

Seven Questions to Ask

When Choosing a Bathroom Remodeler in Eastern Massachusetts



*By Jennifer Bylo
President
Bay State Bath*

*Bay State
Bath
"In Just One Day!"*

A Note from Jennifer Bylo

Dear Friend,

Thank you for requesting our guide. It contains answers to the questions people often ask us when planning to remodel their Bathrooms. We hope you find it useful in your search for a remodeler.

The fact is that doing your research before you hire someone is always a good idea. And today, people are doing a lot of research before they hire a remodeler — and I couldn't be happier. The more you know, the better.

Bay State Bath has been in business since 2003, serving Eastern Massachusetts and over 10,000 customers with our exclusive services.

We can even complete your Bathroom remodeling project ***In Just One Day***[®]. This exemplifies our commitment to making Bath remodeling a far more pleasant experience that you might imagine!

Plus, our remodeling work comes with a 5 year workmanship warranty and outstanding individual product warranties, providing you with the peace of mind you deserve while remodeling your Bathroom.

Enjoy the guide, and let us know if you'd like a **Free Bathroom Remodeling Consultation**.

We look forward to hearing your plans & ideas, and we can't wait to help make them a reality!

Best Regards,

Jennifer
Jennifer Bylo
President
Bay State Bath



Seven Questions to Ask Before You Hire a Bathroom Remodeler

1. GETTING STARTED

What is your process for consultation, design, and estimating the Bathroom remodel project?

2. INSURANCE & LICENSE

Are you licensed? Do you have insurance? What happens if someone gets hurt on the job?

3. REPUTATION & TRUST

How do I know I can trust a remodeler? Our reputation is extremely important to us, and it should be important to you as well.

4. GUARANTEE

What is your warranty and/or workmanship guarantee? This part of the guide will detail our specific guarantee and tell you what you should ask for in a guarantee.

5. SERVICE

What kind of service can we expect? Any home improvement work can be stressful. Here's how we make it easy to know what you can expect from us.

6. EXPERTISE

Can you show me a project that you've done recently? Find out more about our recent projects. We love to show off our work!

7. THE TEAM

Who is going to be working on my project? We know it can be nerve wracking to have strangers in your home. We are happy to show off our team.

WARNING SIGNS

What are the signs to look out for? Not all Bathroom remodelers are created equal. We'll help you to see the warning signs of a weaker remodeler.



"The topics in this guide provide advice to you about the types of questions you should ask before having any sort of work done on your home, and the types of answers you should expect to hear from a qualified Bathroom remodeler.

Getting complete answers to each of these questions is critical to a successful project."

Jennifer Bylo, President
Bay State Bath

1. Getting Started

Q. What is your process for consultation, design, and estimating the job?

- A. We'll schedule your **Free Bathroom Remodeling Consultation** at your convenience and we'll confirm your appointment information with a phone call and email notification.

A Design Consultant will meet with you at your home on the scheduled time and day of the appointment. We pride ourselves on showing up at the scheduled time – not within a time range. If we are running late, we contact you directly.

One size does not fit all. If you're investing in a Bathroom remodel, we want to make sure that we're creating a space that fits your specific style and budget.

Here's the consultation process in 4 steps:

1. **Reaching Out:** To set up your Bathroom Design Consultation, you have several options. You can call us locally at **1-781-826-4141**, email us at **info@baystatekb.com**, fill out the **consultation form** on our website.
2. **Assess:** Your Design Consultant will assess the issues in your Bathroom and listen to all your desired changes.
3. **Design:** A unique design is created with your desires, budget and timeline in mind.
4. **Construct:** Upon your approval, we will schedule your project. Depending on your design, you can enjoy your new Bathroom in 1 - 5 days!

2. Insurance & License

Q. Are you licensed? Do you have insurance? What happens if someone gets hurt on the job?

- A. Before hiring a contractor, you should ask if they are licensed to work in your state, and ensure that they are fully covered by insurance for liability and worker's compensation. Stay away from any contractor who hesitates to give you this kind of information.

No matter how well-trained and careful remodelers are on the job, the bottom line is that accidents can happen! Make sure your contractor isn't putting you at risk to become liable for such an accident.

At Bay State Bath, we have liability insurance and worker's compensation in place for all our installers.

Plus, in the state of Massachusetts, a Construction Supervisor License is required to pull permits. Owner Jennifer Bylo holds this license, as well as the Home Improvement Contractors Registration for the company in her name.



Licenses | CSL CS-103995 | HIC 140681

ARE WE COVERED?



3. Reputation & Trust

Q. How do I know I can trust you?

A. Regardless of the remodeler you choose or the work being done, be sure to do the following:

1. Ask for examples of your remodeler’s work. Any reputable contractor will be proud of their projects, and they’ll have examples and references at their fingertips.
2. Check online for reviews. Most well-established contractors will have reviews on the BBB, Google, Facebook, Yelp, Houzz and/or AngiesList.
3. Ask to see certification in industry leading agencies and associations.

Here’s the Proof!:

While a franchisee of ReBath* Bay State won these 5 awards:

TOP 10 FRANCHISE

PERSONAL ACHIEVEMENT

PLATINUM CLUB

PRESIDENT’S AWARD

ROOKIE OF THE YEAR

**Jennifer Bylo and Bay State Bath are no longer affiliated with ReBath orBath in any way.*



**QUALIFIED
REMODELER**

Top **500**
Remodelers



Jennifer Bylo, President, providing hands on service on a Bay State remodel.

4. The Guarantee

Q. What is your warranty and/or workmanship guarantee?

- A. Let's face it, any Bathroom remodeling project can have its challenges. Sometimes things go wrong, or you are faced with the unexpected. We believe that how those issues are handled play a major factor in the success of a project and, more importantly, your satisfaction as a client.

At Bay State Bath in MA, we have GUARANTEED delivery of beautiful Baths ***In Just One Day***[®] and total Bath transformations in 5 days or less since 2003 and for over 7,500+ customers!

One Day Bath Remodel

Our exclusive One Day Bath comes with a lifetime product warranty, 5 Year workmanship guarantee, and 1 Day completion guarantee.:

5 Day Bath Total Transformation

Our exclusive 5 Day Bath Total Transformation come with a lifetime product warranty, 5 year workmanship guarantee, and 5 day completion guarantee.

"We're so confident in our One Day Bath and 5 Day Bath Total Transformation that we guarantee our products for life and have a 5 Year Workmanship Warranty!"

Jennifer Bylo



5. Service

Q. What makes your services better than those of your competitors?

A. Any remodeler you reach out to should be able to easily answer this question and provide information as to why they are the better option. At Bay State Bath, we take pride in our workmanship, quality of premier products, and customer service. Here's why we are the go-to Bathroom remodeler for Eastern Massachusetts:

- ✓ **Reputation:** Bay State Bath has been in business since 2003 in Eastern Massachusetts. During that time, we have been awarded the "Top 500 Remodelers" for the last four years, achieved an A+ rating on BBB. Plus, during our time as a nationally ranked and recognized franchise we were awarded multiple Re-Bath awards. We continue to maintain that level of performance as Bay State Bath
- ✓ **Fully Licensed Company:** We have liability insurance and worker's compensation in place for all our installers. Plus, Bay State Bath President, Jennifer Bylo, is a Licensed Construction Supervisor. This means your remodeling project will be expedited as no time is wasted while we wait for permits to be issued.
- ✓ **Quality Team:** We have a well established company with a low turnover on the install team. In order to ensure scheduling and consistency in services, all of our installers are staff. We also have reliable plumbing and electrical support that we sub-contract through reputable companies.
- ✓ **Woman-Owned Business:** It is very rare to find a sole female owner in the world of construction. This gives us the competitive advantage of having a very smart business woman in charge of the company. Her background as a registered nurse has given her a focus on care and compassion, especially with elderly customers.
- ✓ **Speed of Installation:** We can install a Bath/shower system faster than anyone in the area. With a 2-3 week lead time following your Free Bathroom Remodeling Consultation, we stand by our **In Just One Day**[®] installation guarantee. We can also do a **5 Day Bath Total Transformation** with a 3-4 week lead time.
- ✓ **High Quality Products:** Our company offers some of the world's finest Bathroom refinishing products from top-notch manufacturers such as Kohler, American Standard, BERTCH, Toto and Delta.
- ✓ **Availability:** Our Owner Jennifer Bylo, oversees the operation and is with installers each day at 6AM. Our company is also on call 24/7 for your convenience.
- ✓ **Cleanliness of Site:** We strive to keep your home clean and tidy during the remodel. We use drop cloths from the front door to the Bathroom. In addition, we have Sprinter Service vans that are large enough to haul away debris on site with two trucks on every job: one for the plumber, one for the installer.

5. Service: Testimonials

Q. Do you have customer reviews or testimonials you can share?

A. We certainly do! You can also see additional testimonials from clients on our website at www.baystatebathroom.com.

"Bay State worked on my schedule. The work was done professionally, efficiently and in a timely manner. Every request was honored and acted on promptly. The work crew cared about the finished product and was careful not to dirty anything. Anything that needed cleaning up was left spotless. They even had an electrician at the house, even though it was not a part of the contract. There was great communication with the office and calls were returned very promptly. I would definitely recommend Bay State to anyone considering a Bathroom renovation."

Paul and Anne Reed (West Wareham, MA)

"Very professional, very clean. I am very satisfied with my shower stall. It has the look and the feel of Corian, just like a 5 star hotel. It was refreshing to deal with this company. Their expertise, customer service and product did not stir me wrong. Paul & Bruce were excellent team. Good job! Very Satisfied - thank you very much everyone."

Gerry L. (North Dartmouth, MA)

"I wanted to do the job myself but my wife said I couldn't do it and am I ever glad! I watched them work and the problems they encountered and the ease and professionalism in which they did everything was great. These guys are real pros. Thank you so much."

Bill R. (Sturbridge, MA)

6. Expertise

Q. Can you show me a project that you've done recently?

A. Absolutely! Here are a few recent projects that we completed. Please also visit www.baystatebathroom.com for more project photos and reviews.



6. Expertise: Services

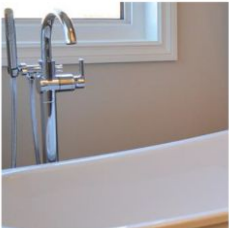
Q. What type of Bathroom remodeling services do you offer?

A. Bay State Bath has a range of Bathroom remodeling services.



One Day Bath Remodel

Our ability to provide a stress-free Bathroom remodel ***In Just One Day***[®] that truly takes care of your problems has contributed to our stellar reputation in Eastern Massachusetts.



5 Day Total Bath Transformation

Looking for a total Bathroom makeover but don't have much time? You will get a beautiful, totally renovated Bathroom in 5 days, armed with an outstanding guarantee and warranty.



Aging in Place

Getting older or living with a disability doesn't necessarily mean you need to move out of your home. We're proud to be able to offer this concept as a regular part of the design process.



Shower Bases and Doors

Completed in just a few hours, our professional installation crew uses our custom manufactured shower bases and ensures that your shower is ready for use the very next day.



Bathroom Wall Surrounds

Installing Bathroom wall surrounds is a great way give your Bathroom a more polished look while also making it easier to keep clean and keeping it leak-free.

6. Expertise: Services (cont.)

Q. What type of Bathroom Remodeling Services do you offer?



Wainscoting

Wainscoting is the paneling that lines the lower part of the walls for a room. With styling from baseboard to chair rail, wainscoting is a great way to give a Bathroom a new look at a relatively low cost and time investment.



Replacement Tubs

There are several projects that require a replacement Bathtub instead of using a liner. If you'd like a totally transformed look and feel in your Bathroom, replacing your Bathtub can do the trick!



Tub/Shower Conversions

Turning that extra Bathtub into a modern shower can open up your Bathroom, as well as increase the value of your home. At Bay State Bath, we can quickly convert your old Bathtub into a vibrant new shower – ***In Just One Day***[®], guaranteed.

The TRUTH About Bathtub Liners



No company in the industry will provide a warranty against water leaking in between the original tub and the tub liner.

We do not want this to happen to any of our customers, which is why at Bay State Bath we recommend homeowners choose to replace the tubs completely. This is the only way to guarantee the job will never fail.



The photos on the left show you what happens once water finds its way in. Not a pretty sight!

7. The Team

Q. Who is going to be working on my project?

A. At Bay State Bath, we pride ourselves on having some of the best professionals in the business. We have fully licensed installers on staff for all our Bathroom remodels. When a plumber or electrician is needed, we have dedicated sub-contractors to work on these projects.

Our employees are top-notch, each having completed months of on-site training similar to an apprenticeship before working on their own. The team is mature, professional and handles the daily pressures of the job with ease, which is especially important when we have a one day deadline!

Best of all, we're a local company in Eastern Massachusetts committed to quality & workmanship for our customers. Our office is available 24/7 to provide you peace of mind for any situation that may arise.



Mail: 55B Corporate Park Drive, Pembroke, MA 02359
Phone: 1-781-826-4141 **Email:** info@baystatekb.com
Web: www.baystatebathroom.com

Warning Signs

Q. Are there any warning signs I should be aware of when hiring a Bathroom remodeling professional?



A. Here are a few warning signs:

- Main phone numbers that ring to cell phones or are never answered by a receptionist and no website (often signs of a one-person company).
- Trucks without signage, no business cards and/or no company uniform.
- No verifiable insurance—always ask for proof of insurance! Also, be sure the insurance is current!
- Provides few or no references, including names, phone numbers, and addresses.
- Comparatively low prices—this could mean missing scope of work or inexperience.
- Asks for all or most of the total price to be paid up front.
- Asks for the homeowner to apply for and obtain permits.

Unfortunately, the actions of a few bad Bathroom remodelers give the rest of us a bad name. Homeowners should be cautious when hiring a remodeling contractor. Asking the right questions and looking out for a few warning signs will go a long way toward hiring the right company to complete a project.

Be sure that you're getting the quality you deserve—in workmanship, quality of materials, and service.

Contractor Hiring Checklist

By doing appropriate research and following the steps in this guide, you should have no trouble narrowing your search down to 2–3 remodeling contractors to consider. Keep in mind that contractors are running a business, so be conscious of their time—particularly if they offer a complimentary consultation or quote. They will appreciate your thoughtfulness.

Print the below contractor hiring checklist to use as a guide during your consultation meetings. Rate each category either with a check or a rating from 1–10.

WHAT TO LOOK FOR:	Bay State Kitchen & Bath	CONTRACTOR A	CONTRACTOR B
Appropriate Insurance, Licensing, Training	✓		
Can Complete Projects in Just One Day®	✓		
Solid Reputation and Positive Reviews	✓		
5 Year Workmanship Guarantee or Warranty	✓		
Competitive Advantage	✓		
Experience and Expertise, Past Project Portfolio	✓		
An Experienced, Professional Team	✓		
Measures Customer Satisfaction with Transparency	✓		
Contractor Warning Signs	NONE		

Next Steps

Get High Quality Interior Remodeling Services from the Pros at Bay State Bath, Serving Eastern Massachusetts!

Contact Our Bay State Bath Team and schedule your Free Bathroom Remodeling Consultation!

- Call **1-781-826-4141**

- Email us info@baystatekb.com

- Visit our Pembroke, MA showroom and take a tour any day, except Sunday

- Schedule your [Free Bathroom Remodeling Consultation](#)



FREE Consultation
No Obligation

We promise to get back to you very quickly!

Best Regards,

Jennifer
Jennifer Bylo
President
Bay State Bath

