



10 Top Things to Consider

When Working With Tradies

1 ARE THEY INSURED?

Before locking in any contractors be sure they have their insurances in place. Check they have: Work Cover, Public Liability and Professional Indemnity Insurance.

2 OBTAIN A PRICE LIST

Have a list of prices for major jobs handy so that you can refer to it. If you have this price list on file you can reduce will reduce the need for quotes. Try to make sure the price list includes labour costs and how long each job is likely to take.

3 ASK FOR FREE QUOTES

Unfortunately, we are still operating in a world where people are after 3 or more quotes on average. If your trades charge for quotes, they are unlikely to be given much work, most owners aren't rich and are very dollar conscious. Make sure you have this discussion with your trades, let them know that they are more likely to get work if they can quote for free.

4 CLEARLY OUTLINE YOUR PROCESSES

To avoid confusion and errors in communication, make sure your trades understand the your processes and procedures. Offer a handbook or guideline when working with them. For example, what is expected of trades, insurance information, tradie etiquette, processes for emergency work, and how to contact tenants, etc.

5 REFERRALS CAN BE REWARDING

Developing a good relationship with your tradies will ensure a long and ongoing business relationship. If you have any friends, family or clients you can refer, that always helps as well. It is a two-way street, so it is a great gesture to offer ongoing regular work. They might just return the favour.

6

OUTLINE AN EXPECTED ETIQUETTE

You want to ensure you are upholding a good relationship with your tenants and owners - you need to make sure your trades are doing the same. Stress the importance of always being understanding and respectful of the persons home and property. Let them know to: clean up after themselves, ensure tools aren't left behind, ensure the work environment is left safe, etc.

7

ASK FOR PHOTOS

This is twofold. It ensures you have everything on file and it also protects you against any false claims about jobs not being done properly or on time. A lot of landlords appreciate evidence of the maintenance being completed as well.

8

HAVE A SYSTEM FOR MANAGING KEYS

Make sure you have your key system properly organised. Nothing is more frustrating than keys being lost- especially when they are being checked in and out so often. Also, ask if trades can return the keys as soon as they have completed the jobs.

9

COMMUNICATION AND DISPUTES

Communicate any issues with trades as soon as they arise. Be understanding if they aren't going to meet the expected time frames, remember they are bust too. In this business disputes are a given. If you are experiencing any issues with payments, always communicate kindly before getting upset or frustrated, escalate if your concerns aren't addressed adequately.

10

AVAILABILITY

The flexibility as a tradie is appreciated as a Real Estate. It is always handy to have reliable tradesman that are available more often than not. Ensure your emergency tradies are available 24 hours a day, 7 days a week for all emergency calls from tenants or the agency. A mobile number is important to be contacted on at all times by Property Managers and tenants.



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