



the ExPro EXPERIENCE

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SERVICE MATTERS

Improve your property with purposeful, high-quality maintenance



It can be quite a headache deciding what sort of maintenance your property needs and how often you should maintain it. If you happen to know or find out what you need, keeping track of all the repairs and future work can be a hassle too. For these reasons, you should find a reliable contractor to take care of this for you.

Now, what makes a good contractor?

Knowledge

Not only do they know how to solve the problem at hand, but how to prevent future problems. Preventative maintenance is key to keeping up your property and reducing maintenance costs overall. Overlooking gutter cleaning, for example, could mean a flooded roof later down the line. The cost differences are exponential.

Quality

A good contractor will provide the best products for your project and a clean install as well. Also, note how their service technicians treat the property and their work area. The best technicians will minimize the impact outside their work area and always clean up their area after service.



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TWO-WAY STREET

Be upfront about your needs. Here are some ways you can help your contractor be effective and accurate in providing their pricing and maintenance services.

Photos

If you can, providing photos can be very effective in contextualizing what work needs doing. Your contractor may also be able to identify any additional issues you may have missed. You will be able to get all the pricing you need upfront and minimize surprises!

Plans

Half the battle is knowing where everything is! If you can provide your contractor with the as-built plans for your property, that will give them a clearer idea of layout and specs. Bonus if you can provide; any history on property changes, an up-to-date plan, or a markup of where work is to take place.

Purpose

Don't lose sight of what's important! When maintaining a property, it can be easy to get lost between the needs of the present future. There should always be intent and clarity on what service you need doing and why that may be.



Organization

There should be detailed documentation of work performed and the completion dates. These records are perfect for reference material. By identifying patterns in maintenance from good record-keeping, it is easier to identify problems and perform effective preventative maintenance.

Care

A contractor who takes the time to build a meaningful repour with their customer can make business interactions more enjoyable. They share a mutual understanding of the property, its history, and its needs as you do. You can have peace of mind when you can rely on a trusted contractor to get the job done right.

All these elements should be under consideration when finding the right contractor.

