

FAQS

THE BASICS

What is Contractor Connection®?

Contractor Connection® is a national leader of home renovation and repair. With more than 6,000 top-quality contractors in its network across the United States and Canada, Contractor Connection® matches you with the best professional for your repairs or renovation project.

Why Use Contractor Connection®?

Contractor Connection® takes away the hassle of having to meet with multiple contractors and go through an exhausting vetting process. All contractors in our network and their employees must undergo a background check, be financially stable and have the proper licensing and insurance.

Contractor Connection® holds its contractors accountable not only through its stringent credentialing process but also through ongoing performance management. When you use Contractor Connection®, you can have the peace of mind your repairs or renovation project will be completed on time, at the highest quality possible, and by a contractor you can trust.

Is there a fee to use Contractor Connection®?

No. Contractor Connection® is absolutely free. You only pay your contractor for their services after the repair or renovation project is completed.

How is Contractor Connection® different from other contractor referral companies?

With Contractor Connection®, you only work with one contractor, where other referral services will sell your lead to multiple contractors, bringing you the hassle of answering phone call after phone call. Our contractors are put through a rigorous credentialing process and their performance is managed; many other companies do not require that of their contractors. We also protect you by requiring all of our contractors to stand behind their work with a five-year workmanship warranty.

HOMEOWNERS

How do I submit my repair or renovation project request?

You can submit your repair or renovation project request by either entering your service request and ZIP code on the free estimate box on the homepage or click on the “Find a Contractor” button located throughout the website. Once you’re on the project request page, enter all of the requested information and click “Send Request.”

How long after the request is submitted before a contractor contacts me?

For emergency repairs our Call Center will perform a three-way call with you and the contractor assigned within one hour. If your repairs are not an emergency, or you have submitted a renovation project, your contractor will contact you within 24 hours and schedule an appointment. Once you meet with your contractor, they should provide you with an estimate within five days. After you approve the estimate, work on the project will promptly begin. You can keep track of your project’s progress through our online Project Tracker.

Is there a minimum size my project must meet?

Yes. Contractor Connection® is designed for mid-size and larger repair or renovation projects. Smaller “handyman” projects like painting a door, pressure washing the driveway, small plumbing leaks, etc., should not be submitted.

Will I be required to make any up-front payments?

Most of the time, no. There are certain large repair or renovation projects where a deposit might be required. However, you should never provide a deposit of more than 50 percent or pay in full before work is completed, or if you’re not satisfied. If your project does require a deposit, make sure a detailed explanation of the deposit is provided in your contract.

CONTRACTORS

How do I apply to join the Contractor Connection® network?

Complete our online application or request information about the program. If you request information, our Contractor Recruiting Department will contact you and guide you through the process.

What are the requirements to join the Contractor Connection® network?

Contractor Connection® sets a high standard for network members. Among your requirements, you must maintain proper state licensing, possess all required insurance, conduct a background check on all employees that will be at a job site and have a solid credit background.

How large is the Contractor Connection® network?

The Contractor Connection® network is comprised of more than 6,000 expert contractors spanning across the United States and Canada.

Why should I join the Contractor Connection® network?

Contractor Connection® is recognized as an industry leader in renovation and repair, and can help you grow your business. We offer our services to homeowners, insurance carriers and property managers.

INSURANCE PROFESSIONALS

How does Contractor Connection® partner with the insurance industry?

With more than 20 years as a managed repair resource for the insurance industry, Contractor Connection® is a seamless solution to secure repairs for damages and restoration work. From claim response to finished repairs, the customer has a complete solution. Contractor Connection® is the only national network of managed contractors vetted and overseen by a robust tracking system measuring time, costs, and customer satisfaction. Contractors specialize in emergency response, general repairs, disaster restoration, and all manner of general residential and commercial restoration work. It provides an alternative for high-frequency, low-severity claims that do not require the expertise of a field adjuster. Claims representatives screen assignments and refer homeowners who are interested in using an approved network contractor.

Why should I partner with Contractor Connection®?

Contractor Connection® enhances a policyholder's claims experience. When a catastrophe hits, instead of just handing over a check to your policyholder, we will send a contractor right away to make home repairs and help your policyholder return to their normal way of life. According to a leading customer satisfaction survey, Contractor Connection® is the No. 1 provider in emergency services.

How do you monitor the performance of contractors?

Contractor Connection® closely tracks contractor assignment activity and measures all key performance criteria on every assignment.

How do I find out more about partnering with Contractor Connection®?

Complete our contact form or call 1 (800) 690-0174 and a Contractor Connection® representative will promptly contact you.

PROPERTY MANAGERS

Does Contractor Connection® do commercial building renovations and repairs?

Yes. Our national network of expert contractors can support any medium-to-large-sized project you request.

My company requires multiple bids for my commercial project. Does Contractor Connection® offer a bid program?

Contractor Connection® can assign a single contractor that meets all of your project requirements or provide you with bid program options.