



Your Custom Home Builder & Remodeler Interview Checklist

Use this checklist to guide your conversations with potential builders or remodelers. These questions are designed to uncover the kind of experience, organization, and client care you can expect before you commit.

At Thompson Communities, we welcome these kinds of questions because we believe a great partnership starts with transparency, trust, and a shared vision.

1. How many projects do you take on at a time?

- ☐ Will my project receive the attention it deserves?
- ☐ Do they seem overbooked or stretched thin?
- ☐ How do they manage timelines and client communication?

2. What does your design and build process look like?

- ☐ Is there a clear step-by-step plan?
- ☐ Will they help with permits, budgeting, and selections?
- ☐ How involved do I need to be throughout the process?

3. Can you walk me through a recent project like mine?

- ☐ Have they completed similar remodels or builds?
- ☐ Can they describe how they approached the design and challenges?
- ☐ Are there photos, case studies, or references available?

4. How do you handle changes or unexpected issues during construction?

- ☐ Is there a formal change order process?
- ☐ Will they communicate issues promptly and clearly?
- ☐ Do they seem proactive about finding solutions?

5. What's your typical project timeline?

- ☐ Can they give realistic timeframes for design and construction?
- ☐ Do they explain how they keep the schedule moving?

☐ Are they upfront about what could affect the timeline?

6. *Who will be my main point of contact?*

☐ Will I have one dedicated contact or multiple people?

☐ How will updates and questions be handled?

☐ Do they have systems in place for clear communication?

7. *How do you vet your trade partners and subcontractors?*

☐ Do they work with a consistent, trusted team?

☐ How do they ensure quality and reliability?

☐ Are they involved in on-site supervision?

8. *What does your warranty include?*

☐ Is there written coverage for both workmanship and structure?

☐ How long does the warranty last, and what's the process to file a claim?

☐ Do they stand behind their work for the long haul?