



Get What you Deserve in a Contractor

Proservices
maintenance services
(PTY) LTD.

Proservices
roofing & asbestos services
(PTY) LTD.



Serving Port Elizabeth since 1998

GET WHAT YOU DESERVE IN A CONTRACTOR

"The opinions expressed herein are without prejudice to any third party or persons and are based on investigations of the redecorating and refurbishment industry in and around Port Elizabeth since 1998, which has allowed us to compile our interpretation of the pitfalls of hiring a contractor, the correct terms of service that a contractor should provide or supply, and that prospective clients should enjoy."

1. Before you hire a Contractor

1.1. Identify your project

Your biggest investment is your home or business premises. Prior to starting your project you need to make a thorough list of exactly what your project will entail and what you want to do: redecorate or renovate? If redecorating, consider the various types of decorative coatings available, drive around your suburb and look at colours used on other homes that may appeal to you and get colour swatches from your local hardware or paint supplier. If renovating, complete a basic sketch or layout of what you envisage or hire the services of a draftsman to assist with a basic layout; alternatively, there are many cost effective basic architectural programs for the layman available that are easy to use. Having a basic drawing and a comprehensive written to do list will greatly assist you when negotiating with a contractor who may try and convince you otherwise.

1.2. Plan your budget

Establish what finances you have available to fund the project allowing a nominal amount for unexpected contingencies. Once you have determined your budget available you can look at the different financial options available to fund the project.

1.3. Do research

Know what permits are required for your region, this can be done by contacting your local municipality or via the web. You can also find useful tips by researching the internet on all subjects pertaining to your project. You can visit sites such as the Master Builders Association for additional information. Research the web relating to products that you want to use in your redecoration or refurbishment, what warranties are offered, do they have approved applicators, etc.

1.4. Estimated timeline to complete work

This is a very important factor of your project and can impact on your lifestyle. Do you want to do the redecoration or refurbishment during winter or summer? During school holidays? When does building industry shutdown? How many public holidays are between the start and finish of the project? Generally, the best time to start is when the least amount of rainfall for your area is expected and distractions such as public holidays which will negatively affect your timing schedule.



1.5. Neighbours / work restrictions / permits

Have you approached your neighbours for permissions relating to restrictions, inconveniences, etc.? This can eliminate the frustrations normally associated with redecoration or refurbishment that will be taking place and it is also good manners. Have you approached the municipality to ensure that you will not be encroaching on the municipal bylaws associated with renovations? Have you got permission to use the pavement areas for deliveries of sand, stone and grit? Although your contractor may be aware of what permits and inspections are required, so should you familiarise yourself with them. This can be done through your local municipality or the Master Builders Association.

1.6. Identify suitable Contractors

This can be done by approaching your local Master Builders Association or by researching the internet or Yellow Pages. Always look at multiple contractors. Set up a list of questions that you want to ask the contractor in the contractor pre-appointment interview. Find out as much as you can about the contractor's company, i.e. is the contractor VAT registered? Does the contractor have a current Tax Clearance Certificate? Does the contractor have a Workers' Compensation Clearance Certificate? Is the contractor a CC, (Pty) Ltd, or a sole proprietor? How many people does the contractor employ? Is the contractor the only shareholder / proprietor or member? How does the contractor expect payments and when? Does the contractor ask for a deposit up front (**danger sign**)? Does the contractor operate from business premises or from home? Does the contractor make use of "**off the street**" staffing or use of the contractor's own employees? Are these staff vetted, in other words, does the contractor have legitimate contracts with the contractors' employees, copies of their ID documents, etc.? Does the contractor have the required insurance in the event of damages

to your existing property? Does the contractor have personal liability insurance? Arrange an interview evening whereby you will discuss the scope of works to be undertaken. This will normally break the ice and allow you the opportunity to "eyeball" the contractor and get a feel for him/her. A contractor that is tardy, disinterested and that does not ask questions and take notes is not worth engaging. **By asking questions you can establish "red flags" prior to appointing a contractor.**

2. Obtaining quotations

2.1. Scope of work specifications

Make use of supplier knowledge - most reputable building suppliers have qualified representatives that are more than willing to assist any prospective home owner with expected material costs for projects which, with a comprehensive drawing, will greatly assist you in benchmarking your costs. Prior to meeting with your contractors on site, ensure that you have a copy of the required drawings, proposed starting date and any other relevant information that may be required - the more information you can share the better. Some reputable contractors also have consultants that can offer assistance in this regard.

2.2. On site meeting of Contractors and Client

Once you have established the credibility of the contractors you wish to engage, arrange an on site meeting whereby all the contractors will be present at the same time for a walk through of the project and hold a question and answer session whereby all grey areas can be addressed. This will not only allow you the upper hand in the negotiations, but will also ensure favourable pricing; after all, competitiveness will ensure the best service **and also eliminate the sloppy contractor.**



2.3. Request for quotations

This is a very important part of the planning phase of your project and to ensure conformity in the tender process, you should break the project up into several areas: Preliminaries, Demolitions, Excavations, Wet Works, Electrical, Plumbing, Roofing, Painting, Flooring, Fixtures and Fittings, additional or other, payment terms and timeline. **This will allow you to compare apples with apples.** Many contractors are fond of giving one page quotations which are as good as till slips, in other words are meaningless as nothing is specified creating huge grey areas. Remember, the more written information, the less hassle at the end of the contract when it becomes a "he said, she said" situation.

2.4. Analysing the quotation provided

Once all the quotation have been presented, they should be analysed by comparing the costs, fine print, standard conditions of sale and payment terms. It is not necessarily the lowest priced contractor that is the best to choose, but the one that provides the most detail in his tender document that normally is the best contractor. However, personal feel is also a good guide to choosing the contractor - after all you will need to work with him for the next few weeks or months.

2.5. Short listing Contractors

After short listing your contractor/s, one needs to establish the credibility of the contractor prior to appointing him to continue with the project.

3. Questions you should ask your Contractor prior to the appointment

3.1. Where do you operate from?

Although this seems like an insignificant question, many contractors do not furnish this information even on their

quotation documents. The reason for this is that they operate from home or from some shady premises. A contractor that operates from non-company premises is normally referred to as a "bakkie builder" and one can easily assume that the contractor does not employ any full time staff and does not have the infrastructure or the finances to fund your project. Whereas a registered contractor that operates from company-owned premises has a commitment to his/her company and client or infrastructure that they have to maintain. The contractor is also easier to trace in the event of defaulting. Again, ask for an address and if possible ask if you can visit their premises.

3.2. When was your company established?

This is again an easy way of establishing the credibility of your contractor and their track record. What is the company's history?

3.3. Can you provide traceable references?

It is important to confirm whether your contractor has had any past problems or completed similar projects by **asking for three contactable references.** Do not be shy to contact the references; it is your investment that is at stake. Another good play is to ask for the addresses of the references to keep on record

3.4. Do you make use of Sub-contractors or do you employ your own staff

Again, this will establish the contractors' ability to manage the project. The questions you need to ask are: Who will manage my site? **Will a competent person be in charge while you are not on site?** Will they be suitably clothed in proper identifiable coveralls? In the event of sub-contractors, it is important to obtain all records between the main contractor and the sub-contractors. In the event that the main contractor is not paying the sub-contractor, you may find yourself in costly litigation from the sub-contractor. **Ensure that the main contractor has agreements in place between himself and the sub-contractor** and



that you have copies of the agreements for record purposes. It is also preferable to sign an indemnity with the main contractor indemnifying you from being held accountable for any costs relating to the sub-contractor in the event of non-payment of the sub-contractor by the main contractor.

3.5. Do you have Contractors' insurance?

This is very important and **it is advisable to ask for a copy of the insurance and a letter of good standing** from the insurance company stating that the policy is valid.

3.6. Are you registered with Workers' Compensation?

Again, this is very important. Ask the contractor to provide a current certificate of good standing for your records in the event of injury or death on your property - this will cover you from any liability that may arise.

3.7. Are you registered with SARS?

As above, it is advisable to ensure that you obtain a copy of his current certificate of good standing for your records. **An honest contractor will naturally be up to date with his VAT and taxes (PAYE).** The receiver can hold you accountable for his/her personal taxes on the amount tendered if it can be proved that you were his/her sole source of income.

3.8. Do you have clearance certificates from Workers' Compensation and SARS?

As dealt with above.

3.9. Are you registered with the MBA or any other professional body?

Paid up membership with a reputable professional body will provide for additional **peace of mind** should a dispute be raised with the contractor.

4. Who will be on site and how will it be managed?

This was dealt with earlier however, it is very important that you establish a chain of command on the site in the event that the main contractor is not available should a problem arise and **who will oversee the staff in the contractor's absence from site.** It is also important that when a problem arises on site that you know who to raise the issue with. It is a good idea to have a pen carbon book whereby you can log the problem/issue and get that person who is in charge to sign for it.

4.1. Are your Supervisors in radio or mobile contact with your office?

There is nothing worse than a contracting supervisor who does not have mobile contact with the contractor, manager or representative in the event of the workforce requiring materials or assistance should a problem arise. It also allows people into your private dwelling should they need to use your personal phone to contact their respective manager or representative. This is also very unprofessional and could lead to a possible theft of personal belongings.



4.2. Can you provide a site safety file?

On big projects this is imperative, as you can fall foul of authorities by not ensuring that the contractor has a site safety file; again the Master Builders Association can assist you in this regard. Is the contractor staff medically fit to complete the tasks at hand?

4.3. Can you provide a timeline of activities?

Before hiring a contractor, one should ask the contractor if he can provide you with a fixed starting date and an assumed completion date- weather permitting. **These dates should be included in your written agreement or contract.** It is also advisable to include a bi-weekly update of the timeline to be provided by the contractor and any delays that may arise in the event of non availability of materials.

4.4. Are these activities recorded by means of media and written?

Believe it or not, this is probably the **most important factor relating to the elimination of grey areas**, either the contractor or you should take pictures daily, am. and pm. These pictures should be filed in an appropriate folder on your computer for reference purposes or in the event of litigation or warranty claims. **Get everything in writing, record minutes of meetings, and make the contractor sign for them.** Remember the contractor is only bound by what is written into the contractor contract or information that is provided in writing.

4.5. Do you require upfront payments or scheduled payments?

You will need to **negotiate a payment schedule with your contractor** based on the period of the contract and based on certain factors for renovations such as: once the floor and foundations have been completed, roof height, completion of plumbing and electrical etc. It is wise to break it up into percentages of the tasks to be completed ensuring that the last and

final payment will only be paid once the project is 100% complete and all snagging has been completed. Retention may be kept for a period of 30 days from finalisation of the project such as 5% of the contract value. This must also be written into the contract.

4.6. Is your company properly equipped to undertake the scope of works?

Has your company got the specialised equipment to complete the project timorously and what type of storage do you require for the equipment or will you provide for your own storage? Will you provide for on site portable ablutions for your staff and will they be serviced by a reputable company? Do you have the required vehicles?

4.7. How will you keep me informed of progress and problems?

It is imperative that you are kept up to date on a daily basis of the progress on site so that **should a problem arise**, it can be brought to your contractor's attention and dealt with immediately.

4.8. What happens should your contractor die tomorrow?

This question is never asked and can have drastic consequences to not only the completion of your project, but materials delivered to your site. For example, you have paid your contractor a 25% retainer to start work and the contractor has goods delivered to your site and the contractor is killed on the way to work. Firstly, your retainer is gone and you would have to claim from the contractor's estate, or the materials have not been paid for and are removed from site by the supplier or you can be held accountable for goods used that have not been fully paid for, etc. Therefore, it is very important to deal with a company that has a full infrastructure and that can continue functioning after the death of any key member of its staff thereby protecting your investment.



5. Danger beware (please note)

5.1. Deposits, the pit falls

Normally when a deposit is requested before work begins a **RED FLAG should be raised**. This either means that the contractor does not have the cash flow to do your work and/or the contractor cannot purchase goods on account. Generally, we would advise you to stay away from any contractor that requests an upfront deposit for works not yet attended to. **Also in most cases, your funds are used to finance another project to fruition** somewhere else and by the time the contractor gets to site, your money has been spent. If the contractor insists it is to buy materials, tell him/her to bring you the invoice and once delivered to site you will automatically transfer the funds to the supplier in question. For progress payments or part payments, based on the initial quotation or tenders different trades, it is advisable that instead of part payments the contractor on completion of the task, and provided that you are satisfied, invoices you for the task or trade completed which the contractor has detailed in the tender document.

5.2. Additional work requested

Always ask for a quotation for any additional work that you may request **before giving the go ahead** in writing for this work to be undertaken. By ignoring this tip, you open yourself up to inflated pricing for the work requested.

5.3. Know where your payment is going

Your contract should reflect that all payments received by the contractor **must solely be used for your project** and any withdrawals or payments

must reflect or bear a reasonable relationship to your project and the work completed to date. Insist on receipts or invoices for all payments made to your contractor.

5.4. Never pay the full price upfront

Never do business with a contractor who requests upfront full payments.

5.5. Retentions - how much for how long?

A 5% retention of the project amount for a period of 30 days is reasonable, this amount can vary to 10% as well. **Never pay the retention out until all the snagging has been completed** and then only pay it out after 30 days from date of snagging completed and accepted as complete by both parties.

5.6. Get everything in writing

Avoid Verbal Orders or AVO's, **put everything in writing**, whether by electronic mail or pen carbon book or SMS, record it somewhere.



5.7. Dealing with problems / issues

Problems should be dealt with and resolved immediately and not left to accumulate. Reasonable time must also be given for the rectification of problems; this will avoid confrontation at a later stage. Put it in writing!

5.8. Are YOU at risk?

You are only at risk if you do not follow the points above. Most of all, to avoid the risks associated with the hiring of contractors, **never pay for work not completed and do not feel sorry for the contractor** should he run out of funds to carry on with your project - you are not his bank! Never pay the last payment without 100% completion of the project.

6. What guarantee can you give me?

Guarantees are only as good as the contractor; generally any type of guarantee in writing is normally in favour of the contractor. This is a matter of trust and various guarantees are available and one should try and get as much detail in writing. **A reputable contractor will normally honour his warranty.** With redecorations, only approved applicators can issue you with a suppliers' guarantee or warranty which will be underwritten by that supplier of the coatings applied by the contractor. In the event of a warranty dispute one can normally approach the Master Builders Association to mediate in a disagreement or warranty claim.

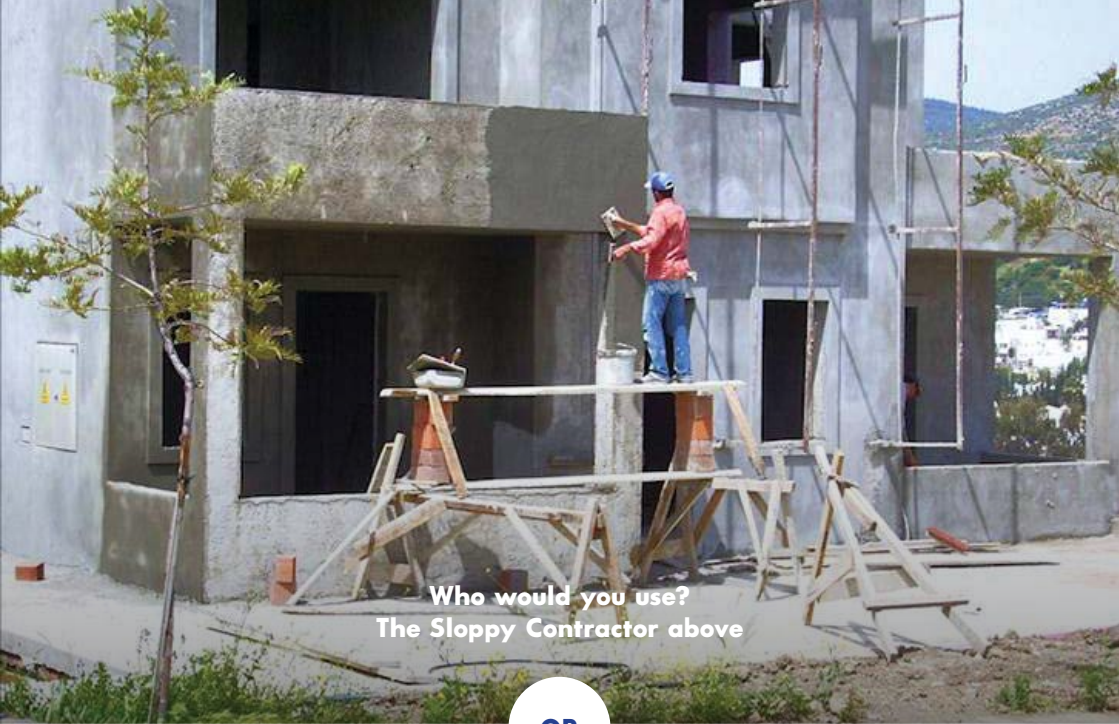
7. Preferred applicator status

It is important to note that some products do not carry a warranty unless the contractor is a **PREFERRED APPLICATOR OF THE PRODUCT** in question.

8. About Proservices Maintenance Services (Pty) Ltd

Proservices Maintenance Services (Pty) Ltd. was established in 1998. **It is a family owned business.** Proservices operates from company owned premises in Deal Party which includes for administration offices, sales offices, operations and stores. The company **employs in excess of 70 staff members and has 13 service vehicles to service its client base.** All staff employed by the company has been fully vetted prior to employment at the company. The employees are made up of **fully qualified, skilled and semi-skilled** artisans. Our consultants are fully versed in all aspects of the scope of services offered by Proservices. Our approach to business is based on **Honesty and Integrity** which has been the major reason for our growth in the industry and retaining our client base. We believe that by offering **good, honest, cost effective services** with no grey areas, that we have the client's personal interests at heart. **All work undertaken by Proservices is covered by both the manufacturer's Product Warranty applicable to the scope of works as attended to, as well as the Standard Warranty conditions applicable to the scope of works undertaken by Proservices at the time (T's & C's apply).**





Who would you use?
The Sloppy Contractor above

OR



The Professional Choice below
PROSERVICES?



Serving Port Elizabeth since 1998

9. Check list - Contractor A versus Contractor B versus Contractor C

Question	Contractor A	Contractor B	Proservices
When was your company established?			1998
Do you operate from company owned premises?			Yes
Do you make use of your own fully employed staff or sub-contractual staff?			Our own
Do you have the proper equipment to complete the tasks at hand?			Yes
How many artisans do you employ?			Between 60-100
How many office staff do you employ?			8
Do you have company consultants?			Yes, 3
Will a supervisor be on site every day?			Yes
Are they in constant radio or phone contact with management?			Yes
*Do you have contractors insurance cover?			Yes - R5 million
*Do you have personal liability insurance cover?			Yes - R5 million
Are you a registered vat vendor?			Yes
Are you registered for PAYE?			Yes
*Do you have a current SARS clearance certificate?			Yes
*Do you have a current Workers' Compensation Clearance Certificate?			Yes
Are you registered with a professional body?			Yes
*Do you have a professional body clearance certificate?			Yes
*Can you provide a site safety file?			Yes
*Can you provide us with a timeline schedule?			Yes



Question	Contractor A	Contractor B	Proservices
*Can you provide three traceable references for works completed by your company?			Yes
Do you require an upfront deposit?			No
Do you require scheduled payments?			No
Can your company continue to function and finish this project should a management member/owner pass away tomorrow?			Yes
Do you have a company website?			Yes
*Are you an approved applicator of products to be used?			Yes
Do you offer a written warranty which covers materials and labour?			Yes
Does your product supplier offer a warranty on products used?			Yes
Do you allow retention of 5% of the contract value to be held back for 30 days after completion?			Yes
*Do you have a company brochure?			Yes
Can we visit your premises?			Yes
Does your company have reliable, identifiable and presentable vehicles?			Yes, 13
Are your staff properly clothed in overalls and identifiable?			Yes
Are your staff, trustworthy, vetted, medically fit, certified and registered?			Yes
Does your company provide a proper paper trail with proper records maintained and documented throughout the project and digital media recordings of the project throughout its entirety?			Yes

***Where an asterisk appears next to a question, please request a copy of the required document for your perusal and records.**



CERTIFICATION



CERTIFICATE OF MEMBERSHIP SERTIFIKAAT VAN LIDMAATSKAP

This is to certify that
Hiermee word bevestig dat

Proservices

.....
is a registered member of the
East Cape Master Builders' & Allied Industries Association
'n geregistreeerde lid van die
Oos-Kaap Meesterbouers & Verwante-Bedrywevereniging is

Signed on this the 23th day of October 20 07
Geteken op hede die dag van 20

Membership No: 3739
Joining Date: 10/3/2003

.....
DIRECTOR / DIREKTEUR



CERTIFICATION



APPROVED APPLICATOR

We take pleasure in confirming that

PROSERVICES MAINTENANCE SERVICES (Pty) LTD

is an APPROVED APPLICATOR for

Waterproofing, Concrete Repair & Protection

The standard and workmanship maintained by the above meets the requirements and specifications as stipulated in the **a.b.e.® Construction Chemicals (Pty) Ltd** datasheets and manuals.

PE001WP/CRP

12-06-2020 – 12-06-2021

Certificate no:

Date:

a.b.e.® Chief Executive Officer

a.b.e.® is an ISO 9001:2015 registered company
Registration Number: 1982/005383/07
101 Main Reef Road, Boksburg North, 1459
PO Box 5100, Boksburg North, 1461

a.b.e.® Construction Chemicals (Pty) Ltd
is a CHRYSO Group Company



CERTIFICATION



DESIGNED FOR *Life*

THIS IS TO CERTIFY THAT

PROSERVICES MAINTENANCE SERVICES

has met the required business process
criteria and has achieved

PLASCON
PREFERRED APPLICATOR
STATUS

406

Certificate Number:

1 JANUARY 2020 - 31 DECEMBER 2020

For the period

Andries Pretorius
National Sales Manager, Decorative

12 DECEMBER 2019

Date



PLASCON
PREFERRED
APPLICATOR



CERTIFICATION

SPECIALISED COATINGS APPLICATION

Marmoran
Natural Protection
CUSTOMISED WALL COATING SYSTEMS

**PROSERVICES
MAINTENANCE SERVICES
[PTY] Ltd**
is certified as a
**LICENSED APPLICATOR
2015-2016**



SABS ISO 9001 CERTIFIED
INTERNATIONAL GUARANTEES PRESIDENTS AWARD FOR EXPORT



Serving Port Elizabeth since 1998

CERTIFICATION

SPECIALISED COATINGS APPLICATION

ESTABLISHED 1989



PAINTSMITHS

SERVICE AND KNOWLEDGE

**Proservices Maintenance
Services (Pty) Ltd**
is certified as a

LICENSED APPLICATOR
for all Paintsmiths, Midas & Earthcote
Products



SJ Hunter
Managing Director

Date: 1 July 2020
Valid until: 1 July 2022



CERTIFICATION



employment & labour

Department:
Employment and Labour
REPUBLIC OF SOUTH AFRICA

National Department of Employment and Labour
Republic of South Africa

REGISTERED ASBESTOS CONTRACTOR

Registered in accordance with the provisions of the Occupational Health and Safety Act, Act 85 of 1993, as amended and the Asbestos Regulations.

This is to certify that:

Legal Name: PROSERVICES MAINTENANCE SERVICES (PTY) LTD
Trading Name: PROSERVICES MAINTENANCE SERVICES

has been approved by the Department of Employment and Labour as an Asbestos Contractor to conduct demolition work in terms of Regulation 21 (a), of the Asbestos Regulations 2002:

CONDITIONS OF REGISTRATION:

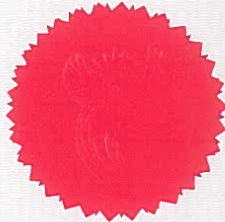
- o The contractor must at all times comply with the Occupational Health and Safety Act, 85 of 1993, as amended and the Asbestos Regulations 2002
- o This registration certificate is not transferable.
- o This registration will lapse if there is a name change or change in ownership.
- o This registration is valid for 36 months.

CHIEF INSPECTOR

Valid from: 13 March 2020

Expires: 12 March 2023

Certificate Number: **RAC2020/CI-43/OHH**



CERTIFICATION



11 Dan Jacobs Street,
Alonde, Alberton, 1449
P.O. Box 136166,
Alberton North 1456

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F +27 (11) 864 2407 (Finance)
F +27 (11) 389 4654
(Commercial)
W www.prominentpaints.co.za

Ref No: PPA 070

Date: 29.01.2020

Unit 7 Ralbern Center
Darby Street
Deal Party
Port Elizabeth

Approved Painting Contractor/Applicator Credential

To Whom It May Concern,

This letter serves to confirm that **Proservices Maintenance Services (Pty) Ltd** and registration number **2007/026837/07** is a recognized applicator of Prominent Paints quality products.

Proservices Maintenance Services (Pty) Ltd and registration number **2007/026837/07**, is a well established and specialised company in its field and has used Prominent Paints products on several projects of various sizes.

Prominent Paints urges and encourages its clients to attend all product training courses offered in terms of paint technology, terminology, product knowledge and application.

Please note that Prominent Paints will not be held liable for any acts or omissions arising in any way, including, but not limited to, any breach of contract or any wrongdoing (including negligence), or any breach of legislative duty.

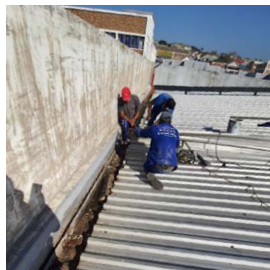
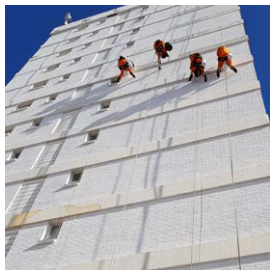
Effective date from 1 January 2020 to 31 December 2020.

Please note that this document is valid for a period of 1 calendar year and subject to review in November 2020.

Yours sincerely

Francois Swart
Specification Manager







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Serving Port Elizabeth since 1998

For more information on our products and services, please contact us:

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www.proservices.co.za

