

COTA MEMBERSHIP



FAQ – Frequently Asked Questions COTA HOME MAINTENANCE SERVICE (CHMS)

Q. Who provides the service?

A. COTA has established a strategic partnership with a well known and long established national franchisee organisation that specialises in residential and commercial handyman and property maintenance services. They have been providing maintenance services since 1996 and have considerable expertise and experience delivering appropriate and affordable home maintenance.

Q. Who actually carries out the work at my home?

A. CHMS work is carried out by CHMS tradesmen operating under licence authorised by COTA, or by Hire a Hubby Franchisees (BLD 237515). All tradespeople are fully licensed where appropriate, police checked, insured, carry ID and have branded uniforms/vehicles. All offer quality workmanship, integrity and peace of mind.

Q. Will there be a tradesperson in my area?

A. There are many franchisee contractors within each state and territory that are licensed and qualified and are undertaking job activities for CHMS. When a member calls and identifies the location by postcode, the job is allocated to the tradesperson nearest that postcode location. If this tradesperson is busy or cannot attend to the job request, the request then goes to the next tradesperson nearest that postcode. The member will then be contacted by the tradesperson within 24 to 48 hours, where possible, and arrangements made to attend to the requirements. The member can arrange for a mutually convenient time to meet with the tradesperson on site to discuss requirements.

Q. How will I know how much the job will cost me?

A. Members will be charged a competitive commercial rate for the work carried out. Based on a description of the work provided by the member to CHMS, the tradesperson will be made aware of the member's requirements, however the tradesperson will present on site and discuss the requirements directly with the member and proceed to arrange a free estimate. If the member accepts the estimate, the tradesperson will make direct arrangements with the member to undertake the work at a timing that suits both parties.

Q. What if the tradesperson finds that the cost will be greater than the estimate given?

A. This can happen because the actual cause of the problem or the fix for the problem is not fully obvious until work commences, which may reveal a more complicated fix than the member and or tradesperson first thought. In these circumstances, the tradesperson will advise the member what the additional work involves, together with a firm quote for the additional work or goods required to complete the task. Once the explanation is given to the member together with the amended quote, the member then agrees or declines to proceed based on the new price. If the member does not want to proceed based on the new price, there will be a charge to pay

by the member for time, work and any consumables or goods used up to that time, because the tradesperson has attended the home thinking there was a job to complete, but now there is not. The tradesperson will be entitled to pass on their billable time to come to the member's home, investigate the issue and cover whatever activities and costs of goods used may have been undertaken to that point.

Q. Are quotes provided?

A. Yes, COTA Home Maintenance Service does provide free quotes. Often people just 'want to know how much it would cost'. Many commercial contractors do not provide free quotes because of the time it takes them to attend the site and have a look at the work to be carried out and because often, the job doesn't actually get completed. CHMS Franchisee Contractors provide this free as they seek to assist COTA Members whilst building their repeat customer base and so assist you again in the future.

Q. Who will bill me for the work done? And how do I pay?

A. When you receive your quote, discuss with the tradesperson your preferred method of payment and ensure you both agree on this. On completion of the job, you will receive an invoice from the tradesperson who you will need to pay direct. Payment can be made by cheque, money order or all major credit cards, or by specific arrangement made by you with the tradesperson before work commenced. Payment using cash **IS NOT RECOMMENDED** as this is difficult to trace should the member have a claim or dispute regarding work carried out. A cheque, money order or credit card transaction provides an audit trail which will support the member / contractor payment arrangement should any dispute about this arise.

Q. Should I pay cash if the contractor offers this to me?

A. It is important that members **do not accept** offers to pay their account by cash from any tradespeople. Apart from the security element and risk this may create for an older person, any tradespeople who offer discount in exchange for payment by cash indicates that they may be unscrupulous and may be breaking the law, therefore CHMS does not encourage this practise.

Q. Is the work guaranteed?

A. Yes, all work undertaken for members via CHMS is warranted and guaranteed that all workmanship will be carried out properly and professionally. Before the contractor is paid, the member must ensure they are fully satisfied with the work carried out. In the event of any problems, these can be discussed directly with the tradesperson concerned to ensure your full satisfaction before payment. CHMS also recommends we be advised if you have a dispute with the tradesperson so that we can deal with the tradesperson to ensure that the work is completed satisfactorily. This means members have CHMS to assist them with tradespersons in the event of a dispute, during the job or after the work is completed.

To enquire about COTA Home Maintenance Service or to book a job, please call 1300 658 842.

The hours are Monday to Friday between 8.00am and 6.00pm (South Australian time).

Please note: CHMS is unable to provide emergency call out services.

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1300 658 842