



Syndicate Subscription Legal Plans

HOMEOWNER CONSTRUCTION & RENOVATION **CLIENT INTAKE QUESTIONNAIRE:**

CONFIDENTIAL. This questionnaire is for HOMEOWNERS and CONSUMERS who are hiring, or have hired, a homebuilder, general contractor, or renovation company. It covers contract review before signing, problems during construction, and defects after completion. Construction claims have deadlines, so please complete this form promptly. If a question does not apply, write "N/A." If unknown, write "Unknown." Attach additional pages if needed.

NAME OF THE CLIENT(s):

☐ Primary Party: _____

☐ Additional Party (co-owner / spouse): _____

Mailing Address: _____

City: _____ County: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Syndicate Plan Member ID: _____ **Plan Start Date:** _____

Preferred method of contact:

☐ Phone

☐ Text

☐ Email

PART 1 — WHAT DO YOU NEED HELP WITH?

1.1 Check all that apply:

☐ Review a contract BEFORE signing

☐ Negotiate changes to a proposed contract

☐ Cancel a contract I recently signed

☐ Project is delayed or stalled

☐ Contractor abandoned the job

☐ Poor quality / defective work

☐ Defects in a newly built home

☐ Billing / change order dispute

☐ Mechanics lien / subcontractor demand

☐ Contractor unlicensed / misrepresented

☐ Damage to my property during the work

☐ File a complaint (CSLB / other agency)

☐ Insurance or bond claim

☐ Not sure — need advice

1.2 Current stage:

☐ Contract not yet signed

☐ Signed, work not started

☐ Work in progress

☐ Work stopped

☐ Work completed

1.3 In your own words, what is happening and what outcome do you want? _____

PART 2 — THE PROPERTY

2.1 Property address: _____

City: _____ County: _____ State: _____ Zip: _____



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2.2 Property type:

- ☐ Single-family home ☐ Condominium ☐ Townhouse
☐ Multi-unit (2–4) ☐ Vacant lot (new build) ☐ Other

2.3 Owner(s) on title: _____

2.4 Year built: _____

Is this your primary residence? ☐ Yes ☐ No

2.5 Is the property in an HOA that must approve construction? ☐ Yes ☐ No

2.6 Are you living in the home during construction? ☐ Yes ☐ No

PART 3 — THE PROJECT

3.1 Type of project (check all that apply):

- | | |
|---|--|
| ☐ New custom home | ☐ New home purchased from a builder / developer |
| ☐ Kitchen / bath remodel | ☐ Room addition / second story |
| ☐ ADU / garage conversion | ☐ Roofing |
| ☐ Solar / battery | ☐ Pool / spa |
| ☐ HVAC / plumbing / electrical | ☐ Foundation / structural |
| ☐ Windows / doors / siding | ☐ Landscaping / hardscape |
| ☐ Fire / water damage repair | ☐ Other |

3.2 Describe the scope of work: _____

3.3 Scheduled start date: _____ Scheduled completion date: _____

Actual start date: _____ Current status / % complete: _____

3.4 Who obtained building permits?

- ☐ Contractor ☐ Me / homeowner (owner-builder)
☐ No permits pulled ☐ Not sure

Permit number(s): _____

3.5 Architect / designer / engineer (if any): _____

3.6 How is the project being paid for?

- | | |
|---|--|
| ☐ Cash / savings | ☐ Construction loan |
| ☐ HELOC / refinance | ☐ Contractor-arranged financing |
| ☐ PACE / solar financing | ☐ Insurance proceeds |

PART 4 — THE CONTRACTOR / BUILDER

4.1 Company name: _____

Owner / contact person: _____ Salesperson: _____



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Address: _____

Phone: _____ Email / Website: _____

4.2 License No.: _____ Classification (if known): _____

4.3 Did you verify the license is active and covers this type of work? ☐ Yes ☐ No

4.4 Does the contractor carry:

☐ Contractor's bond

☐ General liability insurance

☐ Workers' compensation

☐ Not sure

4.5 How did you find the contractor?

☐ Came to my door / telemarketing

☐ Online ad / website

☐ Referral from friend / family

☐ Home show / store

☐ Insurance company recommendation

☐ Other

4.6 Subcontractors & Suppliers (if known):

Name	Trade / Materials	Phone	Paid by Contractor?

PART 5 — THE CONTRACT

5.1 Is there a written contract? ☐ Yes ☐ No

Date signed: _____ Where signed (home, office, online): _____

5.2 Were you age 65 or older when you signed? ☐ Yes ☐ No

For many home improvement contracts signed in your home, you may have a right to cancel within a few business days (longer for seniors). The contractor must give you a written notice of this right.

5.3 Total contract price: \$ _____ Down payment: \$ _____

Note, in places like California, a home improvement contractor generally cannot require a down payment of more than \$1,000 or 10% of the contract price, whichever is less. Progress payments should not exceed the value of work completed.

5.4 Does your contract include the following? (check each item that IS included)

☐ Contractor name, address, and license number

☐ Detailed description of work & materials

☐ Start date and completion date

☐ Schedule of progress payments

☐ Notice of right to cancel

☐ Mechanics lien warning

☐ Written change order procedure

☐ Warranty terms

☐ Allowances for fixtures / finishes

☐ Cleanup and debris removal

☐ Insurance / workers' comp disclosure

☐ Arbitration or dispute clause

☐ Delay penalties

☐ Lien release requirements



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5.5 Terms that concern you or that you want changed: _____

5.6 Were promises made verbally that are not in the written contract? ☐ Yes ☐ No
If yes, explain: _____

PART 6 — PAYMENTS & CHANGE ORDERS

6.1 Original contract price: \$ _____ Change orders total: \$ _____

6.2 Total paid to date: \$ _____ Value of work completed (est.): \$ _____

6.3 How were payments made?
☐ Check ☐ Credit card ☐ Financing company
☐ Cash ☐ Wire / Zelle / app

6.4 *Payment History:*

Date	Amount \$	Method	What It Was For	Receipt / Lien Waiver?

6.5 Were change orders or extra charges agreed to in writing? ☐ Yes ☐ No
If yes, explain: _____

6.6 Is the contractor demanding payment you dispute? ☐ Yes ☐ No
If yes, explain: _____

PART 7 — PROBLEMS WITH THE WORK

7.1 Types of problems (check all that apply):
☐ Delays / missed deadlines ☐ Job abandoned
☐ Defective or poor workmanship ☐ Failed inspection / code violations
☐ Unpermitted work ☐ Wrong materials used
☐ Cost overruns ☐ Work done without approval



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☐ Damage to home or belongings

☐ Leaks / water intrusion

☐ Structural / foundation issues

☐ Safety hazards

7.2 Describe each problem, when it started, and when you discovered it: _____

7.3 Have you notified the contractor in writing? ☐ Yes ☐ No

If yes — date(s) and response: _____

7.4 Has another contractor, inspector, or expert evaluated the work? ☐ Yes ☐ No

If yes, explain: _____

7.5 Estimated cost to repair / complete: \$ _____

7.6 Do you have photos or video of the problems? ☐ Yes ☐ No

7.7 Is there an urgent safety or water intrusion issue? ☐ Yes ☐ No

If yes, explain: _____

PART 8 — LIENS & SUBCONTRACTOR PAYMENTS

Subcontractors and suppliers who are not paid by your contractor may be able to record a lien on your home, even if you paid the contractor in full.

8.1 Did you receive any "Preliminary Notices" from subcontractors or suppliers? ☐ Yes ☐ No

8.2 Has a mechanics lien been recorded, or a stop payment notice served? ☐ Yes ☐ No

If yes, explain: _____

8.3 Have you collected signed lien releases / waivers for payments made? ☐ Yes ☐ No

8.4 Has a subcontractor or supplier contacted you directly for payment? ☐ Yes ☐ No

If yes, explain: _____

PART 9 — NEWLY BUILT HOMES (BUILDER / DEVELOPER)

9.1 Builder / developer: _____ Community / tract: _____

9.2 Close of escrow date: _____ Builder warranty expires: _____

9.3 Have you submitted a warranty or repair request to the builder? ☐ Yes ☐ No

If yes, explain: _____



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9.4 Are other homeowners or the HOA experiencing similar defects? ☐ Yes ☐ No

If yes, explain: _____

PART 10 — INSURANCE, COMPLAINTS & OTHER ACTIONS

10.1 Have you filed a claim with your homeowner's insurance? ☐ Yes ☐ No

10.2 Have you filed a complaint with the CSLB or another agency? ☐ Yes ☐ No

If yes — complaint number and status: _____

10.3 Has the contractor threatened or filed a lawsuit or lien against you? ☐ Yes ☐ No

If yes, explain: _____

10.4 Has the contractor filed bankruptcy or gone out of business? ☐ Yes ☐ No

10.5 Is a lender or financing company involved in the dispute? ☐ Yes ☐ No

PART 11 — DESIRED OUTCOME

11.1 What would resolve this for you?

☐ Contractor finishes the work

☐ Contractor fixes defects

☐ Terminate and hire another contractor

☐ Refund of money paid

☐ Payment of repair costs / damages

☐ Remove a lien

☐ Cancel the contract

☐ Negotiated settlement

11.2 Anything else we should know (deadlines, move-in dates, loan draw schedules, family needs): _____

PART 12 — DOCUMENT CHECKLIST

Please provide copies of the following, if available. Check each item you are including.

☐ Contract / proposal / bid

☐ Change orders

☐ Invoices & proof of payment

☐ Lien waivers / releases

☐ Preliminary notices / liens

☐ Permits & inspection reports

☐ Plans / drawings / specifications

☐ Photos & videos

☐ Texts / emails / letters

☐ Contractor license & insurance info

☐ Expert or repair estimates

☐ Builder warranty / purchase contract

☐ Financing agreements

☐ Insurance claim documents



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Certification:

I/We declare that the information provided in this questionnaire is true, correct, and complete to the best of my/our knowledge. I/We understand this information is provided to Syndicate Subscription Legal Plans in confidence for the purpose of evaluating my/our construction matter.

Signed and dated this ____ day of _____, 20__

Signature (Primary Party): _____

Print Name: _____

Signature (Additional Party): _____

Print Name: _____

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Your information will be reviewed within one hour.