



MIAMI EDITION

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Angie's list.

2013

Best & Worst
Contractors in your area

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Take the pledge to get your house in order

BEST & WORST

CONTRACTORS OF 2013



WELCOME TO OUR list of 2013 Best and Worst Contractors, a compilation of companies with either awesome or awful track records for local service.

Our Best Contractors come from a variety of home improvement and other service categories and must qualify for the prestigious 2013 Angie's List Super Service Award, which stipulates they have a recent and total grade of A, a minimum number of work-completed reviews in the reporting period, among other requirements.

The Best also must have a flawless recent record, which means they received nothing but overall A grades for each review, and a minimum of four Page of Happiness nominations in our reporting period. These extra requirements place them among the top 1 percent of contractors eligible for the SSA nationwide.

To determine the Worst Contractors, we evaluated member reviews and Penalty Box cases in all

home improvement and other service categories, as well as scoured local court records. We interviewed alleged victims, attorneys general, district attorneys and trade licensing boards, among others, basing our selections on the severity or volume of allegations and the damage consumers say those contractors inflicted.

The Penalty Box Hall of Shame lists poorly rated companies that landed in the Angie's List Penalty Box in the last three years and still haven't responded to the member's complaint or broke a promise to address the grievance.




Finally, the Angie's List Trade Licensing Department audited every Best Contractor finalist for compliance with state and local laws, and we booted those who weren't compliant. If a Worst Contractor was found to lack a required trade license, we included information on their noncompliant status.



BEST

-  Charity work or community awards
-  Praised for pet friendliness
-  2013 Super Service Award eligible
-  Praised for child friendliness
-  Nominated for Pages of Happiness
-  Green products or work practices
-  Licensed or licensing not required

WORST

-  Accused of shoddy work
-  Faces/faced criminal charges
-  Faces/faced civil lawsuits or penalties
-  Landed in the Penalty Box
-  Allegedly took the money and ran
-  Notice added to provider's profile
-  Illegally unlicensed

THE BEST



Photo courtesy of Urban Interiors | Owner Candace Hillier takes pride in guiding clients through every stage of a home redesign.

Urban Interiors

Fort Lauderdale



Candace Hillier says she developed an interest in art and design after living in Costa Rica for many years. She moved to Florida 15 years ago and set up shop as a home stager, and later an interior designer.

Member Annette Nagle relied on Hillier to overhaul her new Fort Lauderdale home while Nagle lived in the Bahamas. “She transformed a dated South Floridian Georgian Colonial to a beautiful, warm, coastal, elegant home,” she says.

Hillier earned 14 Page of Happiness nominations in the last year and credits her contractors for her success. “I’ve really got an A-team of people around me who work well together and have no drama,” she says.

Member Thomas O’Kane of Jersey City, N.J., hired Hillier to design his Fort Lauderdale vacation home. “The trust factor was very important, since I wasn’t there to supervise,” he says. “But she made the experience easy.”

Members praise how Hillier, whose work requires no license, takes children and pets into consideration. She takes care to recycle materials and uses green products whenever possible. Hillier also donates her services to charity, including a renovation project for a child fighting cancer.