



7 Questions to Ask Any Home Service Provider

Hiring a contractor can be a difficult decision. How do you know if you're choosing the right one? Here you'll find the top 7 questions to ask any company working on your home.

Power washing is more complicated than most think and, if not done properly, can result in damages to your property and unexpected expenses.

1. Are you insured?

Inviting people onto your property requires trust, and you may wonder if your contractor will leave your property in better condition than they found it when they arrived. Despite the best efforts of even the best trained technicians, mistakes can happen, and those mistakes can be costly.

In the power washing industry, some accidents are more serious than others. In fact, due to the nature of the job, power washing professionals sometimes find themselves getting injured or causing accidental damages.

In these cases, it is important for companies and their workers to be fully insured to cover any sort of damages or liability. Besides assuming they are insured, demand to see proof of insurance that covers the work they are doing including General Liability, and Worker's Compensation. You do not want to be responsible if an uninsured person is injured on your property.

At Red Door, we want to eliminate this worry! We are insured and can provide documentation.

2. How are your technicians certified?

Power washers are potentially VERY dangerous equipment. They are powerful machines capable of inflicting serious damage to your property if used improperly. It's crucial that they are in qualified hands, especially when they're being used on your property.

Maintaining insurance, education and certification are important. Even if the company is insured, you want the work to be done properly the first time, and hopefully never even need to rely on that insurance. Before you reach an agreement with any service provider, ask about the training processes used, amount of time technicians spend training, and how they're certified to provide the services required.

Red Door is owned by a nationally recognized trainer and speaker in the industry, and we also employ the services of other leading industry trainers outside of the organization to guide every new technician through an extensive training process lasting 80 hours, before they are trusted to even be an assistant technician on your property. This helps us to make sure they will provide you with the legendary service Red Door has become known for, and in doing so, earn your 5-star endorsement!

3. What is your process?

Like asking about insurance and certifications, asking for specifics on the cleaning process is a great way to make sure a company knows how to handle your unique needs.

Power washing is more than just blasting away dirt with a high-pressure stream of water. Proper pressure and cleaning solutions can vary widely depending on the material or surface being cleaned. Concrete should be cleaned with high pressure, but using that technique when cleaning a roof is a recipe for disaster. The same can be said for vinyl or wood siding.

At Red Door, we set up every service truck with the capability to tailor fit the cleaning to each unique aspect of your property, and the lengthy training processes we employ make it certain that our technicians know the correct way to operate our equipment for the best results.

4. Can you work with my schedule?

You're busy. It can be difficult to even find the time to take a break, let alone be home while someone is cleaning your house. We know it can be difficult to be at home during operating hours, so scheduling a time for your service can be complicated.

At Red Door, we take these stressful considerations out of the process of getting your projects completed. By giving you peace of mind through our training and insurance mentioned above, we create the flexibility for you to not even need to be home at the time of service. We also invest in top-notch technology to provide you with simplified communication, scheduling, and payment options. We want to complete your project with as little disruption to your life as possible.

5. Can you share proof of the quality of your work?

It's always a good question to ask a company whether they can give you before and after photos of their work.

This shows they have completed a project like yours before, and that they have been in business long enough to generate a library of photos.

We have an extensive library of photos of the quality work done by our technicians, spanning all of the services we provide, over the thousands of projects we've completed. Many of these are available on RedDoorProWash.com and our team will be glad to share many of them as well.

6. Do you have references you can share?

Other than photos, it's good to learn about the experiences of other clients that the company has already served. Be careful of featured testimonials that the company can select, as they won't always tell the whole story. Check the places that track unbiased reviews, such as Google, Facebook, etc.

At Red Door we are proud of our hundreds of 5-star reviews left on Google and various other platforms. Our satisfied clients are our best advertisement, and they can be your best source of confidence in our capabilities!

7. Do you offer a guarantee for your service?

This question is often overlooked, and many companies won't want to discuss the issue, but it is certainly important. Always choose a company that offers a 100% guarantee on their work ***in writing***. That way, if you're unsatisfied with the results, you can contact them immediately so they can correct the situation.

At Red Door, we exist to be of service to our clients. If you're not happy, we're not happy! We mean it, and we back it with varying warranties on multiple services, and an overall money back guarantee.

The Best Company for You

These are the questions commonly suggested for you to ask a service company before making any commitment. Our goal at Red Door is always to make things easier for you. We believe that each customer deserves a Legendary Service Experience!