



ServiceFax

The History Behind Every Service Provider™



Verified
Information



Comprehensive
Records



Trusted
Insights



Protecting
Homeowners



Empowering
Better Decisions

ServiceFax Contractor Reference Check Form

ServiceFax™

The History Behind Every Service Provider™

Contractor Information

Contractor Name: _____

Company Name: _____

Project Type: _____

Estimated Project Value: _____

Date Reference Checked: _____

Reference Information

Reference Name: _____

Relationship to Contractor:

☐ Residential Customer

☐ Commercial Customer

☐ Property Manager

☐ HOA / Association

☐ General Contractor

☐ Other: _____

Phone Number: _____

Email Address: _____

Project Location (Optional): _____

Project Completion Date: _____

Reference Interview Questions

Project Experience

1. What type of project did the contractor complete for you?

2. What was the approximate value of the project?

☐ Under \$5,000

☐ \$5,000 - \$25,000

☐ \$25,000 - \$50,000

☐ \$50,000 - \$100,000

☐ Over \$100,000

Performance Evaluation

Rate each category from:

1 = Poor | 2 = Fair | 3 = Good | 4 = Very Good | 5 = Excellent

Evaluation Category	Rating
Quality of Work	_____
Communication	_____
Professionalism	_____
Reliability	_____

Evaluation Category	Rating
Timeliness	_____
Cleanliness of Job Site	_____
Problem Resolution	_____
Budget Management	_____
Attention to Detail	_____
Overall Satisfaction	_____

Budget & Timeline Questions

3. Did the contractor stay within the original budget?

- ☐ Yes
- ☐ No
- ☐ Mostly

Comments:

4. Were there unexpected cost increases?

- ☐ No
- ☐ Yes

If yes, explain:

5. Was the project completed on time?

- ☐ Yes
- ☐ No
- ☐ Mostly

Comments:

Communication & Professionalism

6. Was the contractor responsive to calls, emails, or messages?

☐ Excellent

☐ Good

☐ Fair

☐ Poor

Comments:

7. Were concerns or issues handled professionally?

☐ Yes

☐ No

Comments:

Workmanship & Satisfaction

8. Were you satisfied with the quality of work performed?

☐ Very Satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied

☐ Very Dissatisfied

Comments:

9. Did the contractor honor warranties or return to address issues after project completion?

- ☐ Yes
- ☐ No
- ☐ Not Applicable

Comments:

Recommendation Assessment

10. Would you hire this contractor again?

- ☐ Definitely
- ☐ Probably
- ☐ Not Sure
- ☐ Probably Not
- ☐ Definitely Not

11. Would you recommend this contractor to family or friends?

- ☐ Definitely
- ☐ Probably
- ☐ Not Sure
- ☐ Probably Not
- ☐ Definitely Not

Risk Indicators

Did you experience any of the following?

- ☐ Significant Cost Overruns

- ☐ Major Delays
- ☐ Poor Communication
- ☐ Unfinished Work
- ☐ Permit Issues
- ☐ Inspection Failures
- ☐ Warranty Disputes
- ☐ Payment Disputes
- ☐ Property Damage
- ☐ None of the Above

Additional Comments:

Overall Reference Assessment

Reference Confidence Rating

- ☐ Strong Positive Reference
- ☐ Positive Reference
- ☐ Neutral Reference
- ☐ Negative Reference
- ☐ Strong Negative Reference

Notes

ServiceFax Consumer Protection Reminder

- ✓ Speak with at least three references whenever possible.
- ✓ Ask references about budget overruns, delays, communication, and problem resolution.
- ✓ Request references from projects similar in size and scope to yours.
- ✓ Verify licensing and insurance independently.
- ✓ Compare reference feedback with your ServiceFax Trust Score and Risk Alerts.

Completed By

Homeowner Name: _____

Date: _____

Signature: _____

