**Contractor Best Practices**

**Cleanliness/ Safety**
Taking the proper steps for ensuring a tidy work environment are important for reasons of safety, professionalism, and employee effectiveness and productivity.

**Interior Projects**
- Create a daily checklist for tidying up including: putting tools away, sweeping and vacuuming the floor, disposing of waste, organizing the area.*
- Cover new flooring or surfaces with ram board, plastic, or cardboard.
- If painting, use drop cloths on top of carpet and furniture.*
- Seal off the portion of the house under construction with plywood, plastics, etc.
- Stop dust from getting into other parts of the house by using plastic for doors and air vents.
- Use air cleaners to stop the spread of dust.
- Ensure your shoes are clean before stepping into a house, or wear boot covers.
- Fully clean up when the project is done.*

**Exterior Projects**
- Cover plants/ landscaping to prevent damage.*
- Lay down wood chips or plywood to stop the creation of mud on paths into the house.
- Ensure all sharp metals are removed in outdoor projects by using a magnetic sweeper.

* Required under the Heritage Home Loan Contract.

**Working with Homeowners**
- Be realistic about the duration of the project with your current workflow.
- Make sure to set a consistent work schedule. If you deviate, contact the homeowner.
- Be transparent with how much the project will cost. If the contract changes, make a written change order.
- Give the homeowner contact information of where they can best reach you during business hours.
- Schedule in-person meetings with the homeowner to talk about progress.
- Keep a copy of the contract at hand.
- Write down complaints for future reference.
- Have a conversation with the homeowner about the work environment.
- Talk about the homeowner’s preferences with cleanliness. Remember you may be inside the home.
- Ask the homeowner where to use the bathroom and where to get water.
- If you smoke, ask the homeowner where is the best place to smoke, and where to dispose of the butts.

**Questions?**
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