

Hiring a tradesperson



Easy read brochure

2024



You might need help to read this brochure.

A friend, family member or support person can help you.



You might need to hire a builder or tradesperson if you want to have some repairs or renovations done at your place.



Danger

It can be risky if you try to do trades work yourself. You might make the problem worse, and electrical work can be very dangerous.

It is usually best to hire a licensed builder or tradesperson so the work can be done safely and to a good standard.



Before you hire a tradie make sure they have a licence for the type of job you want them to do.



If you find a tradie who does not have a licence, please report them to CBS. The tradie could be breaking the law.

Check their licence

There are four different ways you can check if the builder or tradesperson is licensed.



1. Check their digital licence on their phone or tablet.



2. Check their plastic licence card.



3. Check their licence details on the licensing register at www.cbs.sa.gov.au



4. Phone Consumer and Business Services (CBS) on 131 882.

Getting quotes



Some tradespeople charge thousands of dollars more than others.

So before you agree to hire a particular tradie, ask for quotes from 3 different businesses so you can compare prices.

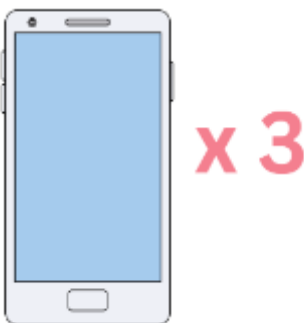


Make sure each quote lists the tasks that the tradie will do.



Check that the price is fixed so the tradie can't ask you for extra money, unless they find another problem and check with you first about fixing the other problem.

Urgent repairs



If the job is urgent and you need to call a tradie at night or on the weekend, it's still best to call 3 tradies.

Explain the problem and ask them how much the job is likely to cost.

See what other people think



Ask your friends and family which tradespeople they have used in the past and if they were happy or not with the plumber.



Check independent reviews online.

Contracts



For building projects that cost \$12,000 or more the law says there must be a written contract.

It's also a good idea to get a contract for small jobs.

Read and understand your contract before signing.

If a tradesperson contacts you

The law gives you extra protections if the tradesperson approaches you and the contract value is more than \$100.



There must be a written contract.



You also get a cooling off period. This means you can cancel the contract and not have the trades work done.



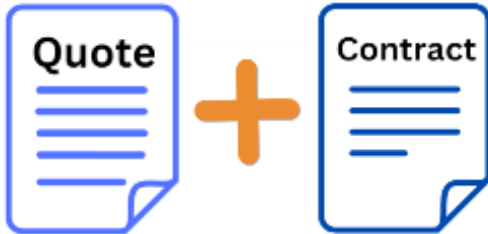
The cooling off period is for 10 business days.

If you want to cancel the contract you must give the tradesperson written notice before the cooling off period ends.



In most cases, the tradesperson must not do any work or take any payment from you during the 10 days.

You get the 10-day cooling off period in the following situations.



- You ask a tradesperson for a quote, and they visit your home to look at the issue. While they are at your home they give you a quote, and you agree to the work at the same time.



- You ask a tradesperson to come and do work at your home. While they are at your house they offer to do more jobs and give you a quote for the extra work. The law gives you protection for the extra work.



- The tradesperson starts contact with you by telephoning you or knocking at your door and they offer to do work at your place.



Beware of tradespeople who go from house to house offering to do work. They are often not licensed and the quality of their work can be very bad. They are also hard to contact if there are problems.

Building indemnity insurance



If the job costs \$12,000 or more and council approval is required there must also be building indemnity insurance.

Builders can organise a certificate as proof of this insurance, but it's a good idea to check the insurance yourself.



Otherwise, you might be stuck and it could cost you a lot of money if your builder becomes insolvent, dies or disappears during the building process or the warranty period.



Check your insurance at
<https://www.qbe.com/au/builders-warranty/certificate-register>

Payments



Don't pay too much in advance. If the company closes you might lose the money you have already paid to them.

Once work begins, only pay for work completed.



Make sure the amount the tradesperson asks you to pay is the same as the amount on their quote.



They must give you a **proof of purchase** – e.g. a receipt.

Your protections

The law protects you when deal with a business.



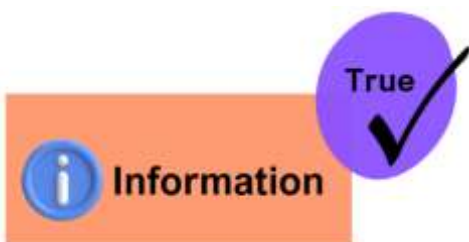
You get **consumer guarantees**. This means that:



- their work must be good quality



- they must do what they said they would do



- they must give you truthful information



- they must help you by fixing the problem if a consumer guarantee is not met.



For more information

Contact Consumer and Business Services
(CBS) via



<https://www.cbs.sa.gov.au/contact>



or telephone 131 882