

FACT SHEET 3

QUESTIONS YOU SHOULD ASK

'Are you licensed?'

This is the first question you should ask your builder.

WHY USE A LICENSED BUILDER?

Every building project, no matter the size, carries some sort of risk. By using a licensed builder you are engaging a qualified, knowledgeable and experienced professional.

If you are building a swimming pool or spa, the first question you should ask your builder is: 'Are you a licensed builder?' And the second: 'Are you a member of SPASA SA?'

You can check if your builder is licensed by calling Consumer and Business Services on 131 882 or go to www.cbs.sa.gov.au

When you engage a SPASA SA member builder you get a specialist pool builder. Members are listed at the back of this publication and SPASA SA Excellence Award winners can be found in Part 2.

DOES IT NEED TO BE A LICENSED BUILDER?

When building a swimming pool you must use a licensed builder. Your builder and any subcontractors must provide you with a major domestic building contract. For work worth more than \$12,000, they must also provide Residential Builders' Warranty Insurance.

It is an offence for an unlicensed builder to carry out building work on a swimming pool and spa.

DO I NEED A BUILDING PERMIT?

All swimming pools and spas (both inground and above ground) greater than 300 mm in depth require a building permit.

A building permit is also required for installing and altering safety barriers, including windows, doors and gates that provide access to a pool and/or spa area.

You should always check with your local council or private building surveyor before undertaking any building work. Make sure you are supplied with a copy of the building permit.

DO I NEED PERMISSION TO BE AN OWNER-BUILDER?

No. You do not need to be licensed to be an owner-builder, but all local and State Government rules and regulations must be adhered to. Consumer and Business Services or your local council will be able to help you through this process.

Building your own pool and spa is a demanding undertaking, and is best left to the professionals who can coordinate the many services and specialised equipment involved.

HOW DO I RESOLVE BUILDING ISSUES?

Your relationship with your builder is like any other business relationship. It carries certain roles and responsibilities and, as a consumer, it is important to know where to go if problems arise. There is a range of services available to help you to resolve issues or disputes should they arise. In the first instance you should contact your builder directly to discuss and rectify any problem.

SPASA SA is available for general advice and help, telephone 8364 4211.

Consumer and Business Services is the regulatory body that oversees all building works, and its staff are experienced in dispute resolution.