

A manufacturer/distributor member is a company manufacturing and/or distributing products used by contractors within the damp-proofing, timber preservation, structural waterproofing, structural maintenance and flood remediation/protection sectors.

Companies wishing to apply for membership of the Manufacturer / Distributor section of the Property Care Association must satisfy that the following criteria;

1. All applicants must agree to abide by the Association’s Code of Ethics and Code of Conduct and be familiar with the Memorandum and Articles of Association.

2. All new applicants should demonstrate technical competence.

This is required where the supplier of goods is likely to provide advice to clients on the use and application of products that are being offered for sale.

Where site evaluation and surveying forms part of the service offered by the supplier, this must be provided by a suitably qualified and experienced member of staff.

3. Insurance

The applicant must demonstrate that the business is suitably insured. Particular emphasis will be placed on Professional Indemnity insurance when advice and site evaluations are provided and on product guarantee insurance where assurances are given on the longevity and efficacy of products or when products are offered with extended product guarantees.

4. Financial Probity

All applicants must prove financial probity. This may be done through the submission of two year’s trading accounts or by the submission of financial statements by an accountant or other recognised independent financial mechanism.

5. Quality Assurance

All products must be sourced or manufactured by companies that operate using a recognised quality control system such as ISO 9001.

6. Product registration and regulation

Companies that supply, manufacture, import or sell Biocidal products must demonstrate that they understand the regulatory controls placed on the supply and use of such products. They must also demonstrate that they have the means and resources to communicate information to customers and consumers.

7. Product Testing and efficacy

Where appropriate, applicants must be able to demonstrate that products placed on the market are fit for purpose and that any claims made can be backed with test data.

8. Customer Services

All applicants must demonstrate a commitment to customer service. Applicants must adopt and operate in accordance with a written complaint’s procedure that can be supplied to the Association on request.

Please complete and return to:

**PCA, 11 Ramsay Court, Kingfisher Way, Hinchingsbrooke Business Park,
Huntingdon, Cambs, PE29 6FY**

Please tick the sectors of membership you are applying for: (must have relevant qualification and/or experience for each):

Timber: Damp: Structural Waterproofing:
 Structural Repair: Invasive Weed Flood remediation/protection
 Residential Ventilation

Full name of proprietor: _____

Company name: _____

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

Address: _____

Phone: _____ **Mobile:** _____

Email: _____ **Website:** _____

Please sign below to confirm you 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.

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

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:** _____

Please ensure the following documents are included with your application:	✓ Tick
A completed application form (Page 2)	
An application fee of £100 + VAT	
An overview of your company, the products and services you offer and the market you serve.	
Proof of business insurance(s) (including Professional Indemnity where advice is provided on design and installation)	
Copies of last 2 year's trading accounts	
Proof that products are sourced or manufactured by a recognised quality control system (e.g. ISO 9001)	
Proof of technical competence (i.e, relevant qualifications, experience, production of technical guidance and research data)	
Provide documentary evidence that products have been tested for efficacy before products are placed on the market.	
Provide a copy of the company's complaints procedure.	
Where the company is involved in the sale or manufacture of any products that are controlled or regulated by legislation, evidence should be provided to show how the company remains compliant.	

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.

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.

Your PCA annual member subscriptions are based on the increments below (relevant to your turnover).

Turnover Band	Subscription
Up to £500K	£800
Up to 750K	£1200
Up to £1M	£1500
Up to £2M	£2000
Up to £3M	£2400
Up to £4M	£2750
Up to £5M	£3000