



# 9 THINGS TO DO BEFORE YOU HIRE

## A TRADESPERSON

### ***Some of these you won't have thought about!!!***

Hiring a tradesperson can be a practical and time-saving decision. However, to ensure the very best outcomes, it's crucial to take the right steps before making a hire. Below is a list of 20 things to consider and actions to take before making your hire.

1. **Define the Scope of Work:** This helps you and the tradesperson understand the extent of the work, additionally it will help you save time and money with variations.

***MasterFix: Our experts will run the scope of work with you to ensure we fully understand your needs, and we're happy to do so at a speed you're comfortable with.***

2. **Verify Insurance:** Ensuring that a Tradesperson carries the appropriate insurance is a crucial, as it provides peace of mind. Insurance coverage, particularly liability insurance, protects you and your property in the event of accidental damage or injury that might occur while the Tradesperson is working on your project. Without this insurance, you could be held financially. By verifying that a Tradesperson is adequately insured serves as an indicator of the Tradesperson's professionalism and commitment to responsible business practices.

***MasterFix: We carry a \$10m liability insurance with QBE, our policy is attached at the back of this document for your reference.***

- 3. Don't Settle for the Cheapest:** Opting for a cheap Tradesperson might be economical initially, but it often leads to compromised work quality, use of inferior materials, and potential property damage due to a lack of experience and skills. These tradesmen may not possess the necessary insurance, putting you at risk, and they might also lack reliability, potentially causing project delays. Ultimately, while the low cost can be tempting, the potential long-term drawbacks and additional costs associated with hiring a cheap Tradesperson can significantly outweigh the initial savings, making it a risky choice for your project.

***MasterFix: We're not the cheapest because we take pride in our work, our ethics and practices, if we run our business on a shoestring, you're not going to get the service and results you desire. Equally, we're not the most expensive. We can deliver the work and quality you deserve at a price that fair and reasonable.***

- 4. Ask About Experience:** An experienced Tradesperson brings a wealth of knowledge and expertise, having honed their skills through years of practice and exposure to a variety of situations. When you ask about their experience, particularly in relation to your project, you gain insight into their capability to manage and execute the task at hand effectively. This not only increases the likelihood of a job well done but also minimises the potential for errors or issues arising during the course of the work. Additionally, an experienced Tradesperson is more likely to provide valuable advice and suggestions.

***MasterFix: We're experienced in several services, having delivered them in Australia and the UK, we bring the best of both countries to our clients.***

- 5. Request a Written Estimate:** Requesting a written estimate provides a clear and tangible breakdown of the anticipated costs associated with your project. A written estimate should include materials, any potential additional fees, and a timeframe for completion. Having this information in writing protects you by setting clear expectations and helping to prevent any surprise charges or misunderstandings regarding the project's cost. Furthermore, a written estimate demonstrates the Tradesperson's professionalism and transparency, as they are willing to commit to a



quoted price and provide you with a physical record of the agreement. By insisting on a written estimate, you safeguard your financial interests and contribute to a transparent and trustworthy working relationship with the Tradesperson.

***MasterFix: You'll always get a quote from us, its simply not professional of us if you don't.***

- 6. Clarify Payment Terms:** Clarifying payment terms before initiating a project is essential to establish a clear and transparent financial agreement between you and the Tradesperson. It's important to discuss and agree upon aspects such as the payment schedule, acceptable methods of payment, and any deposit required upfront. Clearly defining when payments are due, whether in instalments based on project milestones or upon completion of the work, helps to manage both parties' expectations and cash flow. Additionally, discussing payment terms in advance helps to avoid potential disputes or misunderstandings later on.

***MasterFix: Being an established business we typically don't ask for deposits upfront or stage payments, as we have significant cash funds. For larger jobs we may wish to be reimbursed for large material purchases, but typically we get paid once the job is done.***

- 7. Discuss Cleanup:** Addressing the issue of cleanup after the completion of a project is a key component of the discussion with your Tradesperson, ensuring that your property is returned to a neat and orderly state. Clarify whether the responsibility of cleanup and disposal of any debris or leftover materials falls under the Tradesperson's duties, and if so, confirm that this service is included in the quoted price. Establishing these expectations beforehand helps to avoid any potential misunderstandings or disagreements once the job is finished.

***MasterFix: Unless you instruct otherwise, its automatically part of the service with us.***

- 8. Communicate Your Expectations:** Clearly communicating your expectations is a crucial aspect of working with a Tradesperson, ensuring that both parties have a mutual understanding of the desired outcome and standards for the project. Take the time to discuss your specific requirements, preferences, and any particular details that are important to you.

***MasterFix: We always listen, and put your needs first and foremost, just because we're the experts, it doesn't mean we shouldn't listen, you're our client and value you and your wishes.***

- 9. Agree on a Timeline:** Agreeing on a timeline is a vital part of planning any project with a Tradesperson, ensuring that both parties have clear expectations about the project duration and key milestones. A well-defined timeline helps to manage your expectations and provides a structured plan for the Tradesperson to follow. During the discussion, clarify start and end dates, and establish deadlines for specific stages of the project, particularly if it's a larger or more complex task. Also, discuss potential factors that could cause delays, such as weather conditions, availability of materials, or unforeseen complications, and how these would be handled. Make sure to include the agreed-upon timeline in the written contract or agreement, providing a reference point that holds both parties accountable. A clear and mutually agreed-upon timeline ensures a smoother workflow, minimizes the risk of misunderstandings, and contributes to a successful and timely project completion.

***MasterFix: We'll set expectations of the timeline with you at the outset, if things need to change, we can accommodate that too.***



## Conclusion:

Taking the time to thoroughly vet a handyman and establish clear expectations can lead to a smoother and more satisfactory home improvement experience. By following these 9 steps, you'll be well-prepared to make an informed decision and enjoy the benefits of a job well done.

An advertisement for MasterFix Property Maintenance. It features a man and a woman in work clothes (plaid shirts, tool belts, and safety glasses) looking surprised. The background is a solid orange color. In the top right corner, the MasterFix logo is present. The main text reads: "Need any Fix? Leave it to the Professionals". Below this, it says "Call us on 0437 793 159". At the bottom right, there is a small icon of a wrench and the text "We Fix it. Get the Best Help."/>

Need any Fix?  
**Leave it to the Professionals**

Call us on  
**0437 793 159**

We Fix it. Get the Best Help.

Save yourself all the headaches of hiring the wrong Tradesperson. Speak to MasterFix today and we'll get the job done!



## About MasterFix

Thank you for considering MasterFix – where quality craftsmanship meets unrivalled expertise. With over 15 years in the industry, we've become the gold standard in residential and commercial improvement and repair.

At MasterFix, we understand that every client has unique needs, and we pride ourselves on offering a comprehensive suite of services to address them all.

## Our Range of Services

- **Bathroom Renovations:**  
Transforming a bathroom into a luxurious oasis.
- **Building Maintenance and Repairs:**  
Keep your property in top-notch condition.
- **Carpentry:**  
Precision and skill for every woodwork project.
- **Ceiling Repairs:**  
Addressing issues from leaks to structural damage.
- **Custom Furniture:**  
Tailored pieces to fit your design aesthetic.
- **Decking:**  
Elevate outdoor spaces with sturdy and stylish decks.
- **Door Repairs:**  
Ensuring functionality and security for all door types.
- **Dry Wall:**  
Expert installations and repairs for seamless walls.
- **Electrical Work:**  
Safe efficient solutions for all your basic electrical needs.
- **Fencing:**  
Enhance security aesthetics with a range of fence styles.
- **Flooring:**  
From hardwood to tiles, we cover all your flooring needs.
- **Furniture Assembly:**  
Efficiently putting together your furniture with care.
- **Interior Decorators:**  
Bringing your design visions to life.
- **Internal Walls:**  
Structuring and reshaping interiors.
- **Joiners:**  
Crafting seamless joints for various applications.
- **Kitchens:**  
Modern renovations for the heart of your home.
- **Landscaping:**  
Designing gardens/outdoor spaces to perfection.
- **Locks:**  
Ensuring security lock installations and repairs.
- **Painting:**  
Giving life to spaces with a splash of colour.
- **Plastering:**  
Smooth finishes for pristine walls.
- **Plumbing:**  
Addressing all basic plumbing issues.
- **Pool Fencing:**  
Safe and stylish barriers for your pools.
- **Project Work:**  
Comprehensive solutions for larger projects.
- **Renovation:**  
Transform spaces to reflect contemporary designs.
- **Retaining Walls:**  
Functional structures for landscape support.
- **Tiling:**  
Precision tiling for floors, walls, and more.
- **Wall Repairs:**  
Addressing all kinds of wall damages.
- **Wardrobe:**  
Custom solutions for storage needs.
- **Window Repairs:**  
Ensuring clarity and security.
- **Woodworking:**  
Crafting intricate wooden pieces with finesse.

MasterFix holds \$10,000,000 Public Liability Insurance with QBE.



## Business Pack Insurance Policy Schedule

QBE Insurance (Australia) Ltd  
Head Office  
Level 18, 388 George Street  
Sydney NSW 2000  
ABN: 78 003 191 035  
AFS Licence No: 239545



Policy Number 18U160054BPK

### Cover Details

**Location** 11 KILGERRON CT, NARRE WARREN SOUTH VIC 3805 **Risk Number** 1  
**Business** HANDYMAN, CONSTRUCTION TRADE S  
**Interested Party** None Noted

### Broadform Liability Section

Particulars	Total Sum Insured	Limit
Limit of liability, any one occurrence		\$10,000,000
Property in Your physical and legal control	\$250,000	

**Excess** \$500 for property damage claims only  
\$0 for personal injury claims

The rating of this section is based on 1 persons being engaged in the business. If there is any change to this, you must notify your intermediary.

### Clauses

- **PI1**  
**CONTRACTOR, SUBCONTRACTOR AND LABOUR HIRE EXCLUSION**  
The Liability Section of this policy does not cover liability caused by, contributed to by or arising from injury to any contractor or subcontractor or labour hire personnel of the insured or employees of any contractor or subcontractor of the insured whilst such employee or contractor or subcontractor or labour hire personnel is acting in such capacity.  
For the purpose of this exclusion a:  
  1. labour hire person is a person who is:  
    - a. employed by a labour hire provider; or
    - b. contracted as an apprentice by a labour hire provider;and you have contracted with the labour hire provider to use the services of the labour hire person.
  2. labour hire provider is a person or organisation that contracts out the services of their employees and or apprentices to you.
- **RLE**  
**RESTRICTED LOCATIONS EXCLUSION**  
This Policy does not cover liability arising directly or indirectly out of or caused by or in connection with Your Business for any activity carried out at, on, over or under any:  
  - a. drag line excavators;
  - b. airport tarmac;
  - c. aircraft hanger and any other building used for the purpose of housing, storing or repairing aircraft or aircraft components;