



**CODE OF
PRACTICE
FOR MEMBERS**



FEDERATION OF
**MASTER
BUILDERS**

fmb.org.uk

    @FMBuilders

Members of the Federation of Master Builders (FMB) agree to comply with the requirements of the Code of Practice when they join the FMB and every time they renew their membership. The FMB Code of Practice for Members lays down the minimum standard practices expected of our members in the industry.

Before work begins

As a member of the FMB you must make sure that you are competent to carry out the project and in a timely manner. You will fulfil all financial dealings and contractual obligations with your client with the utmost integrity and duty of care.

You must have sufficient current public liability insurance and employer's liability insurance. FMB Insurance Services Ltd can assist.

All advertising and marketing material must be clear, legal and truthful. It must be compliant with all relevant UK legislation.

Unless otherwise agreed in writing you will give a written quotation together with a description of the work and ensure it complies with all relevant legislation including but not limited to Consumer Rights Act 2015 and the Consumer Contracts (Information Cancellation and Additional Charges) Regulations 2013.

Using a Contract

As an FMB member you should use one of our approved contracts or quotation letter with terms of business available to members from our website www.fmb.org.uk

You will make your client aware of warranties such as Build Assure through FMB Insurance Services Ltd or similar insurance backed products.

Work in Progress

As an FMB member when work is in progress you are expected to:

- Use your best endeavours to maintain a good relationship with your client and their appointed representative(s) as appropriate.
- Proceed with the work with due diligence according to the written contract or quotation between you and the client.
- Brief your client regularly on progress. If they are required, you will give the appropriate notices to the Building Control Authority unless the contract specifies otherwise.
- Inform the client of any unforeseen problems or delays as early as possible.
- Confirm in writing any changes to the work specified and/or extra costs and agree these with the client before such work begins.
- Comply with all health and safety regulations.
- Ensure your employees and/or subcontractors will at all times treat the client and their property with respect and ensure that the working site remains a safe, clean and healthy environment.
- Take responsibility for any subcontractors that you engage and for their work.
- Supply the client with samples of materials and fittings for prior approval as may be required.

Completed Work

When the work is complete you shall be expected to:

- Leave the site clean, tidy and ready for use. Any waste will have been properly disposed of in compliance with relevant legislation.
- Give any relevant instructions guarantees/warranties and work completion certificates to the client as well as briefing the client about any relevant maintenance or operating issues.
- Agree a return date with the client to complete any rectifications or “snagging” which may arise or as stated within the terms of the contract.

Disagreements

If you have a disagreement with the client you are expected to:

- Try and resolve the disagreement by discussion and by reference to the terms of the contract.
- Seek advice from the FMB if necessary.
- If the disagreement cannot be resolved you shall agree to follow the FMB’s Dispute Service if the customer so requests. Under this service the case could be referred to an independent Alternative Dispute Resolution organisation. Your participation and co-operation of this service is mandatory.
- You should ensure that you comply with the Alternative Dispute Resolution Directive.

Breaches of the Code

FMB will investigate reported alleged breaches of this code through the FMB National Standards and Conduct Committee (NSCC) under FMB Rules. If the facts are adjudged to infringe this Code the NSCC will have the power to impose any of the following sanctions.

- To decide that the reported conduct does not warrant any further action.
- To issue a written warning.
- To decide that compulsory training must be undertaken.
- To expel the member.

All breaches of this Code are an internal matter and the decision of the FMB is final.





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About the FMB

The Federation of Master Builders (FMB) is the UK's largest trade association in the building industry, with national offices in England, Northern Ireland, Scotland and Wales, supported by additional regional offices. Established in 1941 to protect the interests of small and medium-sized building firms, the FMB is independent and non-profit-making, lobbying for members' interests at both national and local levels.

The FMB is a source of knowledge, professional advice and support for its members, providing a range of modern and relevant business building services to save them time and money. The FMB also offers advice to consumers via its 'Find a Builder' and 'Check a Member' services.

Please visit www.fmb.org.uk

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