

PROTECT YOURSELF FROM THE BEGINNING

While most residential contractors operate honest businesses, the number one complaint filed with the Attorney General's Consumer Affairs Division concerns home repair fraud. There are important steps that consumers can take to protect themselves before ever hiring a remodeler. As a consumer, do not be afraid to ask certain questions or to request references. Any remodeler running an ethical business will gladly accept your inquiries about licensing, insurance and references and not be offended. Whether you are making minor repairs, adding an addition to your home or building a new home, arm yourself with the information necessary to choose the

BEFORE THE CONTRACTOR BEGINS WORK

- Ask to see proof of workman's compensation insurance coverage (when applicable) and liability insurance.
- Agree on finance charges and a payment schedule.
- Make sure you have guarantees and warranties in writing.
- Agree on start dates and finish dates for the project. Have these dates written into the contract.
- Make sure the contract is specific, including details about materials, colors, brands and models.

DISSATISFIED WITH THE CONTRACTOR'S PERFORMANCE?

The Home Builders Licensure Board (HBLB) can take disciplinary action against a licensed contractor by proving that the licensee has violated the law governing the practice of residential home building. The Board **CANNOT** discipline a licensee for issues such as poor workmanship, cosmetic issues, or contractual disputes. For more information on the consumer complain procedures or complaint form please visit the HBLB's website: www.hblb.alabama.gov

FLOODPLAIN DEVELOPMENT PERMIT REQUIREMENTS

To ensure the highest degree of safety, the Public Safety Codes Enforcement Division enforces the Building Code for the City of Auburn. Please be advised that a permit is required for ALL construction in the City of Auburn. Any development without a permit is non-compliant and may result in fines. If you know of any development taking place without the required permits or would like to verify a contractor's license, please contact the City of Auburn Codes Enforcement Division, located at 171 North Ross Street Suite 100, or 334-501-3170.

All Contractor information provided by Alabama Home Builders Licensure Board



Flood Protection Assistance



Public Works Department

334.501.3000

www.auburnalabama.org/pw

171 North Ross Street, Auburn, AL 36830

Need flood protection assistance?

DO YOU LIVE IN OR AROUND A SPECIAL FLOOD HAZARD AREA?

The City of Auburn Public Works Department is available to assist in providing more information on whether a property is in a Special Flood Hazard Area. Upon requests the following Flood Insurance Rate Map (FIRM) information will be provided: The community number, the map panel number and suffix, the date of the FIRM's Index, the Base Flood Elevation (BFE) shown on the FIRM, the elevation datum used on the FIRM, and the availability of Elevation Certificates (EC's) for review. For general information, you can view your property in relation to the local floodplains online using the City's interactive mapping system at <http://www.auburnalabama.org/maps>.



PROPERTY PROTECTION MEASURES

During the past 100 years, flooding has been the number one cause of property damage in North America each year. There are some permanent retrofitting techniques that can help to eliminate or reduce flood damage. They are:

- **Elevating your house 1 ft. above the base flood elevation.**
- **Flood proofing your house to make the walls and flooring watertight so that water cannot enter.**
- **If you know you are in the flood prone area, flood vent the crawl space under your home so that water can flow through.**

The Public Works Department is available for site visits to review flooding, drainage and sewer problems and provide one-on-one advice to the property owner on appropriate flood protection measures. We are also available to assist you with reviewing and critiquing retrofit plans for flood-prone residences and buildings.

For more information regarding the National Flood Insurance Program or Flood Protection Assistance, please contact the Public Works Department at 171 North Ross Street Suite 200, 334-501-3000 Or visit our website at www.auburnalabama.org/pw

DO'S & DON'TS OF HIRING A CONTRACTOR

- DO . . . deal only with licensed contractors.
- DON'T . . . hesitate to ask to see the home builder's "Wallet" card. Along with a wall certificate, all licensed home builders and remodelers are issued wallet cards that show that they are state licensed and the expiration date of the license. Ask to see additional identification so that you know whom you are dealing with.
- DO . . . call the Home Builders Licensure Board at 1-800-304-0853 to verify the information provided by a contractor.
- DON'T . . . rush into repairs or hire the first contractor that comes along, no matter how badly you need them.
- DO . . . explore the market and ask for references of work the contractor has completed in the local area.
- DON'T . . . hesitate to check references. This takes time, but saves money and aggravation in the long run.
- DO . . . require a written contract with the contractor's license number on it. Remember, if it is in the contract, you can expect to have it done. If it is not there, even with a verbal promise, you may not get what you think you are paying for.
- DON'T . . . sign until you fully understand the terms of the contract.
- DO . . . be aware that consumers have been targeted by scam artists posing as contractors.
- DON'T . . . be a victim!