



# Building Services Authority

# ***MEDIA RELEASE***

## **Consumer advice: Choosing a builder**

“Your home is likely to be your greatest investment. Be cautious when choosing a builder or trade contractor as this decision can determine whether your project runs like a dream or a nightmare,” said general manager of the Queensland Building Services Authority, Mr Ian Jennings.

“The first step you should take is to make a list of local builders able to do the job, and then check their qualifications and past work.”

Mr Jennings says consumers can find builders and trade contractors through:

- personal recommendations from previous clients
- industry associations (e.g. QMBA, HIA)
- advertisements in the local media – television, newspaper, radio
- on-site signs
- trade directories
- telephone books
- building material suppliers (e.g. hardware outlets).

“When looking at classified advertisements, make sure they include the contractor’s name and BSA licence number as this is a legal requirement.

“Phone BSA’s Customer Contact Centre on 1300 BSA BSA or visit the BSA website at [www.bsa.qld.gov.au](http://www.bsa.qld.gov.au) to confirm, free of charge, whether the contractor has a current BSA licence suitable for your job. You can also check the types of work the contractor has performed in the past and the value of these works,” said Mr Jennings.

It is also a good idea to physically inspect the contractor’s previous work and speak to their past clients.

Mr Jennings suggests consumers ask previous clients the following questions:

- Did the contractor provide documentation clearly detailing and pricing the work to be done?
- Did the contractor provide professional, responsive customer service?
- Did the contractor stick to the agreed costs and timing?

“Once you have been through this process and selected a contractor, I advise consumers to ask about any warranties the contractor may provide and the types of products that will be used. Before signing any contract documents, read them carefully and seek legal advice on any point you don’t understand,” said Mr Jennings.

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