

Renovation Teleconference

Answers by Dean Parker

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How do you find reliable trades people?

Barry: The only thing that I sort of was a little apprehensive about with building the team of trades people because my experience with trades people has been more on the side of dealing with people that are not that reliable.

Dean Parker: Yep.

Barry: And I guess that's probably born out of what you said the odd job here and there.

Dean Parker: Yeah.

Barry: I guess it's probably a question of convincing them that it's going to go beyond that.

Dean Parker: Yeah, look and on trades and reliability... the one thing I can recommend on that is finding a business that is not a one-man show but it's not the biggest one in the area either. The tier in the middle seem to be, of my experiences, seem to be the best in that a lot of one-man show has got great intentions. Things go wrong and every now and then if something goes wrong and you're the person after then you miss out, that's just the way it is like you can't just send someone else there to do it.

However, I've found by targeting trades that have four or five blokes or at least four or five up to ten, then if someone rings in sick or there's an emergency or whatever, they've still got other guys that can come in and do it. So that's probably the best thing I can say on trades because...I guess, and we've just learnt the hard way. We started just trying to get the cheapest. You might pay a little bit more for it but it's obviously worth it if your guy is going to show up on time and get the job done. And then the next person in line can come in and do it as you sort of planned rather than you having to ring him up and go oh sorry, my electrician hasn't got here; we can't do the plastering or whatever it is.

So that's the biggest thing that I'll say on trades ...Just ask them upfront when you call them up. Just say look, I'm going to be doing a renovation project and just wondering if I can ask you a few questions about how busy you are at the moment, how many guys you have working for you and how much lead time you'll need if we go ahead with this thing, how much lead time are you going to need before we get going and that sort of thing.

Barry: Great.

Dean Parker: We pretty much with all the people that we deal with we just sort of... not interviewed them, but just be really upfront with everyone early on. Like, if you are just starting off just tell them look, I'll be honest with you I'm just starting off but we're going to be doing a few of these things and we want to build a relationship with someone so we've got an ongoing thing going here and look, obviously I can't promise you weeks and weeks of work upfront here but hopefully we're going to have enough ongoing work that I can exclusively use you and not have to pick up the phone and worry about calling anyone else. That's, I guess, what it comes down to and if they think oh well, he's a guy that I might get ten hours out of every couple months or something, then that's better than nothing I guess.

Barry: Yeah, I guess.

Dean Parker: Look, most trades are pretty good and will tell you upfront I'm all booked out for three months or no, look, it's probably not the sort of thing I'm interested in. so the more information you can give them upfront, the better your chances at least them knowing when you call them up and say all right, next week we're going to be into the roughing just that bedroom that we've spoken about before and they go yeah, it's ours; we've got it under control. That's what, you're aiming at.