

S1. In which of the following types of dwellings do you live?

	Total	City			
		Montreal	Toronto	Calgary	Vancouver
		A	C	E	F
<b>Base: All Respondents (unwtd)</b>	<b>1742</b>	<b>256</b>	<b>274</b>	<b>169</b>	<b>149</b>
<b>Base: All Respondents (wtd)</b>	<b>1742</b>	<b>213</b>	<b>313</b>	<b>143</b>	<b>173</b>
Fully-detached house	1334	141	212	101	137
	77%	66%	68%	70%	80%
					AC
Semi-detached house	143	18	57	8	2
	8%	8%	18%	6%	1%
		F	ABDEF	F	
Duplex/triplex	94	35	4	13	7
	5%	16%	1%	9%	4%
		BCDEF		CD	
Townhouse	171	19	40	22	26
	10%	9%	13%	15%	15%
		B	B	B	B
Sigma	1742	213	313	143	173
	100%	100%	100%	100%	100%

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

- Column Means:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

[Table of contents](#)

1. Which of the following types of purchases would cause you the most stress during the purchase process?

	Total	City			
		Montreal	Toronto	Calgary	Vancouver
		A	C	E	F
<b>Base: All Respondents (unwtd)</b>	<b>1742</b>	<b>256</b>	<b>274</b>	<b>169</b>	<b>149</b>
<b>Base: All Respondents (wtd)</b>	<b>1742</b>	<b>213</b>	<b>313</b>	<b>143</b>	<b>173</b>
A home or other property	771 44%	92 43%	141 45%	62 43%	84 49%
Major renovations	630 36%	71 33%	108 35%	57 39%	64 37%
A car or truck	174 10%	23 11%	36 12%	10 7%	13 8%
An RV (recreational vehicle)	35 2%	4 2%	4 1%	3 2%	- -
A boat	47 3%	10 5%	7 2%	4 3%	4 3%
A swimming pool	50 3%	8 4%	10 3%	5 3%	1 1%
Other	17 1%	1 *	3 1%	3 2%	5 3%
Nothing	17 1%	4 2%	4 1%	- -	1 1%
Sigma	1742 100%	213 100%	313 100%	143 100%	173 100%

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

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Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

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[Table of contents](#)

2. Complete this sentence: Of the following items, I would invest the most time choosing .....

	Total	City			
		Montreal	Toronto	Calgary	Vancouver
		A	C	E	F
<b>Base: All Respondents (unwtd)</b>	<b>1742</b>	<b>256</b>	<b>274</b>	<b>169</b>	<b>149</b>
<b>Base: All Respondents (wtd)</b>	<b>1742</b>	<b>213</b>	<b>313</b>	<b>143</b>	<b>173</b>
a new car	469 27%	57 27%	89 28%	37 26%	48 28%
a trip package abroad	360 21%	43 20%	51 16%	27 19%	34 20%
a restaurant for a special occasion	38 2%	5 2%	9 3%	1 1%	6 4%
an electronic device (e.g. computer, television, smart phone)	118 7%	17 8%	28 9%	11 8%	12 7%
a cellphone plan	45 3%	9 4%	7 2%	3 2%	3 2%
a fashion accessory (e.g. handbag, shoes, watch)	29 2%	5 2%	8 3%	3 2%	3 2%
a contractor for a renovation project	659 38%	69 32%	119 38%	62 43%	64 37%
a bottle of wine	23 1%	8 4%	2 1%	- -	2 1%
		CDE			
Sigma	1742 100%	213 100%	313 100%	143 100%	173 100%

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

- Column Means:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U  
Minimum Base: 30 (\*\*), Small Base: 100 (\*)

[Table of contents](#)

3\_1. Which of these criteria is (or would be) the most important to you when it comes to choosing a home improvement contractor? Which is (or would be) the 2nd most important? - Most important

	Total	City			
		Montreal	Toronto	Calgary	Vancouver
		A	C	E	F
<b>Base: All Respondents (unwtd)</b>	<b>1742</b>	<b>256</b>	<b>274</b>	<b>169</b>	<b>149</b>
<b>Base: All Respondents (wtd)</b>	<b>1742</b>	<b>213</b>	<b>313</b>	<b>143</b>	<b>173</b>
The project bid/initial cost estimate	332 19%	37 17%	58 18%	35 25%	30 17%
The availability of the contractor (to start the project when you would like it started)	104 6%	18 8%	20 6%	7 5%	8 4%
A good rapport (i.e. ability to get along/communicate well with the contractor)	225 13%	32 15%	46 15%	17 12%	22 12%
Their portfolio of past achievements	332 19%	27 13%	45 15%	28 20%	43 25%
Their honesty	558 32%	72 34%	96 31%	38 26%	53 31%
Number of years of experience	192 11%	27 13%	47 15%	17 12%	18 10%
Sigma	1742 100%	213 100%	313 100%	143 100%	173 100%

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

- Column Means:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

[Table of contents](#)

3\_2. Which of these criteria is (or would be) the most important to you when it comes to choosing a home improvement contractor? Which is (or would be) the 2nd most important? - 2nd most important

	Total	City			
		Montreal	Toronto	Calgary	Vancouver
		A	C	E	F
<b>Base: All Respondents (unwtd)</b>	<b>1742</b>	<b>256</b>	<b>274</b>	<b>169</b>	<b>149</b>
<b>Base: All Respondents (wtd)</b>	<b>1742</b>	<b>213</b>	<b>313</b>	<b>143</b>	<b>173</b>
The project bid/initial cost estimate	447 26%	47 22%	71 23%	40 28%	41 23%
The availability of the contractor (to start the project when you would like it started)	210 12%	30 14%	25 8%	14 10%	25 15%
A good rapport (i.e. ability to get along/communicate well with the contractor)	273 16%	33 15%	51 16%	24 17%	30 17%
Their portfolio of past achievements	275 16%	29 14%	61 20%	24 17%	19 11%
Their honesty	299 17%	37 17%	60 19%	22 15%	31 18%
Number of years of experience	239 14%	37 17%	45 14%	18 13%	28 16%
Sigma	1742 100%	213 100%	313 100%	143 100%	173 100%

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

- Column Means:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

[Table of contents](#)

3\_3. Which of these criteria is (or would be) the most important to you when it comes to choosing a home improvement contractor? Which is (or would be) the 2nd most important? - Most important/2nd most important

	Total	City			
		Montreal	Toronto	Calgary	Vancouver
		A	C	E	F
<b>Base: All Respondents (unwtd)</b>	<b>1742</b>	<b>256</b>	<b>274</b>	<b>169</b>	<b>149</b>
<b>Base: All Respondents (wtd)</b>	<b>1742</b>	<b>213</b>	<b>313</b>	<b>143</b>	<b>173</b>
The project bid/initial cost estimate	778 45%	84 40%	129 41%	76 53%	71 41%
				ACF	
The availability of the contractor (to start the project when you would like it started)	313 18%	47 22%	45 14%	22 15%	33 19%
		CD			
A good rapport (i.e. ability to get along/communicate well with the contractor)	498 29%	65 31%	97 31%	42 29%	51 30%
Their portfolio of past achievements	607 35%	56 26%	107 34%	52 36%	61 36%
			B	AB	B
Their honesty	857 49%	109 51%	156 50%	60 42%	83 48%
Number of years of experience	430 25%	64 30%	92 29%	36 25%	46 27%
		BD	D		
Sigma	3484 200%	426 200%	625 200%	287 200%	345 200%

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

- Column Means:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

[Table of contents](#)

4. Which of the following building professionals, do you trust?

		City			
	Total	Montreal	Toronto	Calgary	Vancouver
		A	C	E	F
<b>Base: All Respondents (unwtd)</b>	<b>1742</b>	<b>256</b>	<b>274</b>	<b>169</b>	<b>149</b>
<b>Base: All Respondents (wtd)</b>	<b>1742</b>	<b>213</b>	<b>313</b>	<b>143</b>	<b>173</b>
Architects	681 39%	89 42%	117 38%	60 42%	77 45%
Electricians	921 53%	106 50%	158 50%	75 52%	73 42%
Stone Masons	502 29%	57 27%	85 27%	41 29%	37 21%
Building engineers	685 39%	87 41%	124 40%	59 41%	75 44%
General Contractors	619 36%	68 32%	103 33%	51 35%	53 31%
Roofers	588 34%	63 29%	100 32%	50 35%	45 26%
Plumbers	793 46%	85 40%	132 42%	70 49%	64 37%
Interior designers	493 28%	74 35%	97 31%	43 30%	50 29%
I do not trust any of these building professionals	355 20%	35 17%	69 22%	34 24%	32 19%
Sigma	5638 324%	663 311%	985 315%	484 337%	506 293%

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

- Column Means:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

[Table of contents](#)

6. How difficult would it be to find a home improvement contractor you feel you can trust for a major renovation project (i.e. a project over \$5,000)?

		City			
	Total	Montreal	Toronto	Calgary	Vancouver
		A	C	E	F
<b>Base: All Respondents (unwtd)</b>	<b>1742</b>	<b>256</b>	<b>274</b>	<b>169</b>	<b>149</b>
<b>Base: All Respondents (wtd)</b>	<b>1742</b>	<b>213</b>	<b>313</b>	<b>143</b>	<b>173</b>
Top 2 Box (Net)	1208 69%	157 74%	242 78%	105 73%	118 68%
Very difficult	287 16%	28 13%	79 25%	27 18%	28 16%
Somewhat difficult	921 53%	129 61%	164 52%	78 54%	90 52%
Bottom 2 Box (Net)	534 31%	56 26%	70 22%	39 27%	55 32%
Not very difficult	450 26%	46 21%	61 19%	34 23%	44 26%
Not at all difficult	84 5%	11 5%	9 3%	5 4%	11 6%
Sigma	1742 100%	213 100%	313 100%	143 100%	173 100%

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

- Column Means:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

[Table of contents](#)

7\_1. What is the value of the largest renovation project you have made with a contractor in the last three years? By "contractor" we mean the person or company hired to undertake the renovation project (e.g., a general contractor who coordinates the job, companies who supply the tradespeople, an independent tradesperson, etc.). Note, the

	Total	City			
		Montreal	Toronto	Calgary	Vancouver
		A	C	E	F
<b>Base: All Respondents (unwtd)</b>	<b>1742</b>	<b>256</b>	<b>274</b>	<b>169</b>	<b>149</b>
<b>Base: All Respondents (wtd)</b>	<b>1742</b>	<b>213</b>	<b>313</b>	<b>143</b>	<b>173</b>
Under \$2,500	155	28	17	11	12
	9%	13%	6%	8%	7%
		C			
\$2,500-\$4,999	173	26	39	12	16
	10%	12%	12%	8%	9%
\$5,000- \$9,999	210	26	44	10	17
	12%	12%	14%	7%	10%
			E		
\$10,000-\$19,999	161	21	41	6	16
	9%	10%	13%	4%	9%
		E	E		
\$20,000 - \$49,999	108	12	23	9	16
	6%	6%	7%	7%	9%
\$50,000 - \$99,999	43	4	10	3	8
	2%	2%	3%	2%	5%
					B
\$100,000 or more	30	4	15	-	4
	2%	2%	5%	-	3%
			BDE		
I did not do a renovation project with a contractor in the past 3 years	863	93	123	91	83
	50%	44%	39%	64%	48%
				ABCD	F
Sigma	1742	213	313	143	173
	100%	100%	100%	100%	100%

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

- Column Means:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U  
Minimum Base: 30 (\*\*), Small Base: 100 (\*)

[Table of contents](#)

7\_2. What is the value of the largest renovation project you have made with a contractor in the last three years? By "contractor" we mean the person or company hired to undertake the renovation project (e.g., a general contractor who coordinates the job, companies who supply the tradespeople, an independent tradesperson, etc.). Note, the

	Total	City			
		Montreal	Toronto	Calgary	Vancouver
		A	C	E	F
<b>Base: All Answering (unwtd)</b>	<b>874</b>	<b>114</b>	<b>111</b>	<b>107</b>	<b>73</b>
<b>Base: All Answering (wtd)</b>	<b>863</b>	<b>93</b>	<b>123</b>	<b>91</b>	<b>83</b>
Under \$2,500	31	3	3	7	1
	4%	3%	3%	7%	1%
					*
\$2,500-\$4,999	53	5	6	4	-
	6%	6%	5%	5%	-
		F			*
\$5,000- \$9,999	73	7	8	4	10
	8%	8%	6%	5%	12%
					*
\$10,000-\$19,999	54	8	8	8	4
	6%	8%	6%	9%	5%
					*
\$20,000 - \$49,999	48	5	13	4	5
	6%	5%	11%	5%	6%
					*
\$50,000 - \$99,999	21	4	3	3	4
	2%	4%	2%	3%	5%
					*
\$100,000 or more	19	1	1	1	4
	2%	1%	1%	1%	4%
					*
I did not do a renovation project with a contractor in the past 10 years	564	60	81	61	55
	65%	65%	66%	67%	66%
					*
Sigma	863	93	123	91	83
	100%	100%	100%	100%	100%

Statistics:

Overlap formulae used

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[Table of contents](#)

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	Total	City			
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<b>Base: All Respondents (wtd)</b>	<b>1742</b>	<b>213</b>	<b>313</b>	<b>143</b>	<b>173</b>
Under \$2,500	31	3	3	7	1
	2%	2%	1%	5%	1%
\$2,500-\$4,999	53	5	6	4	-
	3%	2%	2%	3%	-
		F		F	
\$5,000- \$9,999	73	7	8	4	10
	4%	3%	2%	3%	6%
\$10,000-\$19,999	54	8	8	8	4
	3%	4%	3%	5%	3%
\$20,000 - \$49,999	48	5	13	4	5
	3%	2%	4%	3%	3%
\$50,000 - \$99,999	21	4	3	3	4
	1%	2%	1%	2%	3%
\$100,000 or more	19	1	1	1	4
	1%	*	*	1%	2%
I did not do a renovation project with a contractor in the past 10 years	564	60	81	61	55
	32%	28%	26%	42%	32%
Did a renovation in the past 3 years	879	120	189	52	89
	50%	56%	61%	36%	52%
		E	BDE		E
Sigma	1742	213	313	143	173
	100%	100%	100%	100%	100%

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[Table of contents](#)

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		A	C	E	F
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<b>Base: All Respondents (wtd)</b>	<b>1742</b>	<b>213</b>	<b>313</b>	<b>143</b>	<b>173</b>
Under \$2,500	186	31	21	18	13
	11%	15%	7%	12%	8%
\$2,500-\$4,999	225	31	45	16	16
	13%	15%	14%	11%	9%
\$5,000- \$9,999	283	33	52	15	27
	16%	16%	17%	10%	16%
\$10,000-\$19,999	214	29	49	14	21
	12%	13%	16%	10%	12%
\$20,000 - \$49,999	157	17	36	14	20
	9%	8%	12%	10%	12%
\$50,000 - \$99,999	64	7	13	6	13
	4%	4%	4%	4%	7%
\$100,000 or more	49	5	16	1	8
	3%	2%	5%	1%	5%
I did not do a renovation project with a contractor in the past 10 years	564	60	81	61	55
	32%	28%	26%	42%	32%
Sigma	1742	213	313	143	173
	100%	100%	100%	100%	100%

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

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Minimum Base: 30 (\*\*), Small Base: 100 (\*)

[Table of contents](#)

7. What is the value of the largest renovation project you have made with a contractor in the last three years? By "contractor" we mean the person or company hired to undertake the renovation project (e.g., a general contractor who coordinates the job, companies who supply the tradespeople, an independent tradesperson, etc.). Note, the

	Total	City			
		Montreal	Toronto	Calgary	Vancouver
		A	C	E	F
<b>Base: All Answering (unwtd)</b>	<b>1175</b>	<b>183</b>	<b>202</b>	<b>99</b>	<b>101</b>
<b>Base: All Answering (wtd)</b>	<b>1178</b>	<b>153</b>	<b>232</b>	<b>83</b>	<b>118</b>
Under \$2,500	186	31	21	18	13
	16%	20%	9%	21%	11%
		C		C*	*
\$2,500-\$4,999	225	31	45	16	16
	19%	20%	19%	20%	13%
				*	*
\$5,000- \$9,999	283	33	52	15	27
	24%	22%	22%	18%	23%
				*	*
\$10,000-\$19,999	214	29	49	14	21
	18%	19%	21%	17%	18%
				*	*
\$20,000 - \$49,999	157	17	36	14	20
	13%	11%	16%	16%	17%
				*	*
\$50,000 - \$99,999	64	7	13	6	13
	5%	5%	6%	7%	11%
				B*	B*
\$100,000 or more	49	5	16	1	8
	4%	3%	7%	1%	7%
			DE	*	DE*
Sigma	1178	153	232	83	118
	100%	100%	100%	100%	100%

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

- Column Means:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

[Table of contents](#)

9. Regarding that project, which of the following types of information did you look for or verify before getting into a contractual agreement with your contractor?

	Total	City			
		Montreal	Toronto	Calgary	Vancouver
		A	C	E	F
<b>Base: All Answering (unwtd)</b>	<b>1175</b>	<b>183</b>	<b>202</b>	<b>99</b>	<b>101</b>
<b>Base: All Answering (wtd)</b>	<b>1178</b>	<b>153</b>	<b>232</b>	<b>83</b>	<b>118</b>
Contractor's Website or Portfolio	363 31%	41 27%	93 40%	26 31%	28 24%
			ABF	*	*
Contractor's reviews on the web	343 29%	35 23%	86 37%	26 31%	34 29%
			A	*	*
Complaints about the contractor on the web	250 21%	29 19%	67 29%	17 21%	21 18%
			ABF	*	*
Legal existence of the company with government authorities	186 16%	33 22%	35 15%	13 16%	22 18%
		D		*	*
Criminal record of the Contractor	84 7%	12 8%	26 11%	7 9%	12 10%
			BD	*	*
Validity of the Contractor's corporate liability insurance	229 19%	35 23%	57 24%	14 17%	16 14%
			F	*	*
Validity of the Contractor's license	322 27%	55 36%	64 28%	23 27%	23 20%
		DF		*	*
Calls or visits to previous customers of the Contractor	315 27%	34 23%	76 33%	16 20%	31 26%
			ABDE	*	*
Verify the contractor's relationship with their suppliers (e.g. do they respect them, get treated fairly, etc.)	192 16%	22 14%	54 23%	14 17%	19 16%
			AB	B*	B*
Credit information (credit report)	106 9%	22 14%	37 16%	7 8%	8 7%
		D	DF	*	*

Legal history of the contractor (e.g. number of times sued by customers or suppliers)	164	23	48	10	22
	14%	15%	21%	13%	19%
			BD	*	*
Contract wording (if you had a written contract)	323	36	79	27	34
	27%	24%	34%	32%	29%
			AB	B*	B*
I did not check any of these items before authorizing the work	189	19	23	16	18
	16%	12%	10%	19%	16%
				C*	*
I did not sign a contract before proceeding with the work, I only had a verbal agreement	223	22	28	12	20
	19%	15%	12%	15%	17%
				*	*
Sigma	3288	420	773	229	307
	279%	275%	334%	277%	262%

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

- Column Means:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

[Table of contents](#)

10. Were you or a member of your family present for the duration of the work?

		City			
	Total	Montreal	Toronto	Calgary	Vancouver
		A	C	E	F
<b>Base: All Answering (unwtd)</b>	<b>1175</b>	<b>183</b>	<b>202</b>	<b>99</b>	<b>101</b>
<b>Base: All Answering (wtd)</b>	<b>1178</b>	<b>153</b>	<b>232</b>	<b>83</b>	<b>118</b>
No, the work was done while I/my family was out of the home (e.g. we moved out during the renovation, were at work, etc.)	115	23	28	8	7
	10%	15%	12%	10%	6%
		BDF		*	*
No, but we were on site from time to time while the contractor/tradespeople were working	361	36	73	28	45
	31%	24%	32%	34%	39%
				*	AD*
Yes, a family member was present throughout the duration of the project and the contractor was never left unattended	702	94	130	47	65
	60%	61%	56%	57%	55%
				*	*
Sigma	1178	153	232	83	118
	100%	100%	100%	100%	100%

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

- Column Means:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

Minimum Base: 30 (\*\*), Small Base: 100 (\*)

[Table of contents](#)

11. During your project, what problems, if any, did you experience with your contractor?

	Total	City			
		Montreal	Toronto	Calgary	Vancouver
		A	C	E	F
<b>Base: All Answering (unwtd)</b>	<b>1175</b>	<b>183</b>	<b>202</b>	<b>99</b>	<b>101</b>
<b>Base: All Answering (wtd)</b>	<b>1178</b>	<b>153</b>	<b>232</b>	<b>83</b>	<b>118</b>
Stolen deposit (kept money for work that was never completed)	59	13	20	3	4
	5%	8%	9%	3%	3%
		B	BD	*	*
Unexpected extra costs that increased the overall project cost	226	32	62	9	26
	19%	21%	27%	10%	22%
		E	DE	*	E*
Unforeseen delays / project delivery was late	278	38	60	23	30
	24%	25%	26%	28%	25%
		B	B	B*	B*
The contractor didn't show up without notifying you in advance	111	10	32	10	16
	9%	6%	14%	12%	13%
			ABD	B*	B*
Theft or mysterious disappearance of some of your belongings	29	9	5	1	7
	2%	6%	2%	1%	6%
		BD		*	BD*
Communication problems	132	15	37	11	18
	11%	10%	16%	13%	16%
			B	B*	B*
Sloppy work that had to be redone	171	25	50	8	19
	15%	16%	22%	9%	16%
			BDE	*	*
Finishing touches were poor quality even though most of the work had been done properly	197	25	49	18	15
	17%	16%	21%	22%	13%
			B	B*	*
I did not experience any problems with the contractor	555	69	85	40	44
	47%	45%	37%	48%	37%
				*	*
Property damage	5	1	1	-	-
	*	1%	*	-	-
				*	*

Other	22	2	4	2	3
	2%	1%	2%	3%	2%
				*	*
Sigma	1785	237	405	124	181
	152%	155%	175%	150%	154%

Statistics:

Overlap formulae used

- Column Proportions:

Columns Tested (5%): A/B/C/D/E/F,G/H/I,J/K/L,M/N/O/P/Q/R,S/T/U

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[Table of contents](#)