

Headaches or hassle free?

Your checklist for choosing the right builder for you

Choosing a builder who is right for your project can be the difference between a massive headache and an enjoyable, hassle-free project.

It's important to know what to ask your builder. The following checklist will provide a good starting point. Don't be scared to ask these questions. Remember - it is always better to ask upfront than to find out critical information when it's too late.

Firstly Visit the websites of the Housing Industry Association (HIA) or the Master Builders Association for builders in your area, then make a list of potential builders.

Check each builder's website for images and photos of recent work and look for testimonies of other people who have recently used their services.

Ask these questions of each builder so you can compare quality and experience, allowing you to see how easy it is going to be working with them.

Are you able to provide me with your builder's registration and licence if we proceed with you?	
What evidence can you provide that will show you are financially sound and can complete my project?	
Are you currently insured?	
What are your professional memberships and registrations? (HIA/MBA/other?)	
How many years have you been in the industry?	
What experience do you have with renovations/new builds?	
Can we speak with some of your most recent clients?	
Do you provide a written itemised quotation clearly outlining what is included or excluded in the price?	
Are there any hidden or extra costs that may be charged?	
What are your standard features and what will cost me more?	

Your checklist continued...

What is the process and consequences if we change our mind along the way?	
What warranties and guarantees will you or your manufacturers offer to me?	
Does any work conducted by sub-contractors void any warranties or guarantees?	
What is your expected time for construction?	
Are you currently working on other projects and when will they be completed?	
What other work do you have to start and how will that affect my project?	
Will you be onsite at all times or are you the project manager? How often will you be inspecting their work?	
How often will I be able to access and view the home during the building process?	
Do you conduct site meetings? When do these take place?	
What responsibility do you take if something is found not to be compliant?	
What is the 'defect liability period'? How long does it last and what is covered?	
Who do I contact if I have any questions during the building process?	
If we select you as our builder, when will you be able to commence work?	