



## Bath and Kitchen Planner Now Available

We have one more thing to add to your toolbox this spring! Home Hardware has just released its Bath and Kitchen Planner catalogue! This planner is an excellent resource tool for your clients to help find the right products and, for your sake, at the right time! The convenience, selection and accessibility to this wide range of products will leave both you and your clients thrilled with the Planner. Although some of the products may not necessarily be stocked in your local Home Building Centre, all of the items shown in the catalogue are quickly accessible through Home Hardware distribution centres.

The Bath and Kitchen planner is also an excellent opportunity for your clients to purchase through you and take advantage of your preferred contractor pricing. Any time you can save your client money and time from running from store to store, it's a huge savings in your client's eye! The Bath and Kitchen planner is your one stop shop! Be sure to pass out this Planner to all your clients.

## Win a ZIPLEVEL® PRO-2000 Precision Altimeter - Replaces Rotary Lasers

Imagine setting, checking and adjusting concrete forms entirely by yourself, instantly reading drainage slopes, setting pool tiles and negative edge or pressing the Zero key at a toilet in a basement and walking out a convenient exit to check for adequate fall to a sewer main.

**To use**, simply lay the Base Unit/Reel anywhere on the ground with no leveling necessary, press the measurement module's zero key to create a level reference plane anywhere within the 40' (12m) vertical range and read differences above or below directly in digits.

It takes just one set-up for ZIPLEVEL to cover a 200' (60m) circle with a precision of 0.050" (1mm) while its built-in carry function allows measurements (differential leveling) over any distance or elevation on earth. Whether selecting from one of seven scales or predicting the amount of soil import/export required for rugged terrain, ZIPLEVEL's 16 powerful built-in functions and PC Port accelerate your work. ZIPLEVEL is jobsite tough, water resistant and usable from -22F (-30C) to 158F (70C) for up to a year of daily use on a 9V battery.



### WIN A ZIPLEVEL PRO-2000 ALTIMETER

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Prov.: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

e-mail: \_\_\_\_\_

Business Name: \_\_\_\_\_

1. No purchase necessary to enter.
2. Enter at participating Home Building Centres, Home Hardware Building Centres or mail your entry to "ZIPLEVEL PRO-2000" c/o Home Hardware Stores Limited, 34 Henry Street West, St. Jacobs, Ontario N0B 2N0, attn: Joe Jacklin. Entries can also be sent via email to: [contractorclub@homehardware.ca](mailto:contractorclub@homehardware.ca). One entry per person.
3. The odds of winning depend on the number of entries received. Prizes must be accepted as awarded. There will be no cash equivalent awarded. Contestants are required to correctly answer a skill testing question. See contest rules for full details.
4. Contest closes April 30, 2010.
5. Contest is open to residents of Canada who have reached the age of majority in the province or territory in which they reside.
6. For a complete set of rules, mail a SASE to "Sweeps Rules" at the address shown above.

To receive valuable e-mail promotions and discounts please include your e-mail address.

Compliments of:



# Home Owners helping homebuilders.

## MEETING YOUR WATERLOO?

The term "general" when referring to a contractor can be somewhat misleading and may be abrasive. Having Napoleon-like leadership skills as a "general contractor" may lead to your own Battle of Waterloo. It's one thing to order your troops that report to you, but it's an entirely different skillset giving tasks to mercenaries or in your case, sub-contractors.

In most cases, you're dealing with a sole proprietor who, like yourself, wants to work as an independent and might have some challenges with the rules that are enforced along the way. It's obviously important that the "sub" adhere to your policies so it's best to outline what's expected of them before hiring the sub for the specified project.

Whether it's building a new home or renovating an existing one, the key word is building. You're not only building from a literal standpoint but a figurative one also. As a general contractor, you need to be a coach. You need to work with the players you have, give them the game plan and work together on running

the plays. If a player ignores the coach's direction, then the coach must sit that player down at the end of the bench until they are committed to playing your way.

But before it gets to that point, clearly outline the game plan with your player so that neither the coach nor the player are surprised by any road blocks.

The following are some of the things to address before hiring a subcontractor:

**Bid Requirements** - Clearly identify what you want to see in their bid. To help them with this estimate, your bid request might include an estimate request form, specifications, material selection sheets and working drawings.

**Professional Dress and Behaviour** - It's your business that the homeowner is evaluating, not your subs. If there is rude behaviour, bad language or a just a general lack of professionalism on the jobsite, the perception of the customer is that it's your



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business! You can be sure they will tell their friends and relatives about it.

**License and Insurance** – You should have a current copy of insurance and WSIB and keep this on file before any work is started.

**Change Orders** - As the general, or coach I should say, you must approve all changes to the original estimate. The sub should submit a written change order but if time is an issue, get verbal approval before doing any of the work, then follow it up with a written “changed” order. Prices should now be given directly to the client.

**Job Schedule** – An agreed upon work schedule is a priority. If the schedule cannot be met for some reason, you or your production manger must be notified immediately.

**Jobsite Materials** – The acceptance and unloading of the sub’s materials including shortages and all other risks are the responsibilities of the sub.

**Jobsite Rules** – Whether it’s compliance of safety regulations cleaning up trash on a daily basis or using the homeowners’ bathroom, it’s imperative that you set what is required of your sub and what is a definite no-no!

**Payment Schedule** – You need to define the payment schedule and it should be tied into the payments from the homeowner. If inspections are required, one should hold payment until the inspection has been passed, however, if you have had a good track record with this sub, there may be no need to wait. Knowing that they receive prompt payment from you might help secure their talents on future projects.

**Get it in Writing** – As you should with the homeowner, you should do so with your sub. A contract should include the project proposal, date of plans and project specifications. You’ll want to make sure that the subcontractors agreement includes all labour and materials that complete the project.

As you can see, it’s not just the 2 x 4s that build a home, it’s your leadership, and that starts at the foundation and ends by handing the keys to the customer. Use some of these tips to work with your subs and you’ll become the contractor coach and not the Bonaparte.

# BILL’S EXCELLENT ADVENTURE

It was a tough sell for Rob Hauser, Home Owner of Hauser Home Hardware Building Centre in Camrose, Alberta. Rob had to convince one of his contractors, Bill Atema, to attend the Tough as Nails Contractor Tradeshow in Edmonton on January 11th. Bill normally would have made the hour long trek to have a little fun, learn a little and maybe even win a prize like a power tool. But as luck would have it, Bill had an important meeting the night of the 11th and therefore, regrettably, could not attend the Tough as Nails show. Knowing that it was important to be at the show, Rob specifically sent his Contractor Sales rep to personally escort Bill to the show and reschedule his meeting.

An avid car collector, Bill was immediately drawn to the Toyota display. “They finally put a decent truck on the market...” Bill exclaimed, “It’s the next truck I’d buy!” Much to Bill’s surprise, he did not have to worry about buying a Tundra. He had just WON IT!!!

Nearing the end of the night, Bill heard his name called to visit the stage area to collect a prize. Thinking he had won a power tool, which would have capped his night, he stood in amazement as he watched a 2010 Toyota Tundra roll up to the front of the stage with the staff from Hauser HHBC loaded in the box. Dumfounded by what was

happening, Bill had to be reminded that he received automatic ballots for every 10 points earned during the Tough as Nails Tundra Event that was available to contractors who do their purchasing with Home.

Once Bill composed himself and realized

that this was not a dream, he talked glowingly of TOP NOTCH Rewards and Home Hardware Building Centres where he commented that both treated him so well in the past. “You just don’t find the level of commitment with any other loyalty program or store, they’re terrific!” Bill also discovered that he could use his TOP NOTCH points to pay for a new paint job on his ’64 Galaxy...another win!

“It was such an unbelievable day that I had to get my Contractor Sales Rep to come into my house to explain what had happened to my wife. I just knew she would accuse me of having too many brown pops and making the whole thing up!”



## Contractor relies on Plasti-Fab EPS products for Residential Remodeling



For Contractor Yves Voyer, Plasti-Fab EPS products have become the go-to solution for energy efficient retrofits. Voyer owns YVEX Construction, a Gatineau, Quebec based general contracting firm specializing in residential and commercial remodeling.

On residential remodels, Voyer is able to increase the energy efficiency of nearly any home by applying Plasti-Fab

PlastiSpan® insulation to the exterior walls. PlastiSpan is a moulded expanded polystyrene insulation that provides long lasting thermal insulation and eliminates thermal bridging through wood studs. “PlastiSpan insulation is very easy to install, and with 4’x 8’ sheets it goes up very fast” said Voyer.

On a recent remodel of a 1,200 sq. ft. bungalow in Gatineau, Quebec, Voyer was able to quickly wrap the house with 2.25-inch PlastiSpan insulation. Coupled with new doors and windows, the remodel increased the air tightness of the house by 200% and earned the client ecoEnergy Retrofit grants from

Natural Resources Canada for both added insulation and airtightness. PlastiSpan insulation is listed with the federal Environmental Choice Program.

“When I finished the job and the testing results came in, the client was very happy,” said Voyer.

“PlastiSpan insulation is an easy way to significantly increase the energy

efficiency of a home,” said François Brossard, a Sales Representative for Plasti-Fab. “Adding insulation provides the most bang for your buck when doing an energy efficient remodel. PlastiSpan is inexpensive, easy to work with, and available at most Home Building Centres.”

