

A contractor is a company providing services to the domestic and/or commercial market within sectors represented by the PCA.

Provisional Status

Companies in 'Provisional Status' of the Property Care Association, are those which wish to be affiliated with the Association, but initially only meet one of the following criteria;

1. Have either been trading for a minimum of 2 years (we require at 2 years full trading accounts to process your membership)

Or,

2. Have appropriately qualified surveyors (see below for further information).

Qualifications

It a requirement of PCA membership that **all** of a company's practicing Surveyors must hold the relevant qualification(s) in the sector they wish to be involved in. These are as follows;

Timber and Damp

- **Certificated Surveyor in Remedial Treatments (CSRT)** - *please note this has been replaced with the **Certificated Surveyor of Timber & Dampness in Buildings (CSTDB)** in 2018.*

Structural Waterproofing

- **Certificated Surveyor in Structural Waterproofing (CSSW)**

Invasive Weeds

- **Certificated Surveyor in Japanese Knotweed (CSJK)**

Flooding/Structural Repair/Residential Ventilation Sectors

There are currently no formal PCA related qualifications for the Flooding/Structural Repair or Residential Ventilation sectors so there is no provisional status for these sectors of membership. Surveyors must, however, demonstrate a minimum 5 years' experience in the industry.

Companies in provisional status receive many of the same benefits as full members however they are **not permitted to use the PCA logo** on their website, Survey Reports or any other marketing literature, nor do they have a vote at the Annual General Meeting, as they are not deemed 'members' of the Property Care Association. Companies within Provisional Status of the Association are still listed on the PCA website (within the search facility).

Members who join the provisional scheme, have a maximum of 2 years in which to fulfil full member criteria. Therefore, for companies who have an established trading history (minimum 2 years), the company surveyor(s) must have gained the relevant qualification(s) within a maximum of 2 years

For newly established companies which are run or employed by appropriately qualified Surveyor(s), companies will be moved into full membership on submission (and approval) of their past 2 year's trading accounts. These can be submitted at any point after a company is brought into provisional status (up to a maximum of 2 years).

If, within the 2-year timeframe (from the date a company is brought into provisional status), the company surveyors have not achieved the qualification(s) or have not submitted accounts to prove financial probity, the company will be removed from the provisional status without further recourse.

Please complete and return to:

PCA, 11 Ramsay Court, Kingfisher Way, Hinchingsbrooke Business Park,
Huntingdon, Cambs, PE29 6FY or email hannah@property-care.org

Contact details

Name of applicant/contact: _____

Address: _____

Phone: _____ Mobile: _____

Email: _____

Website: _____

Company name: _____

Does your company trade under any other name(s)? _____

Name of proprietor (if different from above): _____

Is the company a; Limited company LLP Sole trader

Company number (if Limited company): _____

Please tick the sectors of membership you are applying for:

Structural Waterproofing: Timber: Damp:

Invasive Weed Control: Structural Repair: Flood:

Companies which have been trading for more than 2 years but have no qualified surveyors;

What date and year was the company established? _____

Has your Surveyor(s) gained any of the modules of the required qualifications or are they booked on to any exams? Please give details below

Please ensure you submit your 2 most recent set of accounts with your application. Your surveyor(s) will need to complete the relevant qualification within 2 years.

Newly established companies with qualified surveyors;

What date and year was the company established? _____

Please list your Surveyor(s) and the qualifications they hold;

	Name	Qualification	Certificate number (if applicable)
1.	_____		
2.	_____		
3.	_____		
4.	_____		
5.	_____		

You must submit your 2 most recent set of accounts within 2 years of joining the provisional scheme.

Those applying for membership must read and agree to adhere to a number of documents. Please sign below to confirm you have read and will agree to the following:

CODE OF ETHICS: I have read and will abide by the PCA Code of Ethics. I accept that violation of the Code of Ethics could mean my offer of membership may be withdrawn at any time.

PERFORMANCE STANDARD: I agree to adhere to the requirements set out in the PCA Contractors' Performance Standards document.

MEMORANDUM & ARTICLES OF ASSOCIATION: I agree to abide by the terms set out in these documents.

TRUSTMARK: Your company will automatically become a licensed contractor under the TrustMark scheme & you will receive a sub-license. I agree to the TrustMark standards.

PROVISIONAL STATUS: I understand that provisional status is only available for a maximum of two years. In this time, I will be required to ensure I have met the requirements for full membership (either submitting 2 years trading accounts for approval or ensuring all surveyors have obtained the relevant qualification). If these criteria are not met in the required timeframe, I understand I may be removed from the Association without recourse.

I understand that whilst in Provisional Status of the Property Care Association, I am not eligible to use or display the PCA logo.

AUDIT VISITS: I understand that bi-annual audit visits are a condition of membership to ensure standards are being maintained and will facilitate the audit process as much as possible. I agree to implement any of the recommendations arising from the audit visit and understand that failure to do so may affect my membership.

SUBSCRIPTIONS: I understand that if my application is successful, annual subscription fees are due on or before 1st January for that year (if joining part way through a year, subscriptions are invoiced pro-rata).

Signed: _____ Date: _____

Name: _____

Additional Information required

Application fee

An application fee of £240 + VAT (£288) must be paid at the time of your application. This covers the cost of reviewing the submitted documentation, and the cost of a Regional Support Officer undertaking an audit visit.

If, following review, a company's accounts or reports do not meet our standards and the application is terminated before an audit visit is made, an admin fee of £75+VAT will be retained. If an audit visit is undertaken but the applicant is not successful and referred for membership of the Association, the full application fee will be retained.

Submission of accounts

To enable us to ensure that companies applying for membership are solvent and financially robust, applicants must submit their 2 most recent set of accounts. These are reviewed in confidence by our accountants, who will verify that companies applying for membership have sufficient financial reserves and are operating legally and responsibly. Financial probity is also a requirement of TrustMark (a scheme with whom Contractor members can also join through their membership of the PCA).

Please note, we can only accept full accounts which include a Balance Sheet and a Profit and Loss Sheet. Abbreviated accounts or those which are submitted for self-assessment tax return purposes, do not meet our criteria.

Submission of survey reports

Companies applying for membership must send in **2** x survey reports for **each sector** in which they wish to be included. These must adhere to PCA Code of Practices, as well as any relevant BSI documents.

Technical Audit Process

Once the accounts and survey reports have been approved, an audit visit will be arranged by a Regional Support Officer (RSO). Further information on what is involved can be found on Page 10.

Please note, it is essential that a site visit is carried out as part of the audit visit for all new membership applications. If there are no site visits available, this will delay your application.

Insurances

The Regional Support Officer will ensure that you have all necessary insurance policies in place. For contractors applying for membership in the Invasive Weed Sector, Professional Indemnity Insurance is **mandatory** (minimum cover £500,000) and a copy of the policy must be submitted with an application. For Contractors applying for membership in all other sectors, PI Insurance is **strongly recommended**.

Application Form – Contractor (checklist)

Please ensure the following documents are included with your application.
Missing paperwork will delay your application.

	√ Tick
Application fee £240 + VAT made payable to PCA (£288)	
A completed application form	
1) Copies of your last 2 years full trading accounts (must include balance sheet and profit and loss) (for companies with trading history) OR	
2) A list of your qualified Surveyors	
A minimum of 2 x recent survey reports (clearly identifying the author) for each sector in which you are applying for membership (i.e, timber, damp, waterproofing).	
A brief overview of your company, what service(s) you offer, when it was established, size of your workforce, organisation chart etc.	
A brief report showing that all members of the workforce are actively encouraged to develop their skills and qualifications.	
Copy of Professional Indemnity Insurance for Invasive Weed Contractor applicants. (Strongly recommended) for all other Contractors).	

How is my application processed?

Membership application pack sent to contractor (either email or post)



Application pack together with all required information and the application fee received at the PCA office



Copies of 2 years' accounts sent to the PCA accountants for approval. Submitted Survey reports reviewed by PCA Technical Manager.

If accounts and survey reports are approved



Notification sent to GPI (Guarantee Protection Insurance), if required, with 7-day deadline for any objections



Announcement made to members in monthly newsletter or weekly email with 7-day deadline for any comment or objections



A Technical Officer will arrange a convenient date for your audit visit (see document 'Technical audit process' for more information)



Once the audit visit is completed and a report produced (you will receive a copy with any recommendations that need addressing before membership can be offered) notification will be sent to the PCA Board. They will be given a 5-day deadline to make any final objections



Once final ratification from the Board has been received, an offer of membership will be sent out to you. Applicants are given 30 days to return an outstanding required paperwork and subscription payment.



Once all paperwork and subscription payment have been received, the process is complete and we will add your details to the website/database. A membership certificate will be issued.

PCA Subscriptions for Contractors - 2018

Your PCA annual member subscriptions are calculated on your **PCA related turnover** and are based on the increments below. For example, if your PCA specific turnover is up to £150,000, your annual subscription is £610. As the turnover band increases, the annual subscription also increases.

Turnover Band	Subscriptions
£150,000	£610
£200,000	£733
£250,000	£856
£300,000	£974
£350,000	£1100
£400,000	£1225
£450,000	£1348
£500,000	£1470
£550,000	£1594
£600,000	£1717
£650,000	£1840
£700,000	£1963
£750,000	£2086
£800,000	£2209
£850,000	£2332
£900,000	£2455
£950,000	£2578
£1,000,000	£2700
£1,100,000	£2824
£1,200,000	£2947
£1,300,000	£3070
£1,400,000	£3193
£1,500,000	£3316
£1,600,000	£3439
£1,700,000	£3562
£1,800,000	£3685
£1,900,000	£3808
£2,000,000	£3930
£3,000,000	£4530
£4,000,000	£5130
£5,000,000	£5730

A member of the Technical team will visit and assess your company before membership can be offered. We will then maintain this contact with follow up visits every 2 years. These audits ensure that specifiers and consumers can be assured that the selection of a PCA member offers them reliability and security, by the maintenance of high standards. Our visits are aimed at keeping you up to date with new developments with industry best practice, and provide an opportunity to exchange news and opinions.

Information and advice will be provided where necessary that will enable your business to conform to best practice. Recommendations will be made when we feel attention is required to ensure that membership criteria and legislation is appropriately adopted and adhered to. Our visit with you will be a constructive experience and our aim is to provide a tangible benefit to the business.

Our team will explore the following areas of your operation during the visit but can also provide information and assistance in other areas if this is felt necessary.

1. Training & Qualifications

The training of staff for competence in their work is required by the Health & Safety at Work Act and other related legislation.

- We will review training and any manuals and records kept for all staff, operators and surveyors included.
- If these are not appropriately established, advice will be given on how to correctly record the information. We would also provide details of training available through the Association

2. Administration – Office Systems, Reports & Submissions

It is important to confirm client's instructions and clarify the areas of concern and in what form instructions were given. Reports need to be structured and comprehensive, with adequate clarification of instructions, clear observations and recommendations.

- We will look at survey enquiry forms, review a number of survey reports relevant to work undertaken by the business, see worksheets & review your complaints system.
- The Association has established technical documents and Codes of Practices. These provide guidance on many elements of work ranging from the initial stage through to undertaking a survey and providing a detailed report.
- If we believe your current documentation or your administration systems can be improved, recommendations and advice will be provided to you.
- The experience gained over the years by the technical team when dealing with contractors and your clients can be utilised to provide guidance on the delivery of good customer services. Providing good service will enhance your companies image and, hopefully, improve your profitably.

3. Health & Safety Documentation

The Management of Health & Safety Regulations require that, prior to work commencing, an assessment of works is carried out, following which control measures, maintenance and supervision, monitoring and health surveillance (where necessary) and the provision of information, training are all required.

- You will be asked to present copies of company documents including but not limited to, Health & Safety policy, risk & COSHH assessments, safety equipment records, exposure records, company accident book and method statements.
- The importance of these documents will be explained and illustrated to you. If they were not already in place model documents can be provided, with assistance in their completion and ease of their introduction.

4. Other relevant documentation

- The Association has to ensure that members are appropriately insured. We will ask to see current insurance documents.
- Employers, Public and product insurance are all requirements of PCA membership. Professional indemnity is **strongly** recommended for contractor members and a **requirement** for Surveyors and Consultants.
- PCA members can obtain a number of bespoke insurance products from our preferred partners – Kinnell Corporate Ltd at competitive prices.

5. Pesticide storage & transport

Member contractors are expected to ensure that they meet their duties under relevant legislation for the storage of pesticides.

- We will visit the company pesticide store and review how pesticides are carried on company vehicles.
- A PCA Guidance note is available providing advice for fixed stores, including purpose built stores, converted existing buildings or parts of existing buildings and small-scale storage in cabinets, chests etc., and mobile stores providing a short-term storage away from the home base in vehicles. Advice will be given during the visit should we see where improvements can be made.

6. Operational Practices – carrying out a site visit

It is important to visit a site where work is being undertaken, to meet operatives and to ensure that specifications and Codes of Practices are being followed.

- We will look at the company vehicle to ensure people and materials are being transported safely.
- It is essential to engage with staff on site and for them to demonstrate their experience and skills.

This document sets out the minimum performance levels that are expected from all contractor members of the Association.

General

- All work should be carried out to the contract requirements and comply with the Building Regulations.
- All completed work should be of good quality.
- All work should be carried out in the order most likely to lead to a satisfactory job.
- Work should be carried out in a manner to minimise inconvenience to others.
- Members should advise clients on safety issues associated with their required work and when planning consent or building regulations approval is required.
- All members must operate in accordance with the Property Care Association's Code of Ethics.
- Contractors must hold Public and Product liability insurance and Employers liability insurance.
- All contractors must offer to provide access to insurance that protects any long-term guarantees that are issued, pre payments that are taken and work that is in progress.

Inspections & Submissions – Survey Report and Defect Identification

- Inspections must be carried out only by staff holding recognised industry qualifications or are in training under the supervision of a qualified surveyor or who have a minimum of five years reporting and surveying experience.
- Staff must be familiar with Codes of Practice and general guidance issued by BRE and PCA concerning remedial treatment repair and improvement of buildings.
- The contractor must carry out a survey or site investigation to identify defects and the causes of any defects.
- The actions required to correct the defects should be outlined and agreed before work commences.
- All inspections must be recorded in detail in writing.

Safety – Health & Safety Management

- Employers and employees must comply with requirements of the Health and Safety at Work Act 1974 and the regulations made there under including, in particular, The Management of Health and Safety at Work Regulations 1999 and the Control of Substances Hazardous to Health Regulations 2002 (as amended).
- An assessment of the risks involved in carrying out the work should be made, together with identification of a person in charge of safety on site.

- Work methods must take account of risk assessments.
- Emergency procedures and the location of all emergency medical equipment should be known by operatives.

Personnel – Training & Instruction

- Personnel should be appropriately trained, experienced or qualified.
- Operators must be trained and be familiar with the form and content of inspection reports. They shall have received instruction and assessment that is recorded in a training log.
- During the construction phase, there should be at least one skilled operative to every two non-skilled operatives.

Materials – Fitness for Purpose & Storage

- Materials used should be of good quality.
- All materials and systems should be covered where relevant by a current British Board of Agreement Certificate.
- Stored materials should be kept clean, dry and segregated, and supplier's instructions should be followed.

Site Performance – Installation

- The installation method to be carried out should be as recommended in the surveyor's report.
- Details of application method should be checked against manufacturer's instructions and any differences must be resolved.
- All work should, whenever possible, conform to the relevant British Standard and/or Property Care Association Codes of Practice or accepted best practices.

Information Post Installation – Post-installation Actions

- The contractor must provide the client with information relating to redecoration and reinstatement when appropriate.
- The contractor must provide information and advice where post installation servicing or inspection is required.
- The contractor must ensure that waste generated by the work being undertaken is disposed of responsibly and in accordance with statutory regulations.

Dispute Resolution – Complaint Management

- In the event of a dispute between a client and contractor, the contractor must handle the matter in accordance with a written complaints procedure. This procedure will have provision for recourse to independent dispute resolution services. This is available through the Property Care Association and the Chartered Institute of Arbitrators.

It is the intention of the Property Care Association (PCA) Code of Ethics to uphold and maintain the reputation of the PCA and its members.

Members of the PCA together with employees, partners and associates of member organisations and individual members shall abide by and comply with the PCA Code of Ethics.

The PCA Directors and Officers will impose adherence to the Code of Ethics upon its members with rigor and fairness to maintain the expectation and performance of high standards by its members in the execution of their profession.

PCA members must:

1. Fully comply with all requirements and matters appertaining to insurance as set out in the rules of the PCA.
2. Commit to the continual development of knowledge, skills and understanding in all matters relevant and applicable to their professional activities.
3. Perform all aspects of their work and professional activities in accordance with all relevant Codes of Practice and Codes of Conduct published by the PCA and other bodies relevant and applicable to their work and/or professional activities.
4. Be honest, truthful and clear in all communications with their clients, potential clients and guarantee/warranty beneficiaries.
5. Be fully compliant with all statutory requirements necessary in the execution of their professional activities.
6. In the event of a dispute situation arising with a client, property owner, guarantee/warranty beneficiary or another member of the PCA, fully co-operate with the PCA and its officers to seek a resolution without delay.

PCA members must not:

7. Participate in, instigate, encourage or tolerate any unethical or unprofessional work practice that will bring or have the potential to bring the PCA into disrepute.
8. Instigate, participate in or encourage the deliberate, reckless, or negligent sale of products or services in circumstances where the contract is either misrepresented, or the product or service being suggested or offered is unsuitable or unnecessary for the customer's needs.
9. Mislead, make a false or untrue statement(s) to understate the extent of any defects, repairs or treatment concerning an enquiry or inspection requested by a potential client, property owner or guarantee/warranty beneficiary seeking a professional diagnostic investigation and guidance.
10. Overstate, exaggerate or create any work, treatment, installation or procedure concerning an enquiry or inspection requested by a potential client, property owner or guarantee/warranty beneficiary seeking a professional diagnostic investigation and guidance.

11. Make, publish or distribute any derogatory or demeaning remarks, statements, comments or comparisons in respect of personnel, materials, equipment or work practices of any other company or organisation.
12. Offer or provide, either directly or indirectly, any form of reward, gift or inducement to any person or organisation to perform unsatisfactory work or service of any type.
13. With the exception of normal business networking, marketing promotions and a moderate seasonal token of appreciation, offer or provide, either directly or indirectly, any form of reward or inducement of any kind to any person or organisation in order to unduly influence that person or organisation to introduce, recommend or accept services or products provided and offered by the PCA member.
14. Unnecessarily delay the completion of work, correspondence or provision of any service.
15. Following an enquiry from a client or property owner, unnecessarily delay, put off or ignore the investigation of alleged defective workmanship, a complaint, or a guarantee/warranty claim.
16. Unnecessarily delay, put off or ignore attending to the execution and completion of any work or the provision of any service deemed necessary in connection with a justified claim in respect of defective workmanship, a complaint, or a guarantee/warranty claim
17. Advertise, market, display or broadcast their services or products in a manner that is not clear, accurate, or correctly descriptive of the products or services being offered or provided.
18. Advertise, market, display or broadcast their business, products or services in a manner that is not accurate, legal, decent, truthful and honest.
19. Instigate, participate in or contribute to any forum, blog or other means of electronic or social media in a manner that brings the PCA and/or its members into disrepute.

Professional courtesy

20. PCA members, their staff and associates must, at all times, extend a professional courtesy towards fellow members, other professionals and officers of the PCA.
21. In the event of a PCA member being asked to inspect or comment upon any work or service carried out or performed by a fellow member or fellow professional, be it orally or in writing, they should act in strict accordance with PCA guidelines addressing such matters that are in place at that time.