

# We're Here To Help

Whether you're planning an addition for a growing family or simply getting new storm windows, finding a competent and reliable contractor is the first step to a successful and satisfying home construction or repair project. This brochure is designed as part of our City-wide effort to help improve customer service and is intended to serve as a general reference guide to anyone looking to build, repair or improve their home in Portland.

The Maine Home Construction Contracts Act requires that any home construction or repair work for more than \$3000 in materials or labor must be based on a written contract containing specific information such as price, a description of the work and estimated completion date unless, the homeowner and the contractor agree to an exemption. Any "change orders" that change the contract price must also be in writing. If contractors do not use a written contract to meet the requirements of this law they are subject to civil penalties.

For more information on the Home Construction Contract Law, (Chapter 17 of the Consumer Law Guide), change orders or a sample of a standard contract for home construction, repair or remodeling, visit the City's website at [www.portlandmaine.gov](http://www.portlandmaine.gov) or the Maine Attorney General's Office at [www.maine.gov/ag/](http://www.maine.gov/ag/)

## Where to file a complaint

For consumer information or to file a complaint contact:

### Attorney General's Consumer Information and Mediation Service

6 State House Station  
Augusta, Maine 04333  
phone: 207-626-8849  
e-mail: [consumer.mediation@maine.gov](mailto:consumer.mediation@maine.gov)  
web: [www.maine.gov/ag/](http://www.maine.gov/ag/)

This is a free service offered to Maine consumers who are having a problem with a business.

Strengthening a Remarkable City,  
Building a Community for Life

PORTLAND  
MAINE

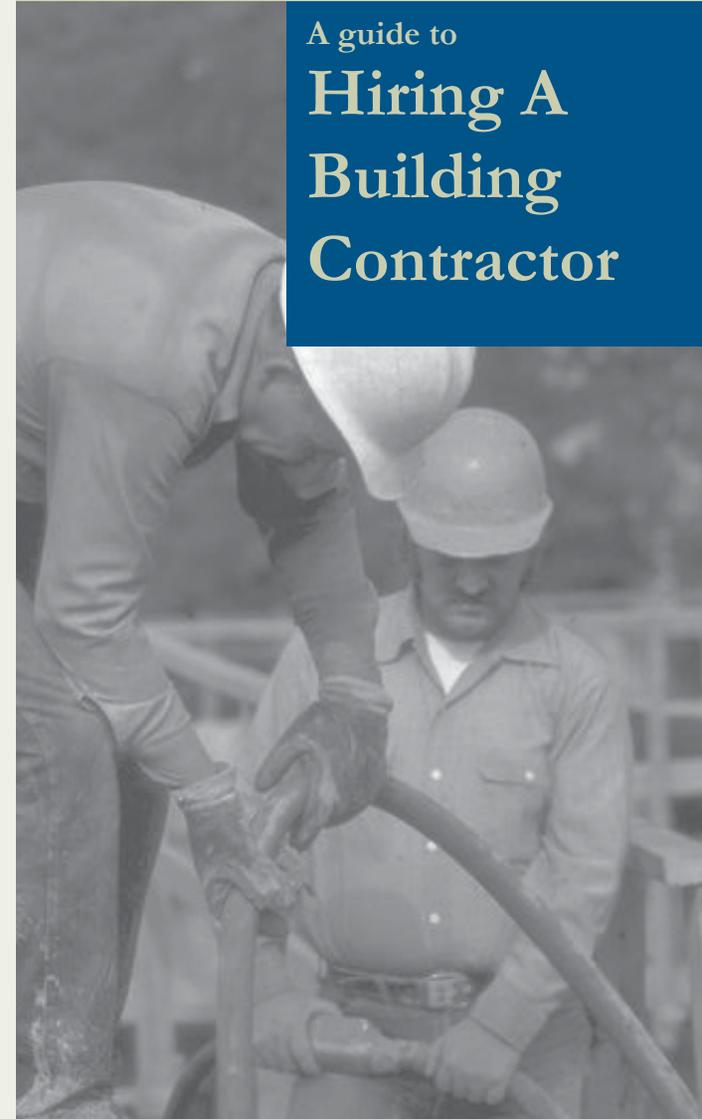
Planning and Development Dpt.  
389 Congress Street,  
Portland, Maine 04101  
207-874-8703  
[www.portlandmaine.gov](http://www.portlandmaine.gov)

Strengthening a Remarkable City,  
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# PORTLAND MAINE

Planning and Development Department

## A guide to Hiring A Building Contractor



We look forward to helping you design and build a better community for all of us in which to live, work and play.

## 1 Get the names of several contractors

Home construction contractors are not licensed or regulated by the State of Maine. The old saying “Buyer Beware” applies. While some towns and cities have adopted codes and enforce them, other have not. We recommend that you talk to Portland’s code officials before you begin construction. We also recommend that you ask the contractor for several references and follow up on them. It is also a good idea to get to know your local building supply company. They will know the dependable contractors in your area. Although home construction contractors are not licensed, some trades are licensed. Plumbers, electricians, oil burner technicians, and installers of mobile and modular homes are licensed in Maine. For more information on these licensed trades go to <http://www.state.me.us/pfr/pfrhome.htm>

## 2 Research your project

Ask questions of your friends, local hardware stores and local building inspectors. Your research should include what has to be done, the best ways to do the work, the types of materials that may be used and their cost.

## 3 Get and compare bids on your project

It’s usually a good idea to ask at least three contractors to estimate the costs of your project. This is normally a free service and it helps prepare you for negotiating a final contract. Make sure that the bids detail the scope of the work, the types of the materials that will be used and the total cost of the project.

Once you receive the bids, take time to compare them carefully. Be sure each includes everything you want. Keep in mind that the lowest bid is not necessarily the best bid. A particularly low bid may indicate that the contractor does not fully understand the scope of the project or is too inexperienced to accurately estimate the amount of labor and materials required.

## 4 Beware of con artists

Door-to-door fraud is a growing problem. Contractors do not normally solicit work in this manner. Here are some things to look out for:

- Arrival in an unmarked truck or van;
- Ask you to sign an estimate or authorization before you have decided to actually hire them;
- Appear to be willing to do the job at an unusually low price;
- A post office address with no street address, or a phone number that is just an answering service;
- Asking for full or substantial payment before work begins;
- High pressure sales tactics;
- Refusal to give you a written estimate, contract or provide local references.

## 5 Signing a contract

Once you’ve agreed on a bid with a contractor, get it in writing. For all home construction and home improvement projects over \$3,000, Maine law requires a written contract.

A contract should include:

- An exact description of all the work to be performed
- A detailed list of the materials to be used which defines textures, brands, colors, sizes etc.
- The total dollar amount of the contract and a schedule for payments. Maine law prohibits payment of more than 1/3 of the contract price up front. If a contractor asks you for any money up front, make sure that money is being used to purchase materials for your project. Ask for receipts and for lien waiver from subcontractors.
- Any promises made by the salesperson/contractor
- Who will be responsible for getting the necessary building permits
- The starting and completion dates
- Any warranties provided by the contractor
- The contractor’s signature as well as your own

## 6 Financing your project

If a lender is financing your construction project, make sure that you know your lender and that you understand how the loan proceeds will be disbursed and how subcontractors will be paid. Be careful of contractors who claim they can arrange financing for you.

## 7 Completing the project

Before you sign off and make the final payment, make sure the job is complete. Check that:

- All work meets the standards spelled out in the contract;
- You have written warranties for materials and workmanship;
- You have proof that all subcontractors and suppliers have been paid;
- The job site has been cleaned up and cleared of excess materials, tools and equipment;
- You have inspected and approved the completed work;
- The City’s final inspection has been done and all appropriate approvals granted.

**The Inspections Division wants to be of service to you and urges you to call, write or email the Division with any questions or comments you may have.**

**We look forward to serving you.**

**Planning and Development Department  
Inspections Division  
Portland City Hall, Room 315  
389 Congress Street  
Portland, ME 04101  
(207)874-8703**

**hours of operation  
Mon-Fri 8am-4pm  
Thurs 8am-1:00pm**

For more information visit us at [www.portlandmaine.gov](http://www.portlandmaine.gov)