

6 Questions to Ask When Choosing Your Residential Painting Team



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Meta Title: 6 Questions For Choosing Your Residential Painting Team

Meta Description: Here are 6 questions to ask when choosing your residential painting team. By asking these questions early, you can save yourself time, effort, and money.

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So, you are finally ready to cross that big interior painting job off your to-do list. You may be imagining the finished product: how nice it will be to banish all those scuffs and nicks, and the bright, *perfect* look of a freshly painted wall.

But on the other hand, there are plenty of things to be worried about. How can you be sure that the finished product won't be rushed? How do you find an interior painting team that treats your home with respect, and makes themselves available for any questions you may have.

Here are 6 questions to ask when choosing your residential painting team. By asking these questions early, you can save yourself time, effort, and money.

What Will Your Preparations Look Like?

Preparation is essential for a long-lasting paint job, and a happy client. Many people don't realize just how much preparation goes into a typical residential paint job. Be prepared to ask your potential residential painting contractor about the following steps:

- **Surface inspection:** A thorough walkthrough of all surfaces to be painted. Meant to identify signs of damage that can complicate the next paint job.
- **Cleaning, repairs, and sanding:** Ensuring surfaces are free of dirt, grease, and old paint. Repairs can include filling holes and cracks, and re-caulking seams where necessary. Sanding can remove the glossy finish from previously painted surfaces.
- **Priming:** A primer layer helps the paint to stick better, and enhance the final colour, especially when applying on bare wood or when making major colour changes.

These steps are only part of the total preparation. **Interior prep includes protecting floors, surfaces, and furniture** using drop cloths and painters tape. A homeowner can make this job easier by moving furnishings, but the painting contractor should also have a prep plan in place to ensure no unnecessary damage occurs.

Will You Be Using Subcontractors?

Subcontracting is when the job you have agreed on with a painting company is outsourced to another painting company. This practice is common in the industry, unfortunately with less reputable companies.

This practice often leads to cut costs and shoddy work, as lines of communication between the client and the painter are broken. The client has much less insight into who is really doing the work, and whether or not they are qualified or trustworthy.

Although many companies will not be transparent if you ask them whether subcontractors will be used, there are ways to investigate. Ask whether the same crew will be on the project from start to finish, and how long the employees have been with the company.

If you want to know for sure, look for well-rated (tk anchor link) companies, especially companies like Pro Works that list on their website that they never work with subcontractors (tk link to FAQ).

How Are Your Customer Reviews?

This question doesn't need to be asked directly, since you can answer it on your own time.

Google Reviews are a good place to start, since this is one of the easiest, most accessible ways for customers to make their opinions heard. Look for companies with many reviews (at least 100), and responses from the owner on positive and negative reviews.

However, keep an eye out for the common indicators of fake reviews, which are surprisingly common in high competition industries like painting. [This article](#) goes in depth into red flags to look for on Google Review listings, like suspicious reviewer names, reviews without comments, and overly emotional negative reviews. Once you see these fakes a few times, you will notice them all over the place.

Other reviewing platforms are useful for confirming which painting company is best for you. The [Better Business Bureau](#), Yelp, and [HomeStars](#) are all practical resources. Keep in mind that none of these rating services should be seen above the rest. It takes time and effort to build up these ratings, so smaller, newer companies will be at a disadvantage.

It is always interesting to ask a painting contractor (tk use this term more above) how they feel about their ratings, and what they are looking to improve on. Honest business owners will be more transparent about their shortcomings, and how they seek to improve. If a company's ratings look or sound too good to be true, then they probably are.

Do You Have Insurance?

A reputable painting company will have an active **business license** and **commercial general liability insurance**. Specialized "painters insurance" plans provide liability protection in the event of property damage, mistakes during the project, or injuries to workers.

Some painting contractors will be untruthful about the insurance that they carry. As a potential client, you can always call their insurance carrier to confirm that they have an active policy.

What Is Your Warranty?

Ensuring that you have a decent warranty is essential for finding the right painting contractor.

Warranty length is often the first consideration. **1-3 year warranties are common**, while longer warranties may be a cause for concern. Unless a painting company is very well established, a 10 year warranty doesn't mean much. After all, there's no guarantee a company will be around for that long.

A good warranty will cover labour, paint and materials for defects, and will be explicit about possible exclusions.

To make sure you are being offered an acceptable warranty, you can ask these two questions:

- How is your warranty program funded?
- Can I have a copy of your warranty in writing?

A reputable painting company will be prepared to deal with warranties, and will have a copy of the warranty available for clients.

Can We Discuss Your Quote?

Too many painting contractors will simply email your quote, as if to say "take it or leave it."

A good painting company will spend time with you learning about your wants and needs for the project, and will ensure that you fully understand the quote that you receive.

One thing that separates Pro Works Painting from our competition is that we discuss your quote in person to ensure that any changes can be made without miscommunication, and no important parts are missed.

This format also allows us to explain how we develop our quote, based on custom standards that have been developed over the last 30 years in business.

Finding the Right Painter For Your Project

These questions should give you the answers you need to decide on a painting contractor for your upcoming project.

There may not be another industry with as much competition as painting. The barrier to entry is relatively low, and every homeowner could use a job done within the next year. Because of this, many companies will cut corners to find work, leaving unsatisfied customers in their wake.

If you are in a location where Pro Works Painting operates, like Vancouver, Victoria, Edmonton, Calgary, and several other cities in Western Canada, then give us a try!

[We offer complimentary estimates](#) in all your painting needs, including residential, apartment and strata complex, and commercial spaces.

Choose Pro Works. Choose a partner dedicated to realizing your vision with precision and care.