

# HOME MODIFICATION AND MAINTENANCE SERVICES

## STATE CONFERENCE

### 4 & 5 SEPTEMBER 2006

# Home Building Service

- Role of Home Building Service
- Function
- Legislation

# Licensing

- Fair Trading licenses all building, trade & specialist contractors
- Licenses are issued to individuals, partnerships & Companies
- Approx. 165,000 licences are current

# Licence Categories – Building Work

- General Building Work
- Swimming Pool Building
- Supply of Kit Homes
- Structural Landscaping

# Licensing – Trade Work

- Bricklaying
- Carpentry
- Demolishing
- Excavating
- General Concreting
- Glazing
- Joinery
- Painting
- Decorating
- Plastering (dry)
- Plastering (wet)
- Roof Slating
- Roof tiling
- Stonemasonry
- Waterproofing
- Wall & Floor tiling
- Minor trade work
- Fencing
- Flooring
- Mechanical services
- Metal fabrication
- Minor building maintenance
- Roof plumbing
- Underpinning/piering
- Swimming pool repairs & servicing (non-structural)

# Licensing – Specialist Work

- Electrical wiring
- Gasfitting
- LP gasfitting
- Advanced LP Gasfitting
- Airconditioning
- Refrigeration
- Disconnection & reconnection of fixed electrical equipment
- Draining
- Plumbing
- Water plumbing

# Who can be licensed?

- An individual
- A partnership
- A company
- Do I also need to register a business name?

# Licence Criteria

- Application Form
- Formal qualifications
- Trade References
- Prescribed Fee
- Proof of ID

# Proof of ID

- Introduced in March 2006
- Background
- Other changes

# Proof of ID

- Proof of ID documents
  - one document from List 1
  - two documents from List 2
- List 1 documents
  - current Aust. photo drivers licence
  - current Aust. Passport
  - current non-Aust. Passport
- List 2 documents
  - current medicare card
  - current credit/debit card
  - passport or account statement on
  - utilities a/c - up to one year old
  - water rates, council rates or land valuation
  - residential tenancy agreement
  - electoral enrolment evidence
  - current student identity card

# Renewals

- How often do I need to renew my licence or certificate?
- Will I receive a renewal notice?
- What happens if I am late to renew?

# Contracts

- When is a contract required?
- Information to be included in contract (explained in more detail next slide)
- Variations
- Types of Contracts
- Is there a cooling-off period?

# Form of Contracts (S7 HB Act)

- A contract must be in writing
- Names of the parties, including licence holder
- Number of the contractor licence
- Sufficient description of the work
- Plans and specifications
- Contract price if known
- Any statutory warranties applicable
- A conspicuous statement setting out the cooling-off period
- Contract must comply with any requirements of the regulations.
- Contract must contain warning If contract price is not known or may be varied
- Checklist for consumers
- clause requiring contractor to carry out work in accordance with the BCA
- clause requiring contractor to provide the consumer with the *Consumer Building Guide* brochure.

# Advertising

- Can I use a trading name in my advertising?
- What should be included when advertising?
- Displaying of signs

# Continuing Professional Development (CPD)

- What is CPD?
- Who does CPD apply to?
- Categories of CPD Points
- Keeping Records
- CPD Audits

# Home Warranty Insurance

- When is Home Warranty Insurance required?
- Coverage
- Insurance Providers
- Exemptions

# Dispute Resolution Process

- Early Intervention
- On-site mediation
- Rectification Orders
- Consumer Trader Tenancy Tribunal (CTTT)
- Compliance

# Trader & Consumer Information

- New on-line register  
[www.fairtrading.nsw.gov.au/building/licencecheck.html](http://www.fairtrading.nsw.gov.au/building/licencecheck.html)
- Builders guide to customer service
- Guide to standards and tolerances
- Post construction Guide

# Consumer Trader & Tenancy Tribunal (CTTT)

- Consumers can claim against tradespersons
- Tradesperson can make claim against consumers
- Tradespersons can make claim against other tradespersons
- Claims up to \$500,000
- Application fee = \$30 for claims not exceeding \$10,000, \$61 for claims \$10,000 - \$25,000 & \$163 for claims exceeding \$25,000

# Thankyou

Home Building Service

1300 554 668

Fair Trading Centres

133 220

[www.fairtrading.nsw.gov.au/building](http://www.fairtrading.nsw.gov.au/building)