
From: Marion Sweet
Sent: Wednesday, 15 August 2018 5:27 PM
To: Policy
Subject: DO NOT REMOVE LICENSING FROM TRADES

We recently had a house extension to our 12 year old Grade1A built home, only to have it trashed by our builder and his tradies, including a Taubmans Accredited painter who has not followed any Australian Standards. Our extension cannot be certified for many reasons and a Building inspector has documented a 36 page report on items that he could see from a visual inspection. What he cannot see could raise many more issues.

Australia already has shocking tradespeople who get away with destroying peoples homes as no one takes any responsibility for managing the licenses. I cannot even understand why this proposal to remove licences from any trades has been raised! It is ridiculous and totally unfair to consumers.

Office of Fair Trading, if anything, YOU SHOULD BE ENSURING THAT STRONGER Licencing conditions are set. If you remove licences for one trade it will then apply across all trades, so don't bring down the already weak licencing that we have.

INSTEAD, Office of Fair Trading, you should be strengthening the licencing conditions. For instances, if a Tradesmans' work is reported as defective or a dispute is raised, the license of that Tradesman should be suspended until the dispute is resolved. That resolution process needs to be thorough and accurate and may take a matter of time such as going to court to have it settled but it is the ONLY way in which to get rid of the already shocking tradesman out there who are charging consumers high prices for their work and damaging peoples homes in the meantime. Sure this will mean more people managing licensing, but if there is some crack down on the huge number of undisciplined trades then less disputes and insurance claims are likely and will save consumers literally thousands of dollars having to get rectification work done.

Surely the Office of Fair Trading has some awareness of the poor state of the trades in Australia. If not then then Fair Trading really do need to open their eyes, and ears and listen to the cries of consumers.

For example:

Taubmans stand by their accredited trainer. Taubmans came out to inspect his work and were so horrified that they gave us a free 15 litre of paint. What did the painter do that was so wrong.

1. Firstly he took a 50% deposit from us. That is against the law we have now been advised.
2. The Painter did no preparation work. He painted with an old style paint directly onto the gyprock. So only 6 weeks later the paint is peeling off the walls. An undercoat must be applied first.
3. If that is not alarming enough, the painter also painted without filling holes or removing plaster lumps.
4. It is also likely that the painter has watered down the paint as the two coats of paint applied has not covered the plaster marks. This also is a poor act as the consumer pays a high price.

Are you aware that only two procedures can rectify the walls, either:

1. Replace the Gyprock - as the best outcome, apply the undercoat and then 2 or 3 coats of the paint, or
2. Remove all the paint in a laboriously slow and gentle manner so as not to destroy the Gyprock (almost impossible), then apply the undercoat and then 2 or 3 coats of the paint.

But the painter who did not conform to the Australian Standards has got off free and is out there destroying other peoples homes.

Fair Trading are you unaware of such poor behaviour by the Painter Trades?

Please consider what you are proposing as it is very wrong.

Thank you.

Marion Sweet