

Master Painters New Zealand Code of Practice



Each firm in membership of a Master Painters New Zealand affiliate Association shall subscribe to and be bound by the terms of this Code of Practice. This code establishes standards for the conduct of, and the work undertaken by, such member firms so as to raise the status of Painting and Decorating Contractors and improve their trade relationships with both private and industrial clients.

- 1) Each member firm of an affiliated association shall, in all senses and at all times observe a high standard of commercial honesty in dealing with clients.
- 2) Each member firm shall submit a written quotation for work to be undertaken, unless:
 - a) The work is of such a nature as to preclude the submission of a written quotation. In such cases it could be pointed out to the client that it would be to the advantage of both parties if the work were to be carried out on a day to day basis.
 - b) In the event of such a case prior to commencement of any work, the client should be informed of day work rates for labour and material, day work sheets and/or fully costed time sheets should be presented to the client if so required.
 - c) A member firm is under no obligation to submit a quotation merely for establishing the value of an insurance or other claim, but if a quotation is submitted for such a purpose, a fee may be charged therefore.
 - d) Any quotation submitted shall be fair to both parties and shall be such as to yield a reasonable profit for a fair job.
- 3) A member firm shall so conduct its business that all work shall be executed by competent works and apprentices under proper supervision. Employees shall be paid fair wages.
- 4) A member firm shall arrange and at all times maintain adequate insurance cover in respect of public liability risks.
- 5) A member firm if so requested shall make recommendations as to the material to be used; such materials to be of good quality and fit for the purpose of the product and said products shall be used in accordance with the maker's recommendations.

- 6) A member shall always recommend to the client a method of treatment which will give a good and lasting job. When asked to recommend a specification, a firm shall recommend one which shall be adequate for its purpose. The AUS/NZ Standard 2311:2009 should be used as the basis of any specification.
- 7) The attention of the client or their representation shall be drawn to any apparent shortcomings which exist in a specification. When working to a specification, the terms thereof shall be faithfully carried out. No responsibility will be accepted for work which the client has requested to be carried out in direct conflict with the firm's professional advice.
 - a) In such a situation it is essential to obtain the clients' acknowledgement in writing that they have issued said instruction.
- 8) A member firm ought not to be expected to rectify matters which are not its responsibility, without financial compensation.
- 9) One member shall not supersede another member on any job except by agreement. Should agreement not be possible, the matter in dispute to be referred to an arbitrator.
- 10) Advertising by members shall be truthful and shall not express or imply criticism of another member or members.
- 11) In the case of a complaint by a client regarding inferior workmanship, the member concerned shall agree to have the claim investigated by his local association and agree to abide by its decision.
- 12) In the case of my resignation from the membership, I acknowledge that this must be in writing and that I am responsible for all fees and dues up until such time as this has been received.

As a member of a Master Painters New Zealand Affiliated Association I/we acknowledge that I/we have read, understand and will abide by this code of practice.

Signed: _____

Date: _____

Names: _____

Witnessed by: _____

Secretaries to keep on file