

# Seven easy steps to building or renovating

---

Before you sign any documents or pay any money for building work, be sure you have completed the following steps:

## 1. Complete a list of local contractors able to do the job

Refer to local press, Yellow Pages, industry associations, friends, etc.

## 2. Check the contractor has a licence card

A QBCC licence is proof that a contractor is licensed to deal with the public and has met certain minimum requirements - ask to see the card.

For most residential building work valued at more than \$3,300 and performed by a QBCC-licensed contractor, the Queensland Home Warranty Scheme administered by QBCC provides protection against non-completion, defective work and subsidence.

## 3. Record details from the QBCC licence card

You should always write down the name, licence number, licence class (e.g. Builder - Open), and expiry date from the licence card.

## 4. Check the contractor's licence with QBCC

QBCC's Online Licence Search facility is a free service that allows you to view historical and current information on licensed builders, trade contractors and building certifiers. Use the licence search to verify the track record of your contractor or phone QBCC on 1300 272 272.

## 5. Obtain quotes

Contact appropriately qualified contractors and obtain three written quotes for the same work.

## 6. Ask the contractor for details of past work and recent clients

Inspect previous work and ask past clients whether the contractor:

- provided documentation clearly detailing and pricing the work to be done
- provided good customer service (e.g. polite and responsive)
- stuck to the agreed costs and timing.

Also check that the contractor has satisfactory safety plans and procedures.

## 7. Once you've selected a contractor

Having completed the previous steps and selected a contractor:

- ask about, and obtain a copy of, any special warranties the contractor may provide
- obtain a copy of the contract, read it, and seek legal advice on any point you don't understand (before signing anything)
- make sure the contractor gives you a copy of a QBCC-approved Contract Information Statement.
- remember there is a "cooling-off" period of five business days during which the building owner may withdraw from the contract, provided they have not received formal legal advice about the contract before entering into it
- ensure all details of your agreement with the contractor are included in the contract and kept on file, including any changes made after the contract is signed (variations)
- monitor the work and advise the contractor verbally and in writing of any problems
- never pay the full price up front, don't pay too large a deposit and don't pay progress payments in advance of work progress.

## For more information

The QBCC booklet "Facts for homebuilders and renovators" provides useful information on the entire building process. Copies are available from any QBCC office or can be downloaded from the website [www.qbcc.qld.gov.au](http://www.qbcc.qld.gov.au)