

The CTEF Contractor Questionnaire

A properly designed and installed tile installation will provide decades of trouble-free service and add value to your property. But in addition to the challenge of choosing from an amazing array of tile options, you are faced with the challenging of deciding whom you will entrust to execute your plans.

Thoroughly assess the contractors you are considering. Do their installers have the required skills and knowledge for your project? Do they follow sound building and business practices? Do they have the ability and track record for providing quality and uninterrupted service? Do they carry the appropriate insurance to reduce your liability for property damage or injured workers.



Ceramic Tile Education Foundation

As a leading authority on tile installation, CTEF encourages you to consider many factors when choosing a tile contractor, not just their estimates. In fact, a significantly lower estimate often indicates that lower performance materials or less-experienced installers may be used. Or, the contractor may be “saving” you money by cutting corners in the business arena, for example not carrying state-required licensing or insurance, or not staying current on changes to industry standards, building code, and best practices.

We know, it sounds complicated. That’s why CTEF developed this contractor questionnaire—to help you “do your homework” and compare estimates and contractors. While there is no right or wrong answer to any single question, the combined answers provide an overview of a contractor’s ability to deliver the quality and service you expect, and to reduce your liability.

The questions provided are not exhaustive, nor are all of them necessarily relevant to your project. Rather, use them as the starting point for the important dialogue you should have with any tile contractor you consider. You can never ask too many questions, and you should feel comfortable asking for proof and/or references to substantiate their answers.

Company profile

Registered company name: _____

Address: _____

Number of years at this address: _____

Type of address (home, office, warehouse, etc.): _____

Phone: _____ Fax: _____

Email: _____ Website: _____

Number of years in business under current business name: _____

Number of years providing ceramic tile installations: _____

Liability insurance for property damage: _____

(*Ask for proof, including coverage amount)

State-required licensing: _____

(* Search within your state's website for "builder licensing" or "contractor licensing" to learn about the current requirements in your state.)

Are all workers who will be on my project covered by workman's compensation?: _____

If no, who is liable for a worker injured on my property?: _____

Do you have designated work vehicles and authorized/insured drivers to transport the required tools and materials?: _____

Professional or industry organizations/associations/committees you belong to and/or participate in (include years of participation): _____

Industry-related educational seminars or events attended/participated in to stay current on installation practices, changes to standards and requirements, and emerging issues.
Examples: Coverings, Total Solutions, NTCA workshops, manufacturer training, etc.,
(*ask for most-recent attendance/participation dates): _____

Awards or projects of significance: _____

References from suppliers and clients such as tile distributors, architects, designers, general contractors, builders, homeowners, etc. For specialized projects (e.g., pools, steam showers, glass and stone installations) require related references: _____

Company safety policy or program: _____

Save time! Find an NTCA 5-Star Contractor. Only tile contractors that demonstrate a commitment to training, service, quality, superior job performance and safety can boast 5-star status. For more info, visit the National Tile Contractors Association (NTCA) at

www.tile-assn.org



Employee profile

Are all of the installers who will work on my project legally permitted to work in your country? _____

How do you screen, hire, train, or otherwise verify the skill level of your installers?

What tile-related experience or training do your foreman and lead installers have?

Continuing education and/or training for installers: _____

My project

The foreman or lead installer on my project: _____

Number of years with your company: _____

Individual(s) authorized to handle changes to project plans, labor supplied, questions, problems, scheduling, etc.: _____

Installers who will work on my project, number of years setting tile, and number of years working for this company: _____

Are all of the installers who will be on my project certified by CTEF? _____
(*verify at www.tilecareer.com)

Can you provide photos/references for this installer's work? _____

Project warranty info: _____

Critical design and/or installation requirements/challenges and review of materials and methods to be used. Ensure all materials/installation methods are warranted by the manufacturer for the intended application (see tip sheet): _____
