

5 QUESTIONS YOU NEED TO ASK

Asking these 5 questions to every company who provides you with a quote could save you money and time.

Remember to compare your quotes carefully. Ensure that each company is offering you exactly what you want and are quoting on a similar scope of work and standard of products.

1. Are they licensed to do RENOVATIONS?

Within Queensland the only legal license can be obtained from the QLD Building Construction Commission (QBCC). To verify if a company is legally licensed you can visit the website (www.qbcc.qld.gov.au) and complete a free online license search. When doing this, check the license details carefully, as many companies are not licensed to do full renovations, or are only licensed in specific areas. For example, a tiler is only licensed to tile, not complete renovations. **Bathrooms Are Us are licensed with the QBCC to do renovations, alterations and additions and only use fully licensed trades people. Our QBCC license is 49737.**

2. Does the Qld Building Construction Commission (QBCC) insurance cover BOTH labour and products?

It is a legal requirement that all work, over the amount of \$3,300, is covered by QBCC insurance. Therefore all labour and products that we supply are covered by the QBCC insurance. However, if you choose to supply your own products, you are required to advise us of the purchase amount so these can also be covered under the QBCC Act. Buying your own products means you accept full liability for them, and are responsible for any replacements and repairs. **Bathrooms Are Us provide full QBCC insurance for all renovations above \$3,300 and handle all manufacturer warranty issues.**

3. Do they supply detailed drawings, including 3D perspectives, using a professional drawing program?

You have an idea in your mind about how everything is going to look once it's finished, but how do you know that the company you have chosen also share that vision? Using comprehensive drawings is the only way that you can both be on the same page and know with certainty that what you are agreeing to is exactly what you want. **Bathrooms Are Us use a professional computer drawing program, that give full CAD images, and give you copies for approval before the renovation starts.**

4. Do they use an industry recognised contract?

The Housing Industry Association (HIA) recommends using their contract, as it exceeds industry standards. A reputable contract is the only way to ensure that you don't get hit with hidden costs and extras. Find out if labour and materials are included and determine if the price will change at any point during the renovation. **Bathrooms Are Us use HIA contracts for every renovation and provide a thorough initial proposal so there are no hidden extras.**

5. Are they recommended by others, especially those with unbiased industry expertise?

Check with the Housing Industry Association (HIA) for advice. 07 3021 8800. They will objectively recommend bathroom renovation companies who have accreditation, good service histories and who have won awards for their bathroom designs. **Bathrooms Are Us are accredited bathroom designers and are recommended by industry recognised experts such as the HIA.**

FREQUENTLY ASKED QUESTIONS

- ✓ **Do you guarantee the bathroom project?**
YES! All our work is guaranteed by the QBCC for six and a half years and all products have manufacturer warranties.
- ✓ **How long will the construction period take?**
3 – 4 WEEKS is a typical construction time, less shower screen, which is measured after completion of tiling.
- ✓ **Will my bathroom be waterproofed?**
YES! Australian Building Standards require wet area to be waterproofed. We provide a certificate of waterproofing so you can be assured of the standard.
- ✓ **Will you need to install a hot water tempering valve to my hot water system?**
YES! This is compulsory by law as it is required by Council regulation for all plumbing work.
- ✓ **When can you start the renovation?**
ASAP! We can start as soon as the contract is signed, drawings are approved, products are ordered, and the commencement date is confirmed.
- ✓ **Who chooses the products and tiles?**
YOU DO! We offer advice, however the final decision is up to you.
- ✓ **Do you supply everything?**
YES! We want to make the entire process as easy as possible for you so we specialise in supplying all labour, products, tiles and materials using our preferred suppliers.
- ✓ **Do you use water saving products?**
YES! All of our showers, tapware and toilets are water rating approved to the current standards.
- ✓ **Will the design and construction of my bathroom be managed by Bathrooms Are Us?**
YES! All processes are conducted by our team, which includes designers, a Project coordinator, administration staff and licensed tradesmen.
- ✓ **How long have you been doing bathroom renovations?**
SINCE 1994! We are locally owned and have a showroom and office, which is open week days 8:30am to 4:30pm. Monday to Friday and Saturday by appointment.
- ✓ **If there is asbestos, can I still renovate?**
YES! We recommend and provide asbestos tests to all houses built before 1984. Any asbestos present is removed by a licensed removalist and is compliant with all standards.
- ✓ **Do you have a code of conduct?**
YES! We treat your house like a home, not a construction site. We enforce strict policies on caring for your property, appropriate behaviour and high work standards. This also includes using drop sheets and cleaning the bathroom upon completion.

THE RENOVATION PROCESS

Initial Quoting Process

1. Office and Showroom consultation to discuss ideas. (30m-1hr)
 - a. Availability; Monday, Thursday, Friday; 8am-4.30pm (Call 3216 5855 for Appointments)
2. Site visit and measure of the bathroom. (30m-1hr) at your home or renovation address.
 - a. Design fee applies for all new layout concepts
3. Draft proposal prepared, including price and list of inclusions. This is emailed to Client. (1-2 week turnaround, text alert)

Client Approval & Deposit

If you're happy with the draft quote and would like to get your renovation underway then all you need to do is:

1. Sign an Acceptance letter and pay your deposit. (20% of quote) (Acceptance letter is sent with the draft quote)
2. Select your tiles through Amber Tiles (Albion), Uptiles (Strathpine), The Tile Merchant (Geebung) OR Metro Tiles (Geebung)

Administration

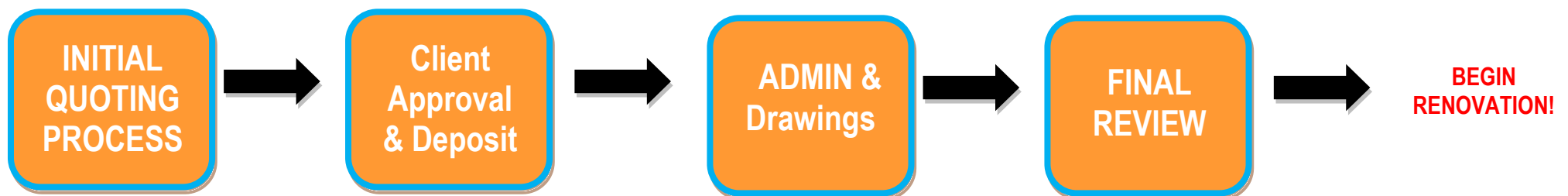
We then prepare your drawings and contract, organise a commencement date, and set you up on Builder Trend. (Info Sheet p.4)

Final Review

Appointment at our showroom where we develop the renovation. This appointment generally takes 1-2 hours and includes the following:

- Finalising product selections; including making changes to what has been allowed for in the draft proposal.
- Reviewing layouts and construction drawings including colour 3D.
- Discussing conditions of the renovation including detailed scope of works, payment schedule and HIA K & B contract.

Once we have ensured that both parties are satisfied with the planned renovation, we then confirm a date of commencement and get the renovation underway!



Builder Trend Information

We use BuilderTrend as a site-management system for all of our renovations. It allows our clients to access important information on their renovation 24 hours a day, 7 days a week. You are able to access the full schedule of the job, view drawings and site documentation, and approve change orders from your home computer or smartphone. It also allows us to ensure that this information is updated frequently, so you are always receiving up-to-date communication from us.

Below is a brief outline of some of the features;

- **Calendar** – Provides access to the full schedule of the job. You will be able to view updates and changes in real time.
- **Documents** – Access to drawings, draft proposal, and certificates
- **Messages** – An online messaging forum for communication between yourself and Bathrooms Are Us
- **Variations** – Variation or Change Orders that occur during your renovation can be found here. Nothing is processed until you have signed and approved the change request made within this feature.
- **Photos** – This will have a before, construction & final photos of the renovation

PLEASE NOTE: You will not be making any payments through BuilderTrend.

If you have any questions, please do not hesitate to call on 3216 5855 or email us sales@bathroomsareus.com.au