

The Important Client-Contractor Relationship

Relationships are based on respect, honesty and friendship and the client contractor-relationship shouldn't be any different. Taking on a renovation, whether large or small, requires all of these characteristics for a successful project. The contractor must be respectful of the client's home, budget and



needs, be honest throughout the process and communicate all the positive and negative issues that may arise, and finally create a friendly atmosphere that makes the client feel comfortable and confident working with him/her.

Just as the contractor needs to demonstrate these qualities, so should the client. Planning a project requires teamwork and so we must help each other to achieve a positive result. Respect the fact that issues may arise that may affect the project timeline, be honest about your concerns and be relatable with the contractor. You don't have to become best friends but by keeping an open line of communication and positive attitude, trust will be built and the project will be a success.

Establishing a good client-contractor relationship doesn't necessarily ensure future work for the contractor with that particular client, however it does pave the way for referrals which can lead to future work. A referral is a wonderful compliment. The client knows the contractor's workmanship and trusts the he'll provide the same experience to someone else.

Submitted by Sandra Racco

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