a long way towards avoiding problems and ensuring you have happy clients who enjoy satisfactory results. That's the sort of peace of mind you deserve.

In today's environment, a professional-grade contractor provides a superbly finished product and is also highly focused on the human element. In other words, be sure to '*make people happy.*'

Your tenants and clients represent a broad spectrum of personalities. Let's face facts; not everyone remains calm and collected when a repair or structural service is required or being performed. Some people will take things in stride, and others will be jerks. Clients often become angry and impatient when they're the unexpected victims of property damage, more so, if the event was not their fault and caused by someone else.

Occasionally, you and your vendors will need to walk on eggshells.

(Within reason.)



We're going to look at the **five most common contractor shortcomings**, and then we'll discuss how you can benefit from knowing and applying this information.

1- Lack of Communication

2- Late Arrival

3- Messy Jobsite

4- Inconvenience to Occupants

5- Prolonged Job Time (missed deadlines)

Without assuming that a potential new vendor would be guilty of these shortcomings, you can use an initial interview process as your opportunity to discuss the vendors' management practices for avoiding or solving these issues should they occur. Let's begin with the number one problem, poor communication.

COMMUNICATION - The lack of clear communication is the basis for 80% of customer complaints concerning contractors. The remedy seems simple, keep all parties informed by using text memos and photographs and face-to-face conversations followed by a written summary of the discussions. However, communication failures seem to be part of the human condition and quickly become the most significant obstacle in developing a stable professional relationship.

It would be best if you had confidence in every vendor you intend to send to your clients. Be sure to ask potential service providers how they update and inform your company about projects from start to finish. Observe how well the prospective contractor communicates with you during their sales process because this is often a strong indicator of how you will be treated after becoming their client.

LATE ARRIVAL - Being late shows disrespect. When traffic or weather causes delays, making a simple phone call will alleviate a customer's anxiety. Chronic lateness is symptomatic of disorganization and causes consumer stress. Service providers must be on time.



A potential question "When traffic or weather conditions are beyond your control and your crews are going to be late, what is your protocol?"

Experienced customer-focused companies will usually notify the customer the day before the scheduled arrival time with automated or live messaging. The courtesy message should announce the potential for arrival delays during bad weather. Professional service providers usually reach out to the customer with a personal call if they

anticipate being ten minutes early or five minutes late. The time range varies slightly among contractors, but you get the idea.

Occasionally, the customer may not be available when your vendors' crew arrives. The initial conversation is the best time to define the level of information you want to receive concerning appointments with your clients. Most emergency services vendors will notify your office when they experience a no show because of their repair work's urgency.

INCONVENIENCE - Many skilled vendors have developed specific procedures to minimize their impact on the occupant's environment and daily routine. They will probably be pleased to describe these techniques with you.

You might inquire about dust, noise control, the use of green-safe-chemicals, indoor air quality control measures, or anything else that might impact occupant health.

MESSY JOBSITE - The client does not overlook untidy vehicles, a jumbled toolbox, or leaving the job site messy at the end of the day. This behavior raises concerns about the pending quality of the final product. Good companies work neatly. Top service providers wear booties, roll out paper-runners, and take other measures to protect and demonstrate respect for the customers' space. It's certainly easy to ask questions about these protocols. You could also inquire if it's possible to tour the contractors' facility or visit one of their job sites. Companies that run a tight ship will welcome the opportunity to show off their shop and introduce fellow team members.

MISTAKES - Mistakes can be eliminated or significantly reduced by good planning and worksite supervision. However, despite the best efforts, occasional errors may happen. Taking ownership of problems and correcting it defines a company.

A review of a company's work authorization agreement, warranty contract, customer satisfaction survey, and invoice documents will tell you a great deal about an organization and its commitment to serve its customers. Don't forget, social-media reviews can be revealing.

Missing deadlines can lead to budget problems and potential litigation. This concern warrants an up-front and frank conversation. Don't worry, because this is a preliminary conversation not based upon a real situation; the conversation won't be uncomfortable or emotional.

As a property manager who hires vendors, you know that a missed deadline or any of the other common contractor shortcomings can escalate into a significant situation. You risk ending up looking the fool for hiring or recommending an incompetent service provider. Your reputation is essential. Protect it by using only the best vendors.

PROLONGED JOB (missed deadlines) - Over promising and under delivering on deadlines is unprofessional. Late arrivals, no shows and mistakes can be contributing factors. In every case, better communication and quality control can alleviate the problem.



Of course, there are other prerequisites to consider, before hiring any qualified property service contractor, such as licensing, certifications, insurance, and background checks. We hope you agree that examining a company's *operational culture* is a meaningful way to qualify vendors.

Some businesses understand the importance of serving the tenants & clients of property management companies and other commercial businesses.

Imagine sending a service provider to a residential or commercial property and they fully understand they represent you when serving your client. The results are so much better when your vendors' purpose is to go beyond making the repairs or solving property disasters. We believe it's also about focusing on your customers' needs.



Please contact us. Together, let's determine if we are a match:

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