

# Maximising your membership benefits

Nicola Porter

Senior Membership Executive  
Federation of Master Builders

30 March 2022



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[fmb.org.uk](http://fmb.org.uk)

# Agenda

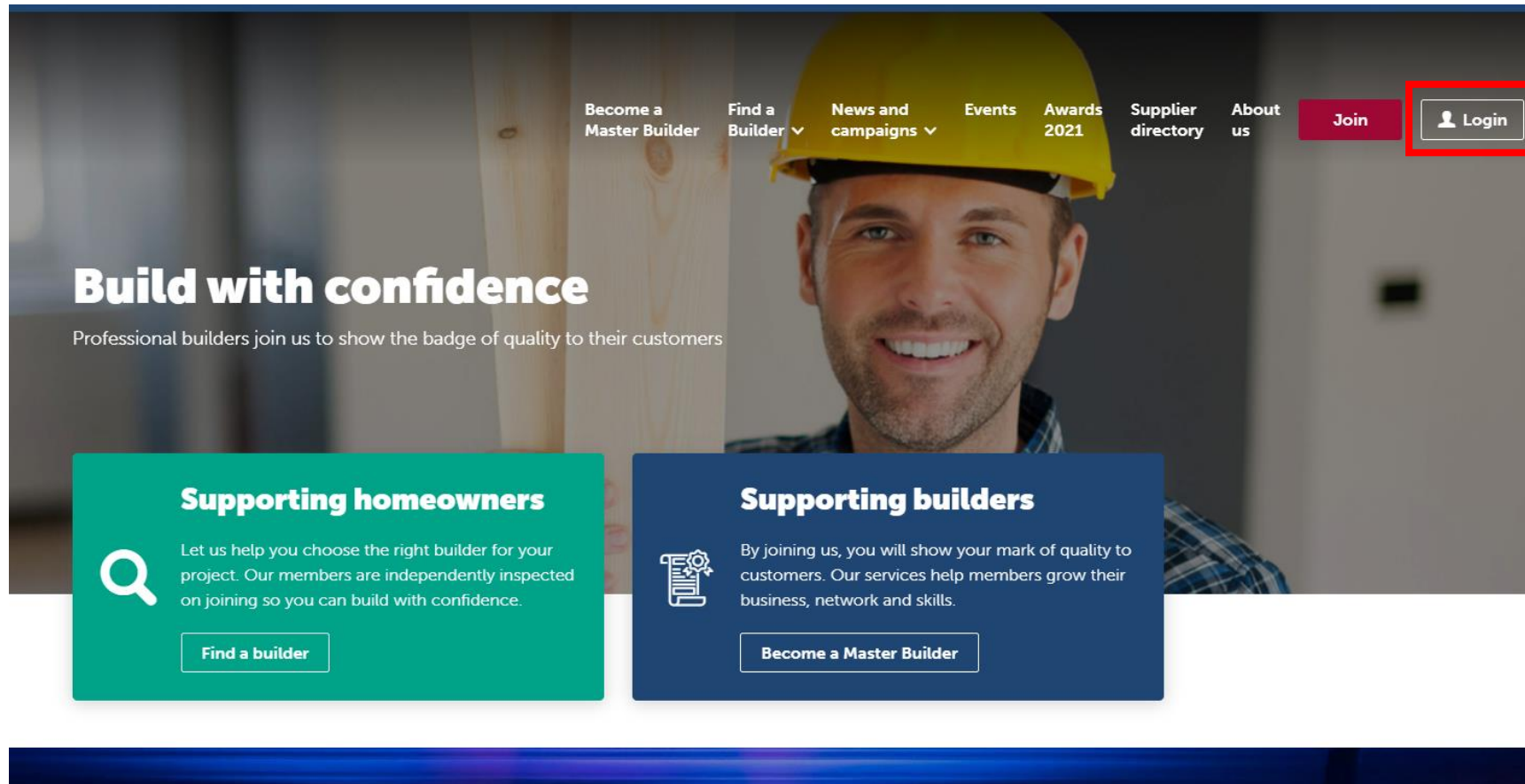
- How to access member benefits
- Overview of the key member benefits
- Q&As at the end of the webinar



# How to access member benefits

# Logging in to the member area

- Go to [www.fmb.org.uk](http://www.fmb.org.uk) and click login





# Login or Register

You're here: [Homepage](#) → Login or Register

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## Login

If you have any issues logging in please email [membership@fmb.org.uk](mailto:membership@fmb.org.uk).

Email address \*

Password \*

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# Overview of key member benefits

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# Welcome back, Mr John Smith-Test

You're here: [Homepage](#) → [My FMB](#)

 [Share this page](#)

## My details

[Edit details](#)

### Personal Information

Mr John Smith-Test

### Email address

[REDACTED]

### Business name

G F H Builders - FMB TEST RECORD

### FMB member number

[REDACTED]

### Subscription renewal

30 Apr 2022 [Renew](#)

In this section

[My personal details](#)

[My business details](#)

[My billing](#)

[Update Find a Builder](#)

[My Find a Builder stats](#)

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## My FMB region

### My region

Wales

### Regional director

Ifan Glyn

### Get in touch



01443 843668



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[Edit details](#)

### Personal Information

Mr John Smith-Test

### Email address

[Redacted]

### Business name

G F H Builders - FMB TEST RECORD

### FMB member number

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## Member resources



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library



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insurance



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FMB governance  
documents



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scheme



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# Business Document Library

- Nearly 800 documents available for download
- 3000 documents downloaded in the last 6 months
- Top 3 most downloaded document categories:
  1. Risk Assessments
  2. HR documents
  3. H&S Policy

# Document Categories

- Agreements
- Checklists
- Clauses
- Forms
- How to Guides
- Letters
- Management Guides
- Notes
- Policy
- Written Statements

# Document library

Save time on paperwork by downloading templates from our library, with over 700 templates to help you manage your business.

You're here: [Homepage](#) → [My FMB](#) → Document library

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The working life of a small builder is a busy one, which doesn't leave a lot of time for organising paperwork.

Through the FMB's Document Library you can access more than 700 documents and templates to help you manage your business while reducing administration time. The documents can be downloaded and edited so you can customise each one to suit your requirements, including adding your business logo and branding, as needed.

Examples of the types of templates available include:

- Contracts of employment
- Grievance, mediation and discipline
- Developing a H&S policy
- First aid and RIDDOR
- Risk assessment templates
- Manual handling and lifting policies
- Working at height policies
- CDM
- Debt recovery checklist
- Business letters

## Got a question?

Call us on **0330 333 7777**  
Monday to Friday, 9am to 5pm or send us an email.

[Email membership](#)

## Log in to the FMB Document Library

Access hundreds of document templates to help manage your business. Click on the button below to log in. Your username will be your Company email address (You can check this in [My business details](#)), and your password will be your membership number followed by "FMB", for example: 12564FMB

[Log in to Document Library](#)



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Welcome to Quest Office



Login Details:



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reCAPTCHA  
[Privacy](#) - [Terms](#)

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[Forgot password?](#)



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## Dashboard

Welcome G F H Builders - FMB TEST RECORD



Document Library

UPGRADE PLAN



Employee Management System

UPGRADE PLAN



AdminLite

UPGRADE PLAN



Audit Tools



Health Checks



Additional Services



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HR LIBRARY

457

HR Documents and counting...

ACCESS LIBRARY

HS LIBRARY

138

HS Documents and counting...

ACCESS LIBRARY

LEGAL LIBRARY

183

Legal Documents and counting...

ACCESS LIBRARY

MY DOWNLOADS

16

Documents and counting...

VIEW DOCUMENTS

Discover more about these essential business services which are designed for your protection and peace of mind.

### Key Features

Advice line – one phone number to access HR, legal, health & safety and tax advice  
Website – use your unique login details to access over 750 free downloadable template business documents covering employment, health & safety and legal matters

### HR

HR advice line – call 24/7 365 days a year  
HR website – access to HR documents  
HR health check – receive HR feedback bespoke to your business

### Health and Safety

H&S advice line – call during office hours  
H&S website – access the health & safety documents  
H&S health check & gap analysis – Identify any health & safety risks to your business

### Legal

Legal advice line – call 24/7 365 days a year  
Legal website – access to legal documents

### Tax

Tax advice line – call during office hours

### Contact Us

#### Telephone

Telephone advice including general legal advice is available on 0116 243 7623

For sales and upgrades call 01455 852028

#### Email

[hello@questcover.com](mailto:hello@questcover.com)

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#### HS LIBRARY

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# Contracts

## ➤ Why use?

- Enhances your image as a professional builder
- Provides a clear agreement for both parties
- Concise – only 11 pages
- Easy to use and free of jargon
- Unique timeline feature - sets out all the stages of the build

## ➤ Backed up by a webinar series

## ➤ Backed up by legal advice through the business helpline

## ➤ Country specific contracts available for Scotland and Northern Ireland

## Download contract templates

All our contracts listed here cover up-to-date legislation and are the latest versions. Select your region below to view the templates available for you to download.

England and Wales

Northern Ireland

Scotland



**NEW:** Completion notice for domestic works  
51 KB

Download



Building contract for domestic work  
179 KB

Download



Building contract for domestic work WITH defects stage payment (retention)  
170 KB

Download



Quotes and terms short form contract  
648 KB

Download



Commercial building contract (no final payment)  
258 KB

Download



Commercial building contract (with final payment)  
232 KB

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Subcontractors contract  
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Changing work form  
43 KB

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Start work now form  
30 KB

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Guidance on using FMB contracts  
237 KB

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# Helplines

- Much valued service by FMB members
- 1950 members called the helplines last year
- Most frequent calls for:
  - ✓ Contracts
  - ✓ Debt collection
  - ✓ HR matters
- Expert, free advice from a range of helplines...

# Helplines

Access free expert advice on debt recovery, human resources, tax, health and safety and legal matters through the business helplines.

You're here: [Homepage](#) → [My FMB](#) → [Helplines](#)

[Share this page](#)

We know that as a small business owner, you often have to juggle everything from HR and employment to tax and finance, as well as managing work on site.

Through the FMB's business advisory helplines you can access free, expert advice to help you manage, protect and grow your business. The helplines act as a first point of contact where you can speak to an expert advisor who can help to address your queries or provide advice on the appropriate course of action. In some instances, this may involve recommending the support of an external company.

Through the business advisory services, you can access support with the following:

<b>Financial Support</b>	<b>+</b>
<b>Health and Safety</b>	<b>+</b>
<b>Human Resources</b>	<b>+</b>
<b>Legal and Debt Recovery</b>	<b>+</b>
<b>Tax and VAT</b>	<b>+</b>
<b>Technical advice and Insurance</b>	<b>+</b>
<b>Construction Industry Charity helpline</b>	<b>+</b>

“

I needed advice on an electronic contract. The initial advisor clarified the 'small print', but later that day, a specialist in contract disputes called me to cover some additional considerations. Thank you FMB for a great service.”

**Todomi Ltd**



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# Marketing materials

Promote your Master Builder status using our free FMB marketing materials - request van stickers, download our logo or print off leaflets to give to customers explaining the benefits of choosing a Master Builder.



You're here: [Homepage](#) → [My FMB](#) → Marketing materials

[Share this page](#)

Displaying the FMB logo enhances your credibility and helps you to stand out from the competition as an independently inspected and professionally vetted Master Builder. We are the only construction trade association in the UK that independently inspects its members upon joining and on an ongoing basis thereafter.

[Download the FMB logo](#)



[Request van stickers](#)



[Download leaflets to give to your customers](#)



## Got a question?

Call us on **0330 333 7777**  
Monday to Friday, 9am to 5pm or send us an email.

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## Download marketing materials

As a member, you can access a range of free FMB marketing materials to share with potential clients to promote your Master Builder status. Our marketing materials help members convert more quotes into work by explaining the benefits of choosing a Master Builder. Marketing resources that are available to download include:



### Looking for a builder

A 2-page leaflet for clients explaining the Master Builder difference.



### Guide to working with your builder

A 4-page guide for your client on how to ensure a successful building project.



### How to choose the right builder

A letter to give to clients explaining the benefits of choosing a Master Builder.



### FMB Code of Conduct

The Code sets out the way you should deal with your clients and conduct yourself. All members agree to comply with the requirements of the Code when they join and every time they renew their membership.



When I am asked to give a quote, I give the potential client a bundle of information including my business card and the FMB marketing material. The documents look professional and I use them because they help people. I tell them they don't have to choose me for the work, but the documents help to explain why I am a better builder."

**Ian Smith, Smith and Son Construction Ltd**



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# Online Learning Portal

- 832 users regularly completing courses
- Course list regularly updated
- 51 courses which vary from Mental Health awareness to Asbestos awareness to Performance Management.
- You can create groups for your company employees that allow you to assign and monitor completion of courses.
- Some use the e-Learning platform as part of an induction programme for new employees
- If you are not already registered for e-Learning, please send an email to [membership@fmb.org.uk](mailto:membership@fmb.org.uk)

## Active Learning

No priority	Managing Sickness / Sickness and Absence	Not Started	0 of 2
No priority	Health and Safety Awareness	Not Started	0 of 2
No priority	Asbestos Awareness	Not Started	0 of 2
No priority	Working at Height	Not Started	0 of 2

Welcome to  
FMB Learning



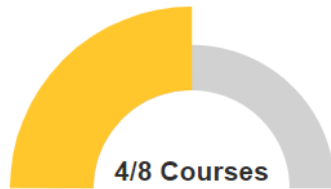
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### NEW FMB Course

FMB has developed a new e-learning course on **Governance** for 2021, all staff and members are encouraged to complete this course to find out more about how the FMB is run.

## Learning History ?



View your completed courses



No quiz results.

Once you complete a quiz your average grade will appear here.



Accreditations



Certificates



Badges



Competencies



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## Upcoming webinars

Free event

5 top tips on navigating net zero for SMEs

Thursday 24 March,  
12.30-1pm



24 March 2022

### 5 top tips on navigating net zero for SMEs

Join Heart of the City to get to grips with what net zero means for your business, explore how to measure your carbon footprint and make a plan ...

Free event



29 March 2022

### CIOB London Hub: Solving your recruitment challenges

Are you facing recruitment problems? Do you struggle to find qualified people with the right skills? In this seminar discover simple steps to ...

Free event



30 March 2022

### Maximising your membership benefits

It's never been more important to make sure you are making the most of your FMB membership. Join this webinar to refresh your memory of all the ...

[See more events](#)



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 Free event



17 – 31 March 2022

**Construction Industry Training Board (CITB) online surgeries**

FMB North in partnership with CITB will be running online surgeries each Thursday, where all your CITB queries can be answered.

**North West Meeting**

 Free event



Visit us on  
March 24-27  
NEC,  
Birmingham

24 – 27 March 2022

**National Homebuilding & Renovating Show**

Register for two free tickets valued at £36 to the National Homebuilding & Renovating Show at the National Exhibition Centre (NEC) in Birmingham

...

**Central Exhibition**

Date +

Event type +

Region +



## Past webinars



10 March 2022

### ■ Reducing the stigma around mental health in the workplace

In this session delivered by the Worcestershire County Council's Public Health Suicide Prevention Team, find...

Webinar, Mental health



10 February 2022

### ■ How to attract and retain top talent in your workforce, sponsored by CITB

What can you do to attract and retain the skilled workers you need for your business? This webinar offers updates...

Webinar, Member case studies



27 January 2022

### ■ How to build your Find a Builder profile

Now more than ever, business is being conducted online – is your company making the right first impression? Hav...

Webinar, Member case studies



7 December 2021

### ■ How to protect your profits, even as material prices soar

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