

# WHY ACCESSABILITY AT HOME MATTERS & HOW TO HIRE A CONTRACTOR TO GET IT DONE RIGHT.





**HELLO**



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BS : Business & Social Science

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BIA of CC Vice President

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POH Chair

BIAW State Director

NAHB National Director

Head Coach of the Rock stars and  
Orange Lightning soccer teams

Married 10 yrs

2 boys Carson and Kamble

2 dogs

# My Boys



# My Why



# Why Am I qualified.

- I have my CAPS
- I have been in the remodeling industry for my entire life. And have been a co-owner of A.C.T. Builders since 2004
- I have completed dozens of projects focused on aging and accessibility
- I have family members confined to wheelchairs
- But most of all I have spent time in a wheel chair myself.

# Meet Dorothy



# What is Aging in Place?

- Remaining in one's home safely, independently and comfortably regardless of age, income or ability level.
- Making a house “home” for a lifetime through Universal Design techniques.
- Use of low-maintenance, affordable materials

# AKA... Kind of.

- **Universal Design**-Universal Design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. It's used to help people age in place.
- **Barrier Free**-Rooms, entrances and environments that are designed to minimize or eliminate barriers like steps, large steep grades or slopes, thresholds greater than 1/2", and narrow, cluttered or restrictive passages.
- **Accessible Design**-Accessible Design complies with regulations or criteria that establish a minimum level of design necessary to accommodate persons with disabilities
- **ADA- The Americans with Disabilities Act** became law in 1990. The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public









# Fixing to Stay

According to the AARP “Fixing to Stay” survey

- 74% of older homeowners prefer to “Age in Place”.
- People 50 and older who said that their homes would not meet their needs as they grew older were almost twice as likely to feel isolated.
- Older consumers want a means of identifying professionals they can trust.
- Those professionals need to be reliable, honest and have training in the proper skill-sets to modify, design and build a safe, barrier-free home.

# What is CAPS?

- **A Certified Aging-in-Place Specialist (CAPS)**  
has been trained in:
- The unique needs of the older adult population
- Aging-in-place home modifications
- Correct installation of assistive devices
- Solutions to common barriers
- Common remodeling projects

# CAPS is...

- A reliable way to identify professionals to modify your home
- Developed and administered by the National Association of Home Builders
- Endorsed by AARP
- A great starting point in your search for a contractor.

# Meet Donna





Customized  
bathroom for  
Donna's needs  
and taste.



# Open Spaces



# Functional Kitchen

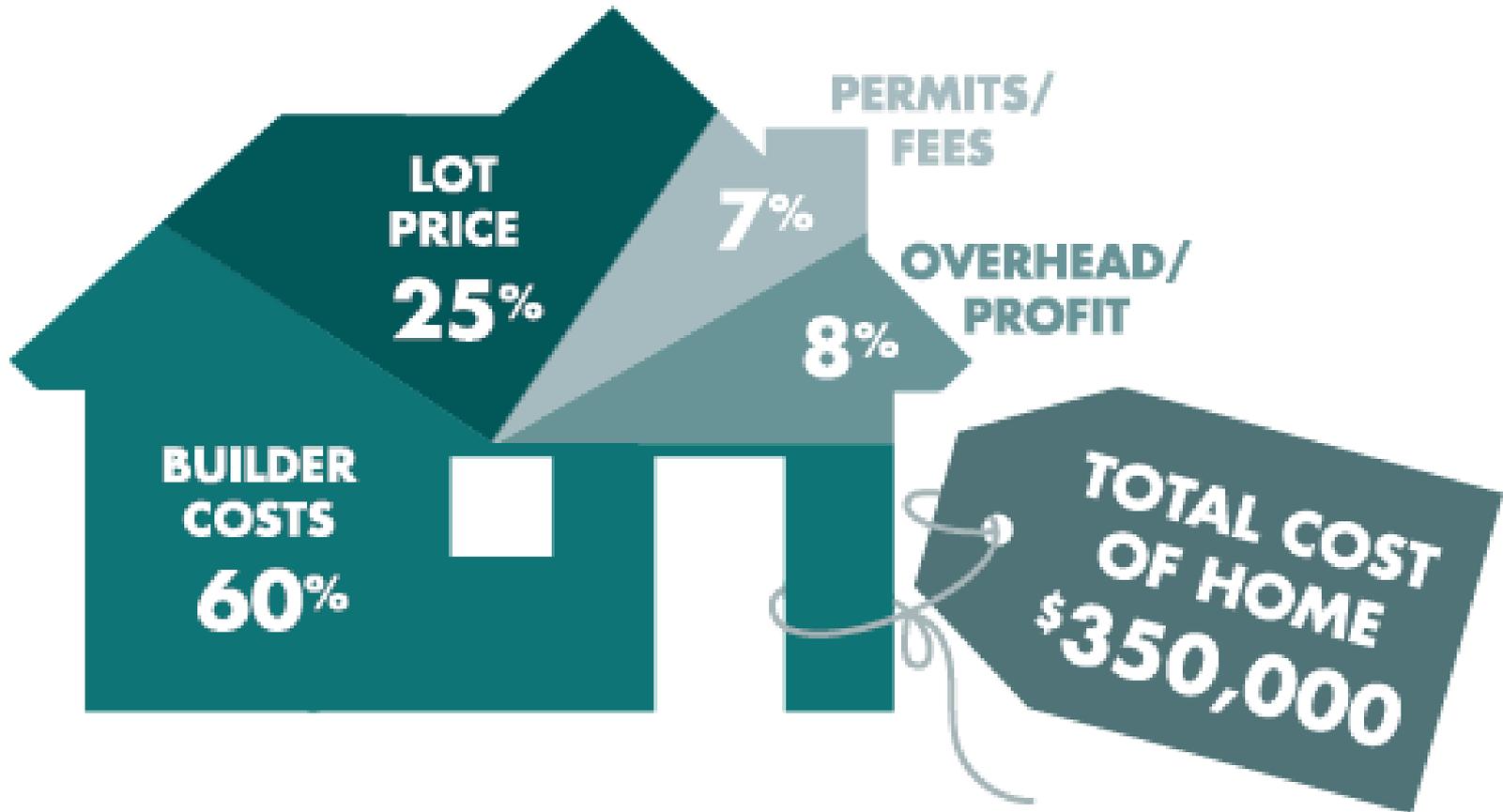


Put it in the Building Code?

# Not a great idea.

- The Code is supposed to be for Life safety and already covers the necessary items in detail.
- Remodeling challenges
- Historic preservation
- Consumer Preferences
- Additional expense
- Affordable housing

Nationally, the average house has 25% of its overall cost made up in regulatory expenses. 7% of which is in permits and fees with the remaining 18% through fees on the lot and builder costs.



# A change in thinking.

- Changes in housing market should be done through consumer demands.
- Education on the benefits and reasons for change can cause

How do I hire a Contractor?

# THE TYPICAL WAYS

-DUCK, DUCK, GOOSE.

-YOU GET MULTIPLE CONTRACTORS ALL HOPING TO GET PICKED TO CHASE

-THE CAVEMAN WAY.

-YOU WIT UNTIL ONE OF THEM HAS CLUBBED YOU OVER THEIR HEAD ENOUGH THAT YOU'RE READY TO GIVE IN.

-WITH FEELINGS AND FLUFF.

-AVOID THE CREDENTIALS AND EXPERIENCE, AND TRY TO SCARE YOU OR MAKE YOU FEEL SO WARM AND FUZZY INSIDE YOU HAVE TO CHOOSE THEM

-PRICE, PRICE, PRICE, PRICE, AND PRICE.

-CAREFUL, MOST TIMES YOU GET WHAT YOU PAY FOR. YOU DON'T SHOP FOR A BENTLY AT A KIA DEALERSHIP.

# THE PROBLEMS

-CONFUSING, TOO MANY THINGS TO WORRY ABOUT.

-NOT SURE EXACTLY WHAT YOU WANT\*

-TOO MANY OPINIONS CONTRADICTING ONE ANOTHER.

-YOU BEGIN TO NOT TRUST ANYONE

-ARE DISCOURAGED BEFORE STARTING

**THE RIGHT WAY**

# SET A BUDGET!

-OR AT LEAST A RANGE.

-BE REALISTIC, JUST BECAUSE SOME GUY ON HGTV SAID HIS KITCHEN COST \$5,000 DOESN'T MEAN IT ACTUALLY DID.

# HAVE AN IDEA

-OR AT LEAST KNOW WHAT YOU LIKE AND DON'T LIKE.

-ITS HARD TO STICK TO A BUDGET WHEN NO ONE KNOWS WHAT THEY WANT.

# ASK AROUND

-FRIENDS

-FAMILY

-NEIGHBORS

-YOUR DENTIST

-YOUR MECHANIC

-THE GUY YOU SIT NEXT TO AT YOUR  
KIDS SOCCER GAME

-ETC.....

# DO THE RESEARCH!

-GOOGLE, ITS AMAZING WHAT YOU FIND

-GOVERNMENT WEBSITES, SEE IF THEIR LICENSE IS ACTIVE AND THEIR INSURANCE AND BOND ARE IN FORCE

-TALK TO WHOEVER REFERED THEM TO YOU ABOUT THEM

-GO TO THEIR WEB SITE / FACEBOOK / HOUZZ / ETC..

# DECISION TIME

-IS THIS THE TYPE OF COMPANY YOU WANT TO INVITE INTO YOUR LIFE?

-THE LAST THING THAT ANY HOMEOWNER SHOULD THINK WHEN THEY GET HOME IS...

“MAN I HATE THAT GUY!”

# MAKE THE CALLS

-NOW THAT YOU LIKE THEM ON PAPER SEE IF YOU LIKE THE SOUND OF THEIR VOICE.

-EVALUATE THE CONVERSATION ON THE PHONE.

-SET AN APPOINTMENT TO LOOK AT YOUR PROJECT

-ASK FOR REFERENCES 4-5, AND CALL THEM!!!!

# CALLING REFERENCES

- WHAT WAS DONE ON YOUR HOME?
- HOW LONG DID IT TAKE?
- ARE YOU HAPPY WITH THE RESULTS?
- WHAT DO YOUR FRIENDS THINK AND SAY?
- WOULD / HAVE YOU RECOMMENDED THEM?
- ARE YOU STILL IN TOUCH WITH THEM?
- HOW DID THEY HANDLE PROBLEMS?
- WERE THERE CHANGE ORDERS AND WHY?
- WOULD YOU HIRE THEM AGAIN?

# THE APPOINTMENT

- BE PREPARED.

  - WRITTEN SCOPE OF WORK\*

  - EXAMPLES OF WHAT YOU LIKE

  - BUDGET

- EVALUATE THE CONVERSATION AND THE CONTRACTOR. INTERVIEW THEM!

- LISTEN TO THEIR OPINIONS AND RECOMMENDATIONS TO SEE IF THEY UNDERSTAND WHAT IT IS YOU ARE LOOKING FOR

# SEE THEIR WORK

-PICTURES WORK FOR SMALLER JOBS

-GO AND PHYSICALLY SEE THEIR WORK FOR  
BIGGER PROJECTS

-HAVE A CRITICAL EYE! LOOK FOR WHAT IS  
WRONG.

# GET THE BID

- BUILDING IS EXPENSIVE SO BE AWARE
- REMEMBER: CONTRACTORS DOING THINGS RIGHT HAVE A LOT OF EXPENSES AND NEED TO FEED THEIR FAMILIES TOO.
- ALLOW THE CONTRACTOR TO REVERSE ENGINEER THE JOB.
- WORK FROM WHAT THE BUDGET IS TO GET AS MUCH AS YOU CAN INTO IT.
- KNOW YOUR MUST HAVES. \*
- BE WILLING TO GIVE AND TAKE ON DIFFERENT ITEMS

# HIRE THEM

-ONCE YOU BELIEVE THAT YOU HAVE A GOOD FIT  
AND THE PRICE IS WHERE YOU WANT TO BE.  
GET THE BALL ROLLING.

-REALIZE THAT THINGS WILL GO WRONG

-ENJOY THE PROCESS