

CODE OF **ETHICS** AND **COMPETENCY**



Contractor Standards Guide

Learn How to Choose the Right Contractor... **THE FIRST TIME.**

Compliments of



(800) 378-1924

AtlasHomeImprovement.com



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Questions? Call (800) 378-1924 | AtlasHomeImprovement.com

10824 Plaza Drive, Whitmore Lake, MI 48189



“We were **shocked** and **embarrassed** when we found out that contractors were America’s #1 most complained about industry.”

—Darian & David Bobby

Owners, Atlas Home Improvement

So, You’re Thinking About A Remodeling Project For Your Home?

Congratulations! When done properly, a remodeling project can make your home more enjoyable and prove to be a valuable investment. Unfortunately, we’ve all heard horror stories about home remodeling projects gone bad. Problems with longer-than-expected installation, final bills that come in higher than the quote, and shoddy workmanship, sadly, are commonplace. We were shocked and embarrassed to find out that, according to Better Business Bureau statistics, home improvement contractors are in the top 1% most complained about industries—right up there with auto repair and airlines.

We’ve always done a good job and treated our customers right—and we’ve been able to build a nice business because of it. However, over the years we’ve noticed that some consumers will choose less-than-reputable companies to do jobs for them... usually because they are quoted less money. Don’t get us wrong: we’re all for good, honest competition, but it pains us to see good folks risk their hard-earned money with contractors who don’t have their best interests at heart. You deserve a great value for your money—which includes a contractor who uses high quality products and stands behind their work in both word and deed.

Industry Standards Weren’t Tough Enough

We wanted to find a way to educate consumers about how to choose a good, honest home improvement contractor. The industry standards simply aren’t tough enough—just about anybody with a hammer and a pickup truck can be a contractor. That’s why we’ve pioneered a set of standards called the **Code of Ethics & Competency for Remodeling Contractors**. The Code calls for contractors to uphold a high set of standards that will allow you to judge BEFORE hand whether or not a contractor is likely to do the job right. This guide specifies those standards.

Before you hire any company to work in or around your home, make sure you consult this guide and **INSIST** that the company comply with **EVERY SINGLE STANDARD** in this book. If you do, chances are excellent you’ll get exactly what you want out of your project.

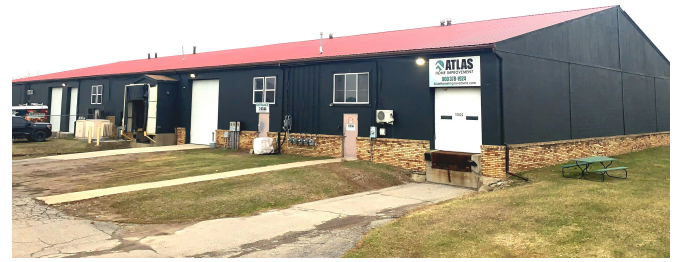
Sincerely,

David & Darian Bobby

Owners, Atlas Home Improvement

STABILITY

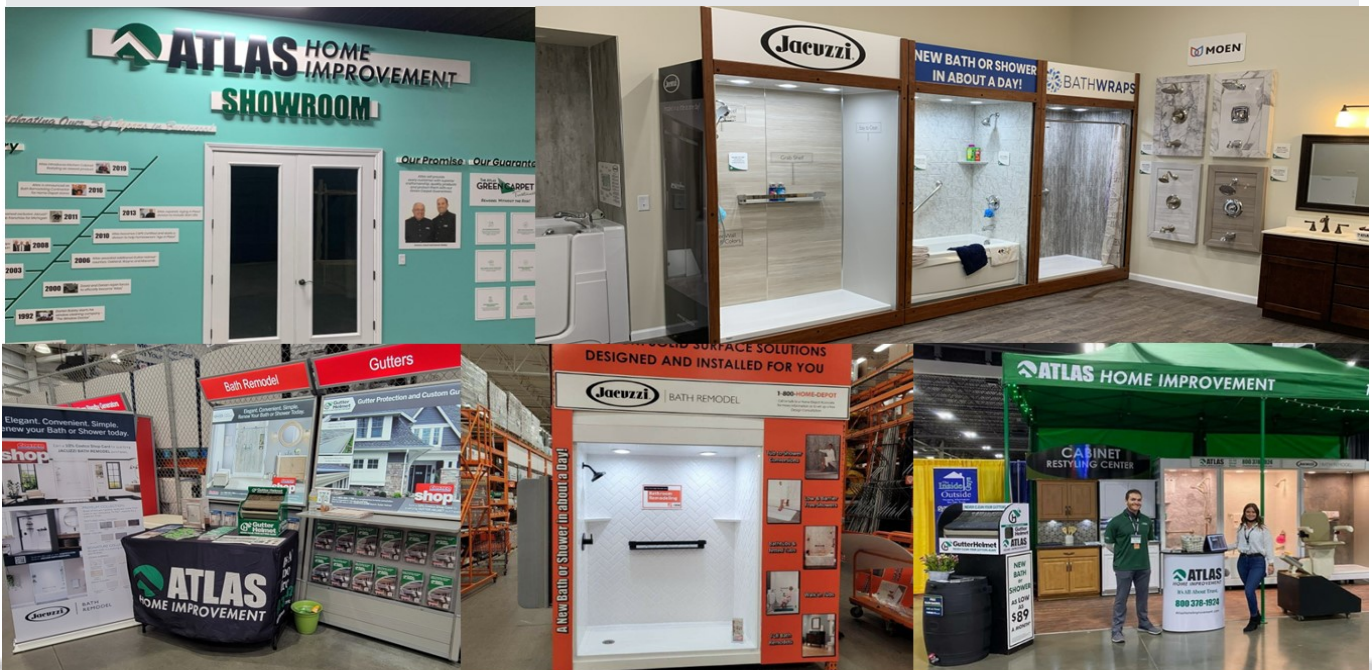
You need to make sure that any contractor you do business with has proven themselves in the past, and will be there if you need them in the future. **Don't just ASK the contractor if they are stable;** look for tangible proof of longevity and financial stability by asking for the items listed on the next few pages.



ATLAS HEADQUARTERS

What To Look For: Proof of Establishment

Why It's Important: Believe it or not, many contractors use a pickup truck for an office and showroom. Make sure that any contractor you're dealing with is substantial enough to have a real office with all the normal business functions—accounting, production, sales, etc. If a contractor does not have an office, that should tell you something. Don't fall for the "we just use our trucks as offices!" line.



AtlasHomeImprovement.com



According to the Small Business Administration, almost 96% of Home Improvement Companies will fail in the first 3-5 years!

Why It's Important: It should be pretty obvious that the longer a company has been in business the more likely they are going to stay in business in the future. You need to be reassured that the contractor you hire is going to be able to survive tough economic times so they can stand behind any warranties that have been promised. You also should be looking for a contractor that has an actual staff for support behind the salesperson. Sometimes a contractor will try to make their business look much larger than it really is. Be careful you are not hiring someone who is really a sole proprietor or who only has a couple of workers. If you have any service issues after the fact you want to make sure there is a real company behind the scenes that will be ready to answer the phone and help you in the future. There is nothing wrong with a smaller company (everybody starts somewhere) but the truth is that a less established company is more likely to go out of business.

A white Atlas truck is parked on a snowy surface. The side of the truck features a large advertisement for Gutter Helmet. The ad includes a photo of a man in a plaid shirt cleaning a gutter. Text on the ad reads: "Never Clean Your Gutters Again!", "Gutter Helmet", "IT'S CLEAN YOUR GUTTERS AGAIN", "ATLAS HOME IMPROVEMENT", "It's All About Trust.", and "800.378.1924". The truck also has "ATLAS HOME IMPROVEMENT" and "800.378.1924" printed on the front fender.



Questions? Need More Information?

Call (800) 378-1924

AtlasHomeImprovement.com



You want to always work with a company that is a Licensed Builder in the State you live in. If they are not licensed that is a red flag. If you give them a deposit they can come up missing and there may be no way to track them down.

What To Look For: Business License

Why It's Important: In Michigan, a contractor is required to maintain a valid Builder's License on record with the Dept of Licensing and Regulatory Affairs. It is easy to check on a company's license at www.Michigan.gov/lara. Make sure they have been operating under the same name for a minimum of 5 years. Many contractors open and close their doors multiple times to avoid past customer complaints. (Naturally, some businesses will be legitimately new-if so, get a 10 year work history of the owner and ASK questions!)

Michigan Department of Licensing and Regulatory Affairs
Bureau of Construction Codes
Licensing & Compliance Division
P.O. Box 30254
Lansing, MI 48909

Michigan Department of Licensing and Regulatory Affairs
Bureau of Construction Codes
Company Builder License

Q.O. - David James Bobby
ATLAS HOME IMPROVEMENTS
LLC
10824 PLAZA DRIVE
WHITMORE LAKE, MI 48189

License No:
2102182001

Expiration Date:
05/31/2023

ATLAS HOME IMPROVEMENTS LLC
10824 PLAZA DRIVE
WHITMORE LAKE, MI 48189

GRETCHEN WHITMER
Governor

Michigan Department of Licensing and Regulatory Affairs
Bureau of Construction Codes
Company Builder License

ATLAS HOME IMPROVEMENTS LLC
10824 PLAZA DRIVE
WHITMORE LAKE, MI 48189

Qualifying Officer:
David James Bobby
Qualifying Officer #
2101107489

MUST BE DISPLAYED IN A CONSPICUOUS PLACE

License No.
2102182001

Expiration Date:
05/31/2023

This document is duly issued
under the laws of the State of
Michigan

What To Look For: Insurance

Why It's Important: You need to know if your contractor carries general liability insurance for both commercial and residential projects. A sizable contractor will carry no less than \$500,000 ... and usually around \$1,000,000 of coverage. If your contractor's insurance policy can't cover potential damages, then the contractor would be personally liable. If he cannot cover the damages himself, you will have no legal recourse and will end up paying for any possible damages or injuries yourself. Many contractors are not financially stable ... and don't carry proper insurance coverage to protect you against losses. Additionally, contractors who fail to provide workers compensation benefits risk severe governmental penalties and potentially companyending lawsuits should an employee become injured.

Atlas Home Improvement carries \$2,000,000 of general liability coverage, \$1,000,000 of business auto and an extra \$1,000,000 umbrella liability to protect you and your family. Do NOT deal with a contractor without sizable coverage, or you will foot the bill for the mistake. Make sure you always ask your Sales Associate to see a copy of the company's Business License and Insurance.

ACORD
CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 12/02/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER: JEFF TOOLE AGENCY
590 HOPE ST
BRIGHTON MI 48116

CONTACT: JEFF TOOLE
PHONE: 510-229-7817 FAX: 510-229-0104
E-MAIL: JTOOLE@BFINSM.COM

INSURER(S) AFFORDING COVERAGE: FARM BUREAU INSURANCE CO OF MI

INSURED: ATLAS HOME IMPROVEMENT
10824 PLAZA DR
WHITMORE LAKE MI 48189

INSURER A: FARM BUREAU INSURANCE CO OF MI
INSURER B:
INSURER C:
INSURER D:
INSURER E:
INSURER F:

COVERAGES: CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

LINE	TYPE OF INSURANCE	INSURER	POLICY NUMBER	POLICY EFF. DATE	POLICY EXPI. DATE	LIMITS
A	COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/>		CPP-2095753	01/01/2022	01/01/2023	EACH OCCURRENCE: \$ 2,000,000 DAMAGE TO RENTED PREMISES (B1-B2-B3-B4): \$ 100,000 MED EXP (Any one person): \$ 5,000 PERSONAL AND ADULT INJURY: \$ 2,000,000 GENERAL AGGREGATE: \$ 4,000,000 PRODUCTS - COMPOUND AGG: \$ 4,000,000
A	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> MED <input type="checkbox"/> LOC CITY:					
A	AUTOMOBILE LIABILITY ANY AUTO <input type="checkbox"/> OWNED <input type="checkbox"/> AUTOS ONLY <input checked="" type="checkbox"/> AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTO: (List)		BAP-2066646	01/01/2021	01/01/2023	COMBINED SINGLE LIMIT: \$ 1,000,000 BODILY INJURY (per person): \$ BODILY INJURY (per accident): \$ PROPERTY DAMAGE (per accident): \$
A	UMBRELLA LIAB EXCESS LIAB <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/>		U-0710865	01/01/2022	01/01/2023	EACH OCCURRENCE: \$ 1,000,000 AGGREGATE: \$ 1,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY EMPLOYERS' LIABILITY (per employee): \$ 100,000 OFFICERS/DIRECTORS/ELIGIBLE OFFICERS/ELIGIBLE DIRECTORS: \$ 100,000 DISABILITY BENEFIT: \$ 100,000 DEATH BENEFIT: \$ 100,000 DISABILITY BENEFIT: \$ 100,000 DEATH BENEFIT: \$ 100,000		WCC-3124151	01/01/2022	01/01/2023	E.L. EACH ACCIDENT: \$ 500,000 E.L. DISEASE - EA EMPLOYEE: \$ 500,000 E.L. DISEASE - POLICY LIMIT: \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER: ATLAS HOME IMPROVEMENT
10824 PLAZA DR
WHITMORE LAKE MI 48189

CANCELLATION: SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE: [Signature]

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Questions? Need More Information?

Call (800) 378-1924

AtlasHomeImprovement.com



REPUTATION

What To Look For: Our Ratings and Reviews

Why It's Important:

NOT



CUSTOMER REVIEWS



RATING
4.9



RATING
4.8



RATING
4.8



RATING
4.8



RATING
4.5


What To Look For: BBB Accreditation

Why It's Important: You need to go further than just checking a contractor's standing with the BBB. Remember, many contractors shut down and open under new names year after year. So check to see how long they've been a member, and check to be sure the contractor is accredited by the BBB. This means that if complaints arise, the contractor agrees that the BBB's judgment is binding and must perform accordingly. Without

What To Look For: BBB Complaints

Why It's Important:





Business Profile
Atlas Home Improvement, LLC
Bathroom Remodel

Contact Information

10824 Plaza Drive
Whitmore Lake, MI 48189-9737

<http://www.atlashomeimprovement.com>

(734) 449-9480

Want a quote from this business?

[Get a Quote](#)

Customer Reviews

★★★★★ 4.88/5

Average of 195 Customer Reviews



[Read Reviews](#) [Start a Review](#)

Customer Complaints

4 complaints closed in last 3 years
2 complaints closed in last 12 months

[Read Complaints](#) [File a Complaint](#)

BBB Rating & Accreditation

 **ACCREDITED BUSINESS** 

Accredited Since: 6/1/2007
Years in Business: 33

Customer Reviews are not used in the calculation of BBB Rating

[Overview of BBB Rating](#)

What To Look For: Customer References

Why It's Important:



Atlas Home Improvement
10824 Plaza Drive
Whitmore Lake, MI 48189
(734) 449-9480 Office



References for Bath Remodeling

Loretta & Bob Rayment 2700 Spartan Drive Troy, MI 48063 248 840-1120	Marilyn & David Renner 1005 E. Duncan St Manchester, MI 48158 734 428-1636	Dana Hull 1407 E. Stadium Ann Arbor, MI 48104 734 663-2785
Bill & Judy Brown 2845 Baker Rd Dexter, MI 48130 734 426-8405	Brad & Ply 109 734	
Patricia Andring 4384 Old Mill Rd. Pinckney, MI 48169 734 878-2455	Shirley 228 St. 586	
William & Eleanor Maher 4165 Ramblewood Dr.	Ron 252	



Atlas Home Improvement
10824 Plaza Drive
Whitmore Lake, MI 48189
(734) 449-9480 Office (734) 449-9488 Fax



References for Stone Coated Steel Roofing System

Michael & Kelly Savage 70 Tacoma Troy, MI 48084 248-821-1360 Canyon Shake: Timberwood	Mike Benefiel 28460 Shiawassee Farmington, Hills 48836 248-478-2726 Granite Ridge: Barclay	Robert Sinke 3889 Raye Lane Hartland, MI 48353 810-632-5374 Canyon Shake: Timberwood	Bill & Mary Stout 4344 Antique Lane Bloomfield, MI 48302 248-626-0649 Granite Ridge: Black Onyx
Mike & Janet Kochman 2488 Dallas	Dave Lindsay 5402 E. Chade Rd.	Carl & Linda Jamison 23676 Paddock Drive Farmington Hills, MI 48336 248-473-0887 Granite Ridge: Timberwood	Phyllis & Steven Miles 29464 Valley Bend Farmington, MI 48331 248-330-8854 Granite Ridge: Timberwood
		Thomas Ruane 26509 Old Homestead Ct Farmington Hills, MI 48331 248-473-9462 Granite Ridge: Black Onyx	Ray & Marie Beard 38327 Klarr Drive Northville, MI 48167 248-767-3376 Granite Ridge: Barclay
		Craig & Sandra Gow 7348 Bennett Drive Whitmore Lake, MI 48189 810-231-3227	Brian & Jean Schubert 8835 Crown Livonia, MI 48150 734-232-7675 Granite Ridge: Barclay



Atlas Home Improvement 10824 Plaza Drive Whitmore Lake, MI 48189 (734) 449-9480 Office (734) 449-9488 Fax



References for Jacuzzi Walk-In Tubs

Arno & Wanda Enderle 13321 Lillian Lake Sterling Heights, MI 48313 586-726-6641	Roosevelt Madison 3323 Williamsburg Road Ann Arbor, MI 48108 734-971-3019	Chester & Rosemary Soja 457 Stonehaven Ct. Milan, MI 48160 734-439-7843
Joseph & Virginia Bok 8082 Appleton Dearborn Heights, MI 4812 313-565-4191		
Dr. June Ridley 80 Moss Street Highland Park, MI 48203 313-492-3383		
Jeanne Hardt 724 Lions Park Drive St. Joseph, MI 49088 269-982-0939		



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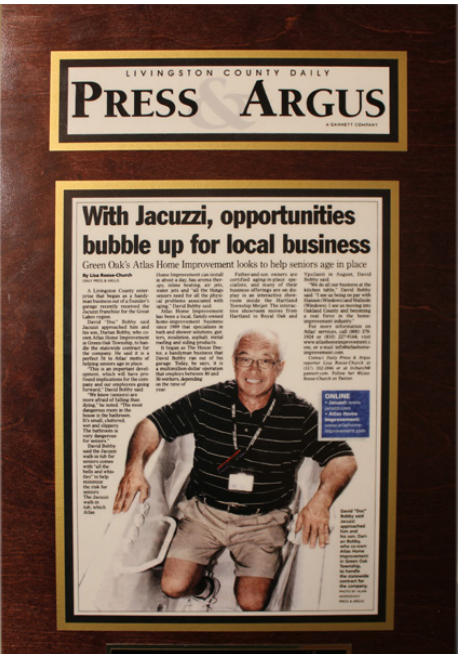


References for Titan Gutter System

Dr. Paula Davey 1677 Stadium Court Ann Arbor, MI 48103 734-662-6492	Mr. and Mrs. Leo Wessinger 2840 Hunter Heights West Bloomfield, MI 48324 248-363-6338	Mr. and Mrs. David Robinson 9547 Daleview South Lyon, MI 48178 810-278-1626
Mr. and Mrs. Dan Lobb 611 Vansull Westland, MI 48185 734-326-2104	Mr. and Mrs. Bernie Spafford 10683 Charring Cross Circle Whitmore Lake, MI 48189 734-449-0816	Mr. Stewart Oldford 5586 Cullen Rd. Fenton, MI 48430 810-632-7479
Mr. and Mrs. Dennis Kwasny 7650 Tharp Dr. Whitmore Lake, MI 48189 810-231-3055	Mr. and Mrs. Michael Gorny 5156 Kitson Lane West Bloomfield, MI 48324 248-683-2437	Ms. Debra Brown 9140 Napier Northville, MI 48167 248-349-5286
Northville Chamber of Commerce 195 S. Main St. Northville, MI 48167 248-349-7640	Mr. and Mrs. Bill Carmody 3145 Forshee Dexter, MI 48130 734-426-5636	Mr. Tedd Handlesman 5977 Hartford Brighton, MI 48116 248-361-7132
Mr. and Mrs. Doug Maxson 11851 W. Mason Rd. Fowlerville, MI 48836 810-533-5466	Mr. and Mrs. Jim Dunham 2759 Curdy Rd. Howell, MI 48855 517-548-1486	Mr. and Mrs. David Wood 3507 Gertrude Dearborn, MI 48124 313-563-6561
Mr. and Mrs. Kerry Krein 11654 Millford Rd. Holly, MI 48442 248-634-1770	Mr. and Mrs. Kurt Sheppard 1989 Addaleen Rd. Highland, MI 48357 248-889-7374	Mr. Tim Rochon 28545 Greenfield Rd. Southfield, MI 48076 248-395-2777

What To Look For: Accolades and Awards

Why It's Important: If a contractor has been in business for any length of time—and doing a good job—they will most likely have been written about in a magazine or newspaper, received an award of some kind, or received special recognition from an association or trade organization. Any company that can't produce at least SOME of these kinds of accolades might not be worthy of accolades!



Atlas customers are surveyed by a 3rd party and they have won the Guildmaster Customer







PROFESSIONALISM

A good contractor doesn't just do good work. They also understand that when dealing with customers, it's oftentimes the little things that make a big difference. You should find a contractor that shows you respect by the way they treat you, the way they look, the way they treat your property, and how they pay attention to details. Check any contractor you're considering against these standards of professionalism found on the next few pages.

What To Look For: Detailed Proposal and Change Orders

Why It's Important: Most contractors provide no written bid or a basic receipt or invoice. The minimum you should accept is a bid which details the type and amount of materials to be used. Even better than that is a detailed bid which lists all your styles, colors and options to avoid confusion on what is being quoted. In competitive bidding situations, make sure that bids are “apples to apples,” especially in the case where one bid is significantly less than others—not a good sign.

	10224 Plaza Drive Whitmore Lake, MI 48189 (734) 449-9480 Office www.AtlasHomeImprovement.com	 <i>Start your day Beautiful</i>
SALES CONTRACT		JOB #:
Name: _____	Home Phone: _____	
Address: _____	Work Phone: _____	
City, State, Zip: _____		Cell Phone: _____
PROJECT TYPE: Shower Wrap Replacement Tub Replacement Shower Tub to Shower Conversion		
<u>DELTA PACKAGE</u> <ul style="list-style-type: none"> ▪ BATHWRAPS® Custom Tub or Shower ▪ 3 Wall System ▪ Sealed With Mildew Resistant Silicone ▪ New Drain & Overflow cover ▪ MOEN® Kingsley Faucet set & Trim kit ▪ Moentrol Valve (hot, cold & pressure) ▪ Surface Mount Soap dish (wall color) ▪ Two Individual Shelves (wall color) ▪ Bowled Curtain Rod (chrome or white) 	<u>PREMIUM PACKAGE</u> <ul style="list-style-type: none"> ▪ BATHWRAPS® Custom Tub or Shower ▪ 3 Walls & Ceiling System ▪ Sealed With Mildew Resistant Silicone ▪ New Drain & Overflow cover ▪ MOEN® Kingsley Faucet set & Trim kit ▪ Moentrol Valve (hot, cold & pressure) ▪ Recessed Soap dish (wall color) ▪ Three Individual Shelves (wall color) ▪ BASCO® Shower Door System 	
<u>CUSTOMIZE YOUR PACKAGE:</u>		
<input type="checkbox"/> For Premium Package Only – BASCO Door Style: (Framed Slider / Frameless Slider / Swing Door) – BASCO Glass Options: BASCO Frame Color:		
<input type="checkbox"/> Tear out existing structure: Fiberglass one-piece / Fiberglass wall only / Metal tub <input type="checkbox"/> Greenboard walls		
<input type="checkbox"/> Faucet set, Trim kit, Drain & Overflow Cover: _____ (chrome standard)		
<input type="checkbox"/> Upgrade to Rainshower Style: _____ <input type="checkbox"/> Hand shower Style: _____ Use as main or additional		
<input type="checkbox"/> Shower Pan outside threshold depth: Deep / Shallow / Barrier Free (circle one)		
<input type="checkbox"/> Tub or Shower Pan Color: _____ <input type="checkbox"/> Tub Skirt Style: _____ (straight standard)		
<input type="checkbox"/> Wall Color: _____ (white standard) Bullnose walls to existing height / Build out and take to ceiling		
<input type="checkbox"/> Wall Pattern: _____ (smooth standard) <input type="checkbox"/> Ceiling Color: _____ (white standard)		
<input type="checkbox"/> Wainscoting Walls (Standard Height 48" from floor) Length _____ Style: _____ Color: _____		
<input type="checkbox"/> Window Kit Color: _____ Add New Tempered Window Size: _____ Color: _____		
<input type="checkbox"/> Safety Grab Bars Size: _____ Color: _____ <input type="checkbox"/> Corner Shower Seat / Bench Color: _____		
<input type="checkbox"/> Other: _____		
<u>DELTA PACKAGE with Custom Options</u>		<u>PREMIUM PACKAGE with Custom Options</u>
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;">  <p>Name On Card _____ Exp. Date _____</p> <p>Acct # _____ Code On Back _____</p> <p>Use Above Card for Final Payment Yes No Check # _____</p> </div> <div style="width: 40%; text-align: center;"> <p>This proposal may be withdrawn by us if not accepted by _____</p> </div> <div style="width: 30%;"> <p>TOTAL INVESTMENT \$ _____</p> <p>DOWN PAYMENT \$ _____</p> <p>UNPAID BALANCE \$ _____</p> </div> </div>		
NOTICE UNDER Michigan SOLICITATION SALES ACT (Applicable only if contract was solicited or executed at your residence) You, the Buyer, may cancel this transaction at any time prior to midnight on the third business day after the date of this transaction. For an explanation, see the Notice of Cancellation on reverse side. All work to be performed in a workmanlike manner. Any unforeseen or unexpected will be an added cost and charged at current labor and material prices. In this event, buyert's will be informed before any additional work is begun. Buyert(s) has been informed of potential risk of lead hazard exposure from renovations at their home and acknowledges receipt of the pamphlet, <i>Protect Your Family From Lead in Your Home</i> , before work began. Buyert(s) acknowledges they were orally informed of their right to cancel transaction. This agreement, including the general terms and conditions on the reverse side, is accepted by the Buyer(s). Full payment will be made upon completion of work. Buyer: _____ Date: _____ Buyer: _____ Accepted By Consultant: _____		
Sign and date all copies: return white copy to authorize work and keep all other copies as your receipt.		



ATLAS

HOME IMPROVEMENT®

10824 Plaza Drive - Whitmore Lake, MI 48189
(734) 449-9480 Office - www.AtlasHomeImprovement.com

CHANGE ORDER

JOB #: _____

Name: _____

Home Phone: _____

Address: _____


Work Phone: _____

City, State, Zip: _____

Cell Phone: _____

THIS IS AN ADDENDUM WHICH ALTERS THE ORIGINAL CONTRACT. THE SPECIFICATIONS OF THIS ORDER MAY ADD OR DELETE WORK THAT APPEARS ON THE ORIGINAL CONTRACT. BY SIGNING BELOW, YOU AGREE THAT ALL THE WORK IS AGREED UPON AT AN ADDITIONAL CHARGE OR CREDIT TO YOUR ORIGINAL CONTRACT TOTAL, AS STATED BELOW.

CHANGES MADE TO EXISTING CONTRACT:



TOTAL FOR ABOVE \$ _____

Name On Card _____

Exp. Date _____

DOWN PAYMENT \$ _____

Acct. # _____

Code On Back _____

UNPAID BALANCE \$ _____

Use Above Card for Final Payment Yes No

Check # _____

NOTICE UNDER Michigan SOLICITATION SALES ACT

(Applicable only if contract was solicited or executed at your residence)

You, the Buyer, may cancel this agreement or purchase, without penalty or obligation, anytime prior to midnight of the third business day following the date this agreement was signed. If you cancel, Seller must return to you any payments made or goods traded in. To cancel this transaction, sign and date below and deliver or mail this cancellation notice to the Seller at the address shown above, not later than midnight of the third business day following the date this agreement was signed.

Buyer agrees to waive above right to cancel in exchange for immediate installation. Initials _____

Buyer(s) acknowledge they were orally informed of their right to cancel transaction. By signing you agree to the changes stated above and agree to pay additional charges if original contract is increased. Full payment will be made upon completion.

Buyer: _____

Date: _____


Buyer: _____


Accepted By Consultant: _____

What To Look For: No Tricks, No Pressure Sales Agreement

Why It's Important: Many unethical contractors will resort to high-pressure sales tactics to get you to buy before you've had an opportunity to do proper due diligence on them. If you know nothing about the contractor prior to the sales call (from literature, references, online information), and they give you a low-ball price "but only if you buy right this minute," you should be wary. Any time you feel uncomfortable or unduly pressured in a sales environment, you should ask the contractor to "back off." Reputable companies will have a no-tricks, no-pressure sales pledge signed by the owner, sales manager, and each sales associate.

All Atlas Home Improvement's Sales Associates sign a "No Tricks, No Pressure Sales Agreement" that is also signed by our sales manager to pledge that they will handle sales situations in a respectful way.





**It's All
About
Trust.**

Bathrooms
Kitchens
Walk-In Tubs
Stair Lifts
Gutters
Gutter Helmet

SALES CONSULTANT "CUSTOMER RESPECT, NO TRICKS, NO PRESSURE" AGREEMENT

As a sales consultant for ATLAS HOME IMPROVEMENT, you must agree to abide by the principles and precepts of our Code of Ethics and Competency. Any violation of these principles will be grounds for written warning; multiple violations will be grounds for termination.

I _____ agree to abide by our Code of Ethics and Competency as well as Customer Respect Agreement when working for new and existing Atlas customers.

FOR ALL ATLAS SALES CONSULTANTS

1. I will not smoke or consume alcohol on the customer's property
2. I will not use foul language on the customer's property
3. I will respect the customer's time by being punctual
4. In the event I cannot be on time, I will call to alert the customer and reschedule if necessary
5. I will be in uniform during all appointments and will keep my clothing neat and clean
6. I will wear my identification and certification badge during my appointment
7. I will wear shoe covers when walking inside the customer's home
8. I will respect the customer's telephones, bathrooms, parking spaces, etc.
9. I will earnestly strive to find the best solution for each customer's needs
10. I will recommend the proper direction to take if Atlas products are not the proper solution
11. I will not utilize high-pressure techniques to force customers to comply with my requests
12. I will not sell products or services to customers when they are financially not able to manage the investment
13. I will utilize company approved pricing sheets in order to give all of my customers a fair price
14. I agree to treat all customers equally and offer everyone the same company approved incentives
15. I agree to BBB and Federal Trade Commission standards that any first visit incentive may not be offered after initial visit
16. In the event that the customer is not ready to move forward, I will respect their decision
17. I will give my customers the opportunity to express any concerns they have and work to resolve them
18. I agree to keep in touch with my customers and follow-up after the installation is completed
19. I will conduct all business transactions in an ethical manner

Sales Consultant Signature _____

Date _____

Sales Manager Signature _____

Date _____

Company Owner Signature _____

Date _____




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What To Look For: Jobsite Cleanup Checklist

Why It's Important: Your home and yard should be cleared of large debris, and dangerous materials daily by the crew. After the job is completed, a total home clean-up should take place, including nail/screw detection (with a specialized magnet) and removal of any hazardous materials in your house or yard. Make sure your contractor has a pre-determined daily jobsite cleanup routine, and a more thorough cleanup routine upon completion of the job. All Atlas Home Improvement Fabricators follow this multi-step cleanup checklist at the end of EVERY SINGLE DAY. Show this checklist to other contractors. See if they don't balk.

What To Look For: Worker Conduct Agreement

Why It's Important: This compliance agreement, signed by the workers, is a 21-point contract prohibiting the use of alcohol, drugs, foul language, misconduct, or other bad behavior on a job site. It also gives appearance standards. Keep in mind that not everything is perfect, but this agreement will greatly reduce the likelihood of problems. All Atlas Home Improvement Fabricators sign a "Worker Conduct Agreement" that is also signed by our Production Manager to pledge that they will conduct themselves in a respectful and courteous manner.



Bathrooms
Kitchens
Walk-In Tubs
Stair Lifts
Gutters
Gutter Helmet

15 POINT JOBSITE CLEANUP CHECKLIST

As a crew member for ATLAS HOME IMPROVEMENT, you must agree to abide by the principles and precepts of our Code of Ethics and Competency. Any violation of these principles will be grounds for written warning; multiple violations will be grounds for termination.

I _____ (crew members)
agree to abide by our Code of Ethics and Competency as well as Jobsite Cleanup Roster at all times when working for new and existing Atlas customers.

DAILY CLEAN UP

1. Entire jobsite is to be patrolled and cleaned for trash, including:
 - ✓ Soda cans, drink bottles, cups, etc.
 - ✓ Food items, bags, containers, etc.
 - ✓ Miscellaneous trash
2. Small hand tools will be removed from the jobsite daily
3. Any materials or equipment that is left on the jobsite will be neatly organized and stored in a tidy manner
4. Any hazardous materials will be either removed completely or tightly secured
5. Scrap materials (including metal, glass, sawdust, boards, etc.) will be disposed of
6. Work area will be patrolled to remove any nails, screws, and other sharp objects
7. Customer's driveway and street will be patrolled to remove nails and/or screws that could cause tire damage
8. Work area will be left with adequate ventilation in the case of painting or other materials that cause fumes and/or odors
9. Any work areas that leave customer's home exposed overnight will be covered with plastic tarps and securely taped
10. Work area will be swept with a push broom daily (where applicable)

AT THE CONCLUSION OF THE JOB

11. Entire work area and yard will be patrolled for trash, debris, materials, etc.
12. Magnetic nail locator will be used to find nails, screws, and other debris in customer's lawn and shrubs
13. Customer lawn will be restored as best as possible to pre-job condition if any damage has occurred as a result of the job
14. Customer home/yard will be inspected for any incidental damage; repairs to be made as necessary
15. Clean up not complete until customer signs off on this document




Customer Signature _____

Date _____

Crew Leader Signature _____

Date _____

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Bathrooms
Kitchens
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Worker Conduct Agreement

As a crew member for ATLAS HOME IMPROVEMENT, you must agree to abide by the principles and precepts of our Code of Ethics and Competency. Any violation of these principles will be grounds for written warning; multiple violations will be grounds for termination.

I _____ agree to abide by these guidelines as well as Worker Conduct Agreement when working for new and existing Atlas customers.

FOR ALL ATLAS EMPLOYEE WORKERS

1. I will not smoke on the customer's property
2. I will not use foul language on the jobsite
3. I will not yell or bring negative attention to the jobsite
4. I will not consume alcohol or drugs on the jobsite
5. I will play any radios or music on the jobsite quietly
6. I will keep my shirt on during work hours as well as keep clothing neat and clean
7. I will wear my identification and certification badge when on the jobsite
8. I will respect the customer's telephones, bathrooms, parking spaces, etc.
9. I will strive to keep dirt and messes kept to a minimum
10. I will keep any materials or tools that are left on the jobsite in an orderly fashion at the end of each day
11. I agree to keep current certifications and/or licenses as appropriate for my trade(s)
12. I agree to call homeowner in the event I will be late for scheduled start times or if I need to leave the property once the job has begun
13. I agree to communicate with homeowner when I will be finished for the day
14. I agree to "walk-around" with homeowner before work begins to go over job and make sure everyone is on the same page
15. I agree to represent Atlas Home Improvement and homeowner in a professional way so they will be proud to have me working at their home
16. I will politely interact with homeowner(s) and answer all questions regarding work project
17. I will make an effort to clean up as work progresses so homeowners property is not left in disarray the entire day
18. I agree to clean up at the end of each day as well as at the job's completion
19. I will report any additional damage I find to homeowner, such as rotten wood, even if it does not directly relate to my project
20. I will drive the speed limit and safely while in homeowners neighborhood
21. I will employ Atlas and other industry safety standards at all times while I am on project

Employee Worker Signature _____

Date _____

Production Manager Signature _____


Date _____

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GUARANTEES

What To Look For: Company Guarantees

Why It's Important:



NO SURPRISE GUARANTEE

We promise that the price we agree upon is the price you will pay. There are no add-on 'surprise charges' unless the work order changes. Guaranteed!



BEST VALUE GUARANTEE

Atlas offers the absolute best value for your money. Find it cheaper and we'll refund the difference plus \$100!



100% MONEY BACK GUARANTEE

We offer an EXCLUSIVE money back guarantee and we put it in writing.



PROPERTY PROTECTION GUARANTEE

If we break it, we fix it. PERIOD.



CERTIFIED CRAFTSMAN GUARANTEE

All of our workers are experienced craftsmen that must pass a certification process, including background and drug testing.



CLEANER THAN WE FOUND IT GUARANTEE

We don't just show up, create a mess, and then expect you to clean up after us. If you have to clean up after us, we'll give you \$100.



Is All About Trust.

100% Money Back Guarantee

Atlas Home Improvement's products are manufactured to strict specifications audited by local state and federal building codes and are installed by our own professionals to the highest industry standards. We are so confident that you will be delighted with the quality of our products that we provide the industry's only 100% Money Back Guarantee.

The guarantee provides protection in the form of a refund to you if Atlas Home Improvement (AHI) fails to meet the industry and manufacturing standards as well as local, state and federal building codes for quality and the installation of your products. It applies to AHI products only, and does not provide for a refund as a result of you (our customer) not being satisfied with your choice of color, style or cost of the product.

If within 90 days of installation, there is any manufacturing or installation defect in your new AHI product that we cannot resolve within 90 days of notification, we will provide you with a complete refund, subject only to the conditions outlined herein:

Conditions:

1.) To obtain a refund you must pay in full, so per your contract with AHI when the original installation is completed.

2.) You must notify AHI by registered mail, within 30 days of installation, specifically detailing any deficiencies in the products or installation.

3.) AHI must be given 90 days from receiving the above notice to correct the deficiencies in the products or installation. In order for AHI to correct any deficiencies, you must allow AHI access to the home as required during normal business hours.

4.) At the end of 90 days from receiving the above notice, if AHI is unable to correct the deficiencies so that the products and installation meet local, state and federal codes, AHI will remove the defective product from your home, and you, the homeowner must replace the defective product with an alternative company's product.

AHI will then refund you 100% of the purchase price of the defective product.

THE ATLAS

GREEN CARPET

Treatment

REMODEL WITHOUT THE RISK!

WORKMANSHIP

Ultimately, any contractor has to be competent to do the job right the first time. Competence comes as a result of training, experience, and good old-fashioned hard work. As you evaluate a contractor, look for signs that they can do the job right the first time.

What To Look For: Employees Vs. Subcontractors

Why It's Important:



Frequently Asked Questions

Q: Are there any other things I should look for or watch out for that aren't listed in the pages of this guide?

A: Look for some of these telltale signs of contractors who shouldn't be trusted:

- Main phone numbers that ring to cell phones
- Main phone numbers that are never answered by receptionists
- Trucks without signage on them
- No business cards or cheap business cards
- No company logo on work clothes/uniform
- Few references available
- Unresolved BBB complaints or no report at all
- Prices that are unusually low compared to other bids
- No website or very poor website
- Ability to start on your job immediately—no backlog
- Unwillingness to give any information

An Ounce Of Prevention...

It's been said that an ounce of prevention is worth a pound of cure. When the stakes are high—your home and your wallet—that saying is even more true. We hope that by reading this guide you feel more prepared to evaluate home improvement contractors and make the best decision for your family.

Q: Are you saying that you are the only company in the area that can uphold these standards?

A: Most companies cannot uphold them, but there are several good, honest contractors to be found. Just be sure to take the time and use this guide to make sure before you hire anyone.

Q: Can a contractor just "fake" these standards?

A: Not likely. Most shady contractors that don't put any effort into making their businesses good, also won't put effort into faking these standards. It's a lot easier for them to just move on to their next unsuspecting victim.

Q: What if a contractor SAYS they can do all these things, but can't show the proof?

A: Don't settle for lip service. Demand to see the documentation for every single standard on the checklist at the end of this guide.



In Conclusion

When you're hiring someone to do any type of work in your home, remember it's your money and your home. Be sure you get everything in writing, ask all the questions on your mind and clearly understand the answers you receive.

Besides what we've mentioned here, there are several other ways to gather information on a company before giving anyone a dime. Check with consumer-to-consumer reporting groups like the Better Business Bureau, at www.betterbusinessbureau.com



If all this makes sense, and you are curious about our approach to remodeling, please give us a call. We'll be happy to answer all of your questions for free.

As part of our commitment to our previous and potential new customers, at your request, we will set up a time to come to your home to answer your questions and concerns. At this time we can also determine if we can meet your remodeling needs. We provide this as a FREE, NO OBLIGATION service for you and your family.

Hopefully we can show you, as we have thousands of others, how to make your home absolutely gorgeous— something to be really proud of!

Remember that when Atlas Home Improvement visits your home, we are not going to use high-pressure sales tactics. Our visit is simply a chance for you to meet us and see if our services can benefit you. If, after our meeting, you believe there is no benefit to working with us, just say so and we will part as friends. If, however, you find our solutions helpful and like what you see then we will leave a price in writing good for 1 full year.

can't think of a better way to work. Can you?

If you think our approach is fair and honest, please consider Atlas Home Improvement for your construction needs.

Best of luck with your remodeling plans!

Sincerely,



David & Darian Bobby

Owners, Atlas Home Improvement

Contractor Standards Checklist

For your convenience, we've enclosed a checklist of all the items you'll want to look for before hiring any contractor.

WHAT TO LOOK FOR	ATLAS HOME IMPROVEMENT	CONTRACTOR A	CONTRACTOR B
Proof of Establishment	✓		
Bank Letter & Supplier Letter	✓		
Business License	✓		
Insurance	✓		
BBB Accreditation	✓		
Guarantees	✓		
Customer References	✓		
Accolades and Awards	✓		
Detailed Proposal and Change Orders	✓		
No Tricks, No Pressure Sales Agreement	✓		
Jobsite Cleanup Roster	✓		
Worker Conduct Agreement	✓		
Project Photos for Ideas & Inspiration	✓		
Money Back Guarantee	✓		



Atlas Home Improvement
is family owned and
operated by father-son
team David & Darian Bobby

Questions? Need More Information?

Call (800) 378-1924
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