

# Detailed Tables

## 11. Have you completed any renovation projects in the last 2 years?

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K - L/M/N/O - P/Q/R

\* small base

	Total	Region						Age			Gender		Education				Income		
		BC	AB	SK/MB	ON	PQ	Atl	18-34	35-54	55+	Male	Femal e	<HS	HS	Post Sec	Univ degree	<\$30K	\$30K - <\$60K	\$60K+
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Base: Valid respondents	1854	296	185	164	649	386	174	201	735	918	1012	842	122	293	874	561	273	594	987
Weighted	1854	245	179	126*	703	458	143	544	766	544	896	958	113*	280	906	553	221	617	1016
Yes	1302 70%	171 70%	118 66%	98 78%	475 68%	332 72%	108 75%	402 74%	530 69%	370 68%	630 70%	671 70%	74 65%	184 66%	647 71%	395 71%	138 62%	427 69%	737 73% P
No	552 30%	74 30%	62 34%	28 22%	227 32%	126 28%	35 25%	142 26%	236 31%	175 32%	266 30%	286 30%	39 35%	96 34%	259 29%	158 29%	84 38%	190 31%	278 27% R

## 12. Would you describe these previous renovations as major or minor?

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K - L/M/N/O - P/Q/R

\* small base

	Total	Region						Age			Gender		Education				Income		
		BC	AB	SK/MB	ON	PQ	Atl	18-34	35-54	55+	Male	Femal e	<HS	HS	Post Sec	Univ degree	<\$30K	\$30K - <\$60K	\$60K+
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Base: Completed renovations in last two years	1276	196	119	123	443	269	126	148	512	616	680	596	79	189	605	400	165	404	707
Weighted	1302	171*	118*	98*	475	332	108*	402	530	370	630	671	74*	184	647	395	138	427	737
Major	649 50%	63 37%	62 53%	48 49%	262 55%	167 50%	47 44%	193 48%	269 51%	187 51%	324 51%	325 48%	39 53%	94 51%	332 51%	183 46%	66 48%	221 52%	361 49%
Minor	653 50%	108 63%	56 47%	50 51%	213 45%	164 50%	61 56%	209 52%	261 49%	183 49%	306 49%	346 52%	35 47%	90 49%	315 49%	212 54%	71 52%	205 48%	376 51%

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13\_1. Please indicate whether each of the following aspects of your renovation went much better than expected, better than expected, as expected, worse than expected, or much worse than expected. (The overall cost of the renovations)

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K - L/M/N/O - P/Q/R

\* small base; \*\* very small base (under 30) ineligible for sig testing

	Total	Region						Age			Gender		Education				Income		
		BC	AB	SK/MB	ON	PQ	Atl	18-34	35-54	55+	Male	Female	<HS	HS	Post Sec	Univ degree	<\$30K	\$30K - <\$60K	\$60K+
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Base: Completed major renovations in last two years	633	74	59	64	246	133	57	70	256	307	342	291	48	92	297	194	81	195	357
Weighted	649	63*	62**	48*	262	167*	47*	193*	269	187	324	325	39*	94*	332	183	66*	221	361
The overall cost of the renovations																			
Much better than expected	54 8%	5 7%	3 5%	6 13%	26 10%	7 4%	6 14%	16 9%	27 10%	10 5%	23 7%	31 10%	2 6%	19 20%	24 7%	8 5%	11 16%	15 7%	28 8%
Better than expected	83 13%	6 10%	16 26%	9 18%	43 17%	7 4%	1 3%	26 13%	37 14%	20 11%	31 10%	52 16%	10 25%	9 10%	42 13%	22 12%	13 20%	33 15%	36 10%
As expected	325 50%	27 43%	26 41%	24 50%	134 51%	84 50%	30 64%	86 45%	132 49%	107 57%	169 52%	156 48%	19 49%	48 51%	161 49%	96 52%	32 49%	103 46%	190 53%
Worse than expected	151 23%	19 30%	17 27%	7 15%	46 18%	57 34%	5 11%	51 27%	60 22%	40 21%	80 25%	71 22%	6 16%	12 13%	86 26%	47 26%	6 8%	57 26%	88 24%
Much worse than expected	30 5%	0 1%	0 1%	1 2%	12 5%	12 7%	4 8%	7 4%	13 5%	10 5%	16 5%	14 4%	1 3%	5 6%	13 4%	10 6%	4 7%	8 3%	18 5%
(DK/NS)	6 1%	6 9%	0 -	1 1%	0 -	0 -	0 -	6 3%	1 0%	0 -	6 2%	1 0%	0 -	1 1%	6 2%	0 -	0 -	6 3%	1 0%
Top2Box	136 21%	11 17%	19 31%	15 31%	69 26%	14 9%	8 17%	42 22%	64 24%	30 16%	54 17%	83 25%	12 32%	28 29%	66 20%	30 16%	24 36%	48 22%	64 18%
Low2Box	181 28%	19 30%	17 27%	8 18%	59 22%	69 41%	9 19%	59 31%	73 27%	50 27%	96 29%	86 26%	7 19%	18 19%	99 30%	57 31%	10 15%	65 29%	106 29%

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13\_2. Please indicate whether each of the following aspects of your renovation went much better than expected, better than expected, as expected, worse than expected, or much worse than expected. (The time it took for the renovations to be completed)

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K - L/M/N/O - P/Q/R

\* small base; \*\* very small base (under 30) ineligible for sig testing

	Total	Region						Age			Gender		Education				Income		
		BC	AB	SK/MB	ON	PQ	Atl	18-34	35-54	55+	Male	Female	<HS	HS	Post Sec	Univ degree	<\$30K	\$30K - <\$60K	\$60K+
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Base: Completed major renovations in last two years	633	74	59	64	246	133	57	70	256	307	342	291	48	92	297	194	81	195	357
Weighted	649	63*	62**	48*	262	167*	47*	193*	269	187	324	325	39*	94*	332	183	66*	221	361
The time it took for the renovations to be completed																			
Much better than expected	56 9%	4 6%	6 10%	4 8%	25 9%	12 7%	5 12%	13 7%	30 11%	12 7%	17 5%	39 12% J	9 22% NO	12 13%	22 7%	13 7%	13 19% QR	18 8%	25 7%
Better than expected	72 11%	7 11%	3 5%	7 15%	38 15% E	9 6%	8 16% E	12 6%	34 13%	27 14%	31 10%	41 13%	7 18%	12 13%	32 10%	21 11%	13 20%	22 10%	38 10%
As expected	289 45%	27 43%	30 49%	25 53%	108 41%	78 47%	20 43%	85 44%	109 40%	94 51% H	157 48%	132 41%	19 50%	36 38%	161 48%	73 40%	25 38%	99 45%	165 46%
Worse than expected	169 26%	20 32%	19 30%	7 15%	67 26%	46 28%	9 20%	58 30%	67 25%	43 23%	84 26%	85 26%	3 8%	22 23%	96 29% L	46 25% L	10 16%	64 29%	95 26%
Much worse than expected	62 10%	5 8%	3 5%	4 8%	24 9%	22 13%	5 10%	24 13%	28 10% I	10 5%	35 11%	27 8%	1 2%	11 12%	20 6%	30 16% LN	5 7%	19 8%	39 11%
(DK/NS)	1 0	0 -	0 -	1 1%	0 -	0 -	0 -	0 -	1 0	0 -	0 -	1 0	0 -	1 1%	0 -	0 -	0 -	0 -	1 0
Top2Box	128 20%	11 17%	10 16%	11 23%	63 24% E	21 12%	13 28% E	25 13%	64 24%	39 21%	48 15%	80 25% J	15 39% NO	25 26%	55 16%	34 19%	26 39% QR	40 18%	62 17%
Low2Box	231 36%	25 40%	22 36%	11 23%	91 35%	68 41%	14 30%	83 43% I	96 35%	53 28%	119 37%	112 35%	4 11%	33 35% L	117 35% L	76 42% L	15 23%	82 37%	134 37% P

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13\_3. Please indicate whether each of the following aspects of your renovation went much better than expected, better than expected, as expected, worse than expected, or much worse than expected. (The quality of workmanship)

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K - L/M/N/O - P/Q/R  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

	Total	Region						Age			Gender		Education				Income		
		BC	AB	SK/MB	ON	PQ	Atl	18-34	35-54	55+	Male	Female	<HS	HS	Post Sec	Univ degree	<\$30K	\$30K - <\$60K	\$60K+
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Base: Completed major renovations in last two years	633	74	59	64	246	133	57	70	256	307	342	291	48	92	297	194	81	195	357
Weighted	649	63*	62**	48*	262	167*	47*	193*	269	187	324	325	39*	94*	332	183	66*	221	361
The quality of workmanship																			
Much better than expected	108 17%	7 12%	9 15%	6 12%	56 22%	21 13%	8 16%	25 13%	52 19%	31 17%	39 12%	69 21% J	8 20%	25 27% NO	49 15%	26 14%	23 35% QR	29 13%	55 15%
Better than expected	175 27%	17 27%	22 36%	20 42% E	77 29% E	23 14%	16 33% E	46 24%	67 25%	62 33% H	99 31%	76 23%	11 28%	17 18%	95 28%	52 28%	18 26%	48 22%	109 30%
As expected	300 46%	30 48%	28 46%	21 43%	102 39%	99 59% D	20 43%	96 50%	126 47%	78 42%	152 47%	148 46%	19 48%	44 46%	151 46%	87 47%	20 30%	120 54% P	161 44% P
Worse than expected	54 8%	8 13%	2 4%	1 2%	24 9%	16 10%	3 5%	25 13%	17 6%	11 6%	28 9%	26 8%	0 1%	3 3%	33 10%	17 9%	4 6%	19 9%	30 8%
Much worse than expected	9 1%	0 1%	0 1%	0 -	3 1%	5 3%	0 1%	1 1%	4 2%	3 2%	6 2%	3 1%	0 1%	3 4%	4 1%	1 1%	0 2%	5 1%	3 1%
(DK/NS)	4 1%	0 -	0 -	1 1%	0 -	3 1%	1 2%	0 -	3 1%	1 1%	0 0	3 1%	1 2%	2 2%	0 0	1 1%	1 1%	0 -	3 1%
Top2Box	282 44%	24 39%	31 50%	26 55% E	133 51% E	44 26%	23 49% E	71 37%	119 44%	93 50%	138 43%	145 45%	19 48%	42 45%	144 43%	77 42%	41 62% QR	77 35%	164 45%
Low2Box	62 10%	8 13%	3 4%	1 2%	27 10%	21 13%	3 6%	26 14%	22 8%	14 8%	34 10%	29 9%	1 2%	7 7%	37 11%	18 10%	5 7%	24 11%	34 9%

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13\_4. Please indicate whether each of the following aspects of your renovation went much better than expected, better than expected, as expected, worse than expected, or much worse than expected. (The finished look of the renovations)

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K - L/M/N/O - P/Q/R

\* small base; \*\* very small base (under 30) ineligible for sig testing

	Total	Region						Age			Gender		Education				Income		
		BC	AB	SK/MB	ON	PQ	Atl	18-34	35-54	55+	Male	Female	<HS	HS	Post Sec	Univ degree	<\$30K	\$30K - <\$60K	\$60K+
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Base: Completed major renovations in last two years	633	74	59	64	246	133	57	70	256	307	342	291	48	92	297	194	81	195	357
Weighted	649	63*	62**	48*	262	167*	47*	193*	269	187	324	325	39*	94*	332	183	66*	221	361
The finished look of the renovations																			
Much better than expected	152 23%	10 16%	14 22%	12 25%	71 27%	32 19%	13 28%	42 22%	63 23%	47 25%	60 18%	92 28%	11 28%	20 21%	85 26%	36 20%	23 34%	46 21%	84 23%
Better than expected	251 39%	24 39%	35 56%	24 51%	97 37%	53 32%	18 38%	80 41%	102 38%	69 37%	126 39%	125 38%	11 28%	44 47%	122 37%	74 40%	22 33%	71 32%	158 44%
As expected	210 32%	22 36%	12 20%	11 23%	84 32%	67 40%	14 30%	54 28%	91 34%	65 35%	117 36%	93 29%	16 41%	22 24%	109 33%	62 34%	19 28%	86 39%	105 29%
Worse than expected	31 5%	6 10%	1 2%	0 1%	7 3%	15 9%	1 3%	14 7%	12 4%	5 3%	20 6%	11 3%	1 3%	7 8%	15 5%	8 4%	3 5%	18 8%	10 3%
Much worse than expected	4 1%	0 -	0 -	0 -	3 1%	0 -	1 2%	3 2%	1 0	0 -	1 0	3 1%	0 -	0 -	1 0	3 2%	0 -	0 -	4 1%
(DK/NS)	1 0	0 -	0 -	1 1%	0 -	0 -	0 -	0 -	1 0	0 -	0 -	1 0	0 -	1 1%	0 -	0 -	0 -	0 -	1 0
Top2Box	403 62%	34 55%	49 78%	36 75%	168 64%	85 51%	31 66%	122 63%	165 61%	116 62%	186 57%	217 67%	22 56%	64 68%	207 62%	110 60%	44 67%	117 53%	242 67%
Low2Box	35 5%	6 10%	1 2%	0 1%	10 4%	15 9%	2 4%	17 9%	13 5%	5 3%	21 6%	14 4%	1 3%	7 8%	16 5%	11 6%	3 5%	18 8%	14 4%

# Detailed Tables

13\_5. Please indicate whether each of the following aspects of your renovation went much better than expected, better than expected, as expected, worse than expected, or much worse than expected. (The inconvenience involved)

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K - L/M/N/O - P/Q/R  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

	Total	Region						Age			Gender		Education				Income		
		BC	AB	SK/MB	ON	PQ	Atl	18-34	35-54	55+	Male	Female	<HS	HS	Post Sec	Univ degree	<\$30K	\$30K - <\$60K	\$60K+
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Base: Completed major renovations in last two years	633	74	59	64	246	133	57	70	256	307	342	291	48	92	297	194	81	195	357
Weighted	649	63*	62**	48*	262	167*	47*	193*	269	187	324	325	39*	94*	332	183	66*	221	361
The inconvenience involved																			
Much better than expected	43 7%	3 4%	3 4%	3 7%	22 8%	7 4%	5 12%	10 5%	24 9%	9 5%	13 4%	30 9%	6 15%	10 10%	18 5%	10 6%	13 20%	12 5%	19 5%
Better than expected	95 15%	7 11%	18 30%	8 17%	33 13%	18 11%	10 21%	43 22%	26 10%	25 13%	60 18%	35 11%	8 21%	22 23%	47 14%	17 9%	7 11%	38 17%	49 14%
As expected	352 54%	43 69%	23 38%	27 56%	156 60%	80 48%	23 48%	97 50%	142 53%	113 61%	172 53%	181 56%	19 48%	41 43%	191 57%	101 55%	36 55%	121 55%	194 54%
Worse than expected	128 20%	10 15%	14 22%	6 13%	37 14%	53 32%	8 18%	37 19%	59 22%	32 17%	71 22%	57 17%	6 15%	19 20%	63 19%	39 21%	6 9%	46 21%	77 21%
Much worse than expected	28 4%	1 1%	4 6%	2 4%	14 5%	8 5%	0 -	4 2%	16 6%	8 4%	8 2%	20 6%	0 1%	2 2%	12 4%	13 7%	3 5%	4 2%	20 6%
(DK/NS)	3 1%	0 -	0 -	1 3%	0 -	1 1%	1 1%	1 1%	2 1%	0 -	1 0	3 1%	0 -	1 1%	1 0	2 1%	1 1%	0 -	3 1%
Top2Box	138 21%	9 15%	21 34%	11 24%	55 21%	25 15%	15 32%	53 28%	51 19%	34 18%	73 22%	65 20%	14 37%	31 33%	65 20%	27 15%	20 30%	50 23%	68 19%
Low2Box	156 24%	10 17%	17 28%	8 17%	51 19%	61 36%	8 18%	41 21%	75 28%	40 21%	79 24%	77 24%	6 16%	22 23%	76 23%	52 28%	9 14%	50 23%	97 27%

# Detailed Tables

13\_6. Please indicate whether each of the following aspects of your renovation went much better than expected, better than expected, as expected, worse than expected, or much worse than expected. (The contractors/tradespeople) [EXCLUDING RESPONDENTS WHO SAID 'NOT APPLICABLE']

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K - L/M/N/O - P/Q/R  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

	Total	Region						Age			Gender		Education				Income		
		BC	AB	SK/MB	ON	PQ	Atl	18-34	35-54	55+	Male	Femal e	<HS	HS	Post Sec	Univ degree	<\$30K	\$30K - <\$60K	\$60K+
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Base: Completed major renovations in last two years	505	59	48	46	203	107	42	52	190	263	276	229	38	62	235	169	60	158	287
Weighted	498	46**	44**	32**	206	136*	33*	136*	202	161	243	255	31**	63*	253	151	48*	174*	276
The contractors/tradespeople																			
Much better than expected	46 9%	5 11%	4 9%	4 13%	25 12% E	4 3%	4 13% E	14 10%	18 9%	14 9%	19 8%	27 11%	4 15%	8 12%	21 8%	13 9%	12 26% QR	15 9%	19 7%
Better than expected	126 25%	11 25%	11 24%	13 41%	69 34% E	16 12%	6 17%	20 15%	54 27%	51 32% G	59 24%	67 26%	9 30%	10 16%	61 24%	45 30%	13 26%	35 20%	79 28%
As expected	206 41%	14 31%	16 37%	9 26%	68 33%	82 60% D	17 51%	56 41%	79 39%	71 44%	102 42%	104 41%	12 38%	27 43%	108 43%	60 39%	14 30%	85 49% P	106 39%
Worse than expected	100 20%	15 33%	12 26%	5 14%	36 17%	28 21%	5 16%	42 31% I	38 19%	20 13%	53 22%	47 19%	5 15%	13 21%	54 21%	28 19%	5 10%	35 20%	60 22%
Much worse than expected	16 3%	0 1%	1 3%	1 3%	7 3%	5 4%	1 3%	3 2%	9 4%	4 2%	9 4%	6 3%	1 3%	2 4%	8 3%	4 3%	4 8% Q	3 2%	9 3%
(DK/NS)	4 1%	0 -	0 -	1 2%	1 1%	2 1%	0 -	0 -	4 2%	0 -	0 -	4 1%	0 -	3 4% NO	1 0	0 -	0 -	1 1%	3 1%
Top2Box	172 35%	16 35%	15 34%	18 54%	94 46% E	19 14%	10 30% E	34 25%	72 36%	66 41% G	78 32%	94 37%	14 45%	18 28%	82 33%	59 39%	25 52% QR	50 28%	98 35%
Low2Box	116 23%	15 33%	13 29%	6 17%	43 21%	33 24%	6 19%	46 34% I	46 23% I	24 15%	62 26%	54 21%	5 18%	15 24%	62 25%	33 22%	9 18%	38 22%	69 25%

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## 14. What one piece of advice would you give prospective renovators?

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K - L/M/N/O - P/Q/R

\* small base; \*\* very small base (under 30) ineligible for sig testing

	Total	Region						Age			Gender		Education				Income		
		BC	AB	SK/MB	ON	PQ	Atl	18-34	35-54	55+	Male	Female	<HS	HS	Post Sec	Univ degree	<\$30K	\$30K - <\$60K	\$60K+
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Base: Completed major renovations in last two years	633	74	59	64	246	133	57	70	256	307	342	291	48	92	297	194	81	195	357
Weighted	649	63*	62**	48*	262	167*	47*	193*	269	187	324	325	39*	94*	332	183	66*	221	361
Plan ahead/ do your homework	113	14	5	5	51	34	3	31	53	28	56	57	4	19	59	30	11	32	69
	17%	22%	9%	11%	20%	20%	6%	16%	20%	15%	17%	18%	11%	21%	18%	16%	17%	15%	19%
Shop around/ get a few estimates	93	3	10	8	36	27	9	26	41	25	49	43	7	15	44	26	7	31	54
	14%	5%	16%	17%	14%	16%	20%	14%	15%	13%	15%	13%	18%	16%	13%	14%	11%	14%	15%
Ask for references/ check references of workmen/ contractors	74	8	7	7	35	11	6	14	27	33	36	38	4	8	40	23	11	28	35
	11%	13%	12%	14%	13%	7%	12%	7%	10%	18%	11%	12%	10%	8%	12%	13%	16%	13%	10%
Use the best (materials/ contractors)	61	0	5	4	20	26	6	19	24	18	33	27	2	5	37	16	5	23	33
	9%	1%	7%	8%	8%	16%	13%	10%	9%	9%	10%	8%	5%	5%	11%	9%	7%	10%	9%
Add extra onto the estimate/ always costs more/ unexpected costs	38	3	7	1	17	6	3	15	14	9	22	16	0	4	13	20	3	18	18
	6%	6%	12%	2%	6%	4%	6%	8%	5%	5%	7%	5%	-	5%	4%	11%	4%	8%	5%
Allow for more time/ always more time/ unexpected delays	38	5	3	3	18	2	7	17	14	6	9	28	4	4	19	10	5	14	19
	6%	8%	4%	6%	7%	1%	14%	9%	5%	3%	3%	9%	10%	5%	6%	6%	8%	6%	5%
Do as much as you can yourself	35	7	0	5	8	12	2	12	12	10	16	19	4	7	18	6	4	15	16
	5%	11%	-	10%	3%	7%	5%	6%	5%	5%	5%	6%	9%	7%	5%	3%	5%	7%	4%
Get everything in writing	22	8	0	1	8	4	0	9	7	6	14	8	1	3	15	4	2	8	11
	3%	13%	1%	2%	3%	2%	1%	5%	3%	3%	4%	3%	2%	3%	4%	2%	4%	4%	3%
Settle timeframe/ cost to complete the job	11	0	1	4	6	0	0	3	3	5	7	4	0	0	6	5	0	1	10
	2%	1%	2%	8%	2%	-	1%	2%	1%	3%	2%	1%	-	0	2%	3%	-	1%	3%
Cost analysis	11	0	1	1	0	9	0	1	6	4	4	8	0	0	7	4	0	5	6
	2%	-	2%	2%	0	5%	-	1%	2%	2%	1%	2%	-	-	2%	2%	-	2%	2%
Be patient/ keep your sense of humour	11	1	4	1	4	0	0	2	5	3	3	8	1	1	6	3	1	3	7
	2%	2%	7%	3%	1%	-	-	1%	2%	2%	1%	2%	2%	1%	2%	1%	1%	1%	2%

# Detailed Tables

## 14. What one piece of advice would you give prospective renovators?

Proportions/Means: Columns Tested (5% risk level) - A/B/C/D/E/F - G/H/I - J/K - L/M/N/O - P/Q/R

\* small base; \*\* very small base (under 30) ineligible for sig testing

	Total	Region						Age			Gender		Education				Income		
		BC	AB	SK/MB	ON	PQ	Atl	18-34	35-54	55+	Male	Female	<HS	HS	Post Sec	Univ degree	<\$30K	\$30K - <\$60K	\$60K+
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Be involved/ supervise/ be there	10 1%	2 3%	0 -	0 1%	3 1%	4 2%	0 -	0 -	7 3%	3 2%	9 3% K	1 0	0 -	2 2%	3 1%	4 2%	0 -	5 2%	5 1%
Don't take the lowest quote/ seldom is accurate	9 1%	0 -	6 10%	0 -	2 1%	0 0	1 2%	5 3%	3 1%	1 0	9 3% K	0 -	1 2%	0 -	8 2%	0 -	0 -	1 0	8 2%
Be on time	9 1%	1 1%	5 8%	1 3%	2 1%	0 -	0 -	5 3%	3 1%	1 1%	7 2%	1 0	0 -	6 6% NO	3 1%	0 0	1 1%	1 1%	7 2%
Be prepared for the mess/ eat out/ move out during the work	8 1%	1 2%	3 4%	0 -	4 1%	0 -	1 2%	0 -	3 1%	5 3%	1 0	7 2%	2 5% N	1 1%	2 1%	3 2%	1 1%	2 1%	6 2%
One project at a time	8 1%	1 1%	1 2%	3 5% D	1 0	2 1%	1 2%	3 1%	4 1%	2 1%	2 1%	6 2%	0 -	1 1%	7 2%	0 -	4 6% QR	1 0	4 1%
Ask questions	7 1%	0 1%	1 1%	0 -	4 2%	0 -	2 4% E	2 1%	2 1%	3 2%	4 1%	3 1%	0 -	0 0	6 2%	1 1%	2 3%	0 0	5 1%
Know what you want	6 1%	0 -	1 1%	0 1%	2 1%	3 2%	0 -	1 1%	2 1%	3 1%	3 1%	3 1%	0 -	1 1%	3 1%	2 1%	0 -	1 1%	5 1%
Get a contractor if you can afford one/ don't know about renovating	6 1%	1 1%	0 -	0 -	2 1%	2 1%	1 1%	0 -	5 2%	1 1%	3 1%	2 1%	0 -	1 1%	4 1%	1 1%	0 -	0 -	6 2%
Never pay in full until work is completed and to your satisfaction	5 1%	0 -	0 -	0 -	5 2%	0 -	0 -	0 -	4 1%	1 1%	1 0	3 1%	1 3% N	1 1%	0 -	2 1%	0 -	2 1%	2 1%
Expect the unexpected	5 1%	0 -	1 1%	1 1%	2 1%	0 -	1 2%	0 -	3 1%	2 1%	2 1%	3 1%	0 -	1 1%	3 1%	1 0	0 -	1 1%	3 1%
Measure twice/ cut once	4 1%	0 1%	0 -	1 1%	3 1%	0 -	0 -	0 -	2 1%	2 1%	2 1%	2 0	0 -	1 1%	3 1%	0 -	2 3% QR	0 -	1 0
Other	40 6%	3 5%	2 2%	1 1%	20 8%	14 8%	1 3%	13 7%	18 7%	10 5%	15 5%	25 8%	2 6%	6 7%	20 6%	11 6%	6 8%	15 7%	19 5%
Nothing	20 3%	1 2%	0 -	1 3%	10 4%	4 3%	4 7%	8 4%	4 2%	7 4%	11 3%	9 3%	5 13% MN	1 1%	5 2%	9 5%	3 4%	6 3%	11 3%
(DK/NS)	8 1%	1 2%	0 -	0 -	0 -	7 4% D	0 -	4 2%	3 1%	0 0	6 2%	2 1%	1 4% NO	5 6% NO	1 0	0 -	0 -	6 3%	2 1%