

10 Questions to Ask Any Pool Builder Before You Sign

Whether you build with us or not, we want you taken care of. Use this checklist with every pool builder you are considering.

1

How recent are your reviews?

WHY IT MATTERS

Look at reviews from the past 6-12 months to gauge current communication, scheduling, and service. A great reputation from five years ago doesn't tell you how a builder operates today.

2

Are you licensed and insured, and can you show me now?

WHY IT MATTERS

Reputable builders provide documentation quickly. If it's slow or vague, that's a signal.

3

How are your subcontractors paid?

WHY IT MATTERS

This helps you avoid liens on your property if a builder doesn't pay their crews.

4

Who manages my project day to day, and how many jobs do they run at once?

WHY IT MATTERS

The fewer projects per manager, the more attention yours gets. Ask for the number.

5

Can I see recent references from similar projects?

WHY IT MATTERS

A confident builder will happily connect you with recent, comparable clients.

6

What's actually included in the proposal?

WHY IT MATTERS

Compare equipment brands, construction specs, and finish materials line by line. Two quotes can look alike on paper and be nothing alike.

7

What change orders can you issue that I didn't ask for?

WHY IT MATTERS

Homeowner-requested changes are normal. What you want to know is what can trigger a change order on the contractor's end, and whether their own mistake becomes a change order you pay for. The answers reveal how complete and honest the original bid is.

8

How is warranty work handled, and who manages it start to finish?

WHY IT MATTERS

You want a builder who owns the warranty process themselves: one call, and they coordinate the fix. Not a builder who points you to subcontractors and manufacturers to chase on your own.

9

How stable is your business, and how do you support clients after completion?

WHY IT MATTERS

You want a builder who'll still be around, and still care, years down the road.

10

What's the timeline, and how are weather delays handled?

WHY IT MATTERS

Ask for a written timeline and how rain days affect it, so there are no surprises mid-build.