

# Tradie's **BULLSHIT**

Volume 2

From the  
Best Selling  
author of



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# SYNOPSIS

This PDF I developed over an extensive amount of time is an explanatory short stories book to allow you, the reader, to understand the importance of researching, finding, and using selected tradies on your projects, and how to avoid costly litigation and illusive conduct.

It is written as a path for builders and homeowners when dealing with each other and help in avoiding misunderstandings in the first instance.

## **For the Tradie**

Experience sells your ability, so act like it.

## **For Builders**

Ensure the path you take, is appropriately and professionally researched or you will feel the same pain, as your clients will.

After all, satisfaction is what we all strive for.

As I keep blabbing on about using Contract Law and how simple the Five Elements of Contract Law are to follow, here they are:

1/ Instruction (in written form only)

2/ Offer (the price, the quote, the tender)

3/ Valuable Consideration (time to consider one's value of service)

4/ Acceptance (the go ahead) &

5/ Acknowledgments, "Always, in All Ways" (I'm very happy with that, or no I'm not)

Learn the meanings of the above, and follow them in their order 😊

## **For Homeowners**

Knowledge is power.

Time v's Experience will determine the true outcome.

Energy follows thought.

Learn all the above and what they each stand for, then watch what happens around you.

**Howard James Ryan**

**18-10-1954**



**Qualified & Licensed Carpenter**

**Licensed Builder**

**Building Consultant & Expert Witness**

**Home & Property Inspector**

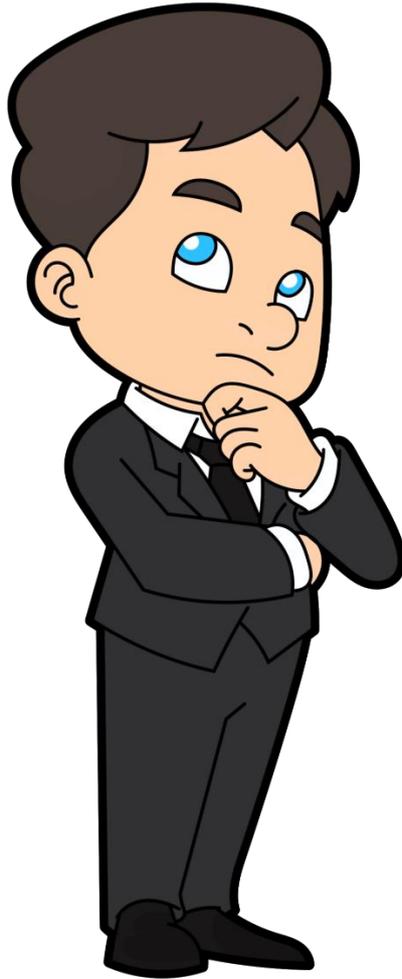
**National & International Trainer**

**Author**

**Pacifier**

# INTRODUCTION

This read of short stories does not apply to all tradies.... or does it?



My intention is not to offend, but to bring reality to the table of the residential construction profession.

## **Lies, Deceit and Deception.**

If you do not know exactly what your tradie is about to do for you, then you will soon find out what the above three words mean.

Try and interpret the tradies confidence, and you will visually see their intended competence come out before you as well as what they are now doing on your property.

Do a License check.

Do a company check with ASIC.

Ask them for their Insurance Certificate of Currency.

Are all their insurances, currently financial?

Do they have Safe Work Method Statements and a white card under the OH&S Act?

ALWAYS have a written contract.

NEVER pay a tradie cash, sorry but this is dangerous in so many ways.

What warranty to you obtain at the end of the works?

Get the warranty in written form.

Ask for Testimonials written by someone you can contact for proof.

Check the tradie on Social Media to see how they operate outside of work times!

How long have they been in business?

What sorts of work have they done as a tradie?

How many jobs have they done?

Ask the tradie questions about how they learnt their trade, who taught them and do they like their profession.

This was once a question that was asked of me many years ago, which is why I have never forgot that client, whereas this made me think inversely about them making me awake and aware of every move I made on their property I was working on.

To assess one's ability, you too, must have the tools and the ability, to do so.

How will you find those tools?

Well, here they are, throughout this read, being informative information amongst these short stories of true and factual events throughout my life as a chippy and a builder.

An assessment of your tradie is first derived by being able to utilise what you now know about them after conducting your own research, and not what they need to know about you.

You contacted the tradie, so use that original intended purpose as your initial instructions.

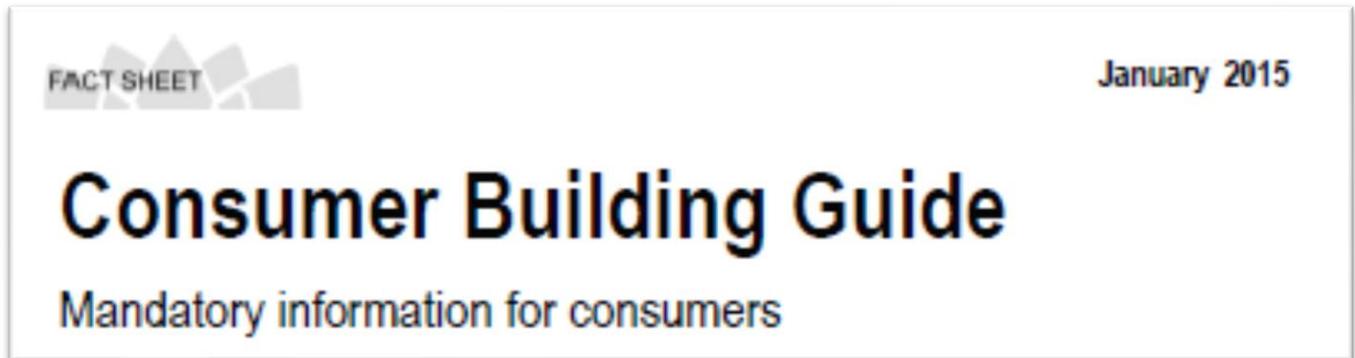
Again, ALL instructions MUST be in written form!

Let the tradies experience show you first hand, where this tradie and homeowner relationship is heading.

In NSW, the Office of Fair Trading provide builders and homeowners a document, called “Consumer Building Guide” but how would you know where to find this in the first place, that’s the problem with this process.

Too many homeowners become reliant on a referral, rather than conducting their own intuitive research. So, don’t say I haven’t warned you!

Have you read this?



Why not?

You see I already know you haven’t.

Many tradies fail in correctness, because they have become too used to doing what they already do, without knowing the true and correct way as is clearly displayed in relevant standards and building codes.

Tradies in general don’t do prudent research to ensure what they are doing, is right.....

I bet I get a throwback for saying that 😊

Australian Standards are not cheap, and are only available by payment, therefore many trades do not know them, as they have never bought them.

This leads them to carry on doing their works based on what they were taught earlier in their careers, again by someone who had the same experiences and perception as them, and so on making the roundabout keep on going around.

This issue compounds down the line.

Many professions have developed certain business systems, yet find using them is cumbersome, so why develop them in the first place!

Keep is simple stupid, “KISS”, is stated in many business seminars and conferences around the world and is to use as a guide in stopping confusion.

Particular physical working under such Australian Standards in a tradie’s workmanship corrects itself overtime by repetition, meaning they are doing it all the time, but many tradies do different projects that call for different measures and sometimes the tradie has no knowledge on the “how too” factor, so they just fudge it.

This is seen today in Apartment block construction, just ask the current NSW Building Commissioner.

Some tradies will leave you hanging, suspended, and feeling helpless as they rarely return calls and or emails.

## **Failure is not usually an option, until many fail at what they do without learning right from wrong.**

This may be starting to sound disturbing to many of the readers, and gee, we are only at the beginning of this short read.

Remember chance does not come from comfort, it comes from experience and by simply getting it right.

I try hard to succeed, but some just want more.... want more of what?

Never assume you know everything I know, for I am just a shadow when the sun goes down, and I represent a profession in desperate need.

Governments don't listen to these sorts of issues, they will just send you to mediation or to a tribunal hearing where in some cases the individual hearing the matter, may not be familiar with the profession currently in question.

Now that's disturbing!

During 2020 we all have suffered in many ways, some tough and some not so tough.

I carry out particular "Contract Administration" on new builds for approx. 20 clients per year and every one of those 20 clients end up in satisfactory and acknowledged situations.

But that is only 20 out of 1,000's building every year all over the country.

Let this handbook guide you out of 2020 and into an understanding of maintaining your home so its value increases in an expected way to secure your own future.

Develop a home maintenance list over time and do this every year.

The value of your home will last longer, believe me.

You know you have choices when choosing a tradie, for god sake, use them wisely.

What is the purpose of engaging a tradie?

It is because, you are not one yourself.

Some tradies feel they will succeed, and some enter into their first job to begin learning without proper and formal intuition.

It took me some 50 years to develop into the tradie I am now in 2020.

My first role in 1968, was in a hardware store counting screws, nuts, bolts, and nails in little boxes, so I guess I was destined.

I no longer practise as a chippy for many reasons that you will read about in this compendium of short stories.

I love my profession, but it is no longer appreciated as it has become a “how cheap can you do my job for” mentality.

You need to develop an understanding that to become a tradie takes years of study, training, reading, experience by doing the actual works, even doing it wrong and at times doing it for free.

It's called experience, yet not many tradies make it.

As an apprentice in the early 70's, my boss sat me down and said, “read this” it was Ordinance 70, the building code and what you don't understand, ask, so before you lift a tool you will be doing cleaning and general labouring till you can understand the industry you are now in.

Imagine doing this to a kid on a job site today!

A tradie is governed by various departments who advise them what they need to do before they ever begin thinking about lifting a tool.

Departments like:

1. TAFE,
2. State regulatory licensing departments,
3. National Construction Codes,
4. Local government inspection services,
5. Australian Standards,
6. Certifiers,
7. Installation manuals,
8. Smart arse's who read everything on the internet,
9. Social media exposure, &
10. Yes, even those inconclusive Forums.....

Some give up, and some survive.

Paperwork is like any job, it's just that being a tradie the paperwork is really out of control which is why a lot of what is required, never gets done.

This read is also about survival of not just the fittest, but the tradies that simply just want to do the right thing, so what determines a successful building project?

1. Wellbeing,
2. Fate,
3. Experiences,
4. Performance,
5. Honesty,
6. External control and a controlled perception,
7. Acknowledging those around you,
8. Faithful,
9. Competent, &
10. Empowerment of what is around you.

I currently see what goes on around me, day to day by inspecting alleged defective workmanship and listening to stories that would make you wonder, "Who does that sort of thing?"

Tradies do!

I come home each day and show gratitude to those around me who have helped me build my livelihood.

I play the piano, listen to hard rock and country music, watch animated DVD's, and type up reports, every dam day.

I played baseball for 30 years and I have surfed since 1968 when I was 14 years old.

Becoming a chippy was not easy, as I had to put myself through TAFE and take one day a week out from my carpentry apprenticeship to learn the carpentry and joinery trade.

My employer would not pay for my education.

This is what it was like in the early 70's in the building industry.

Most builders in the 70's, didn't want to pay for you to learn, they just wanted you to work and do as you were told. So, you did.

Boy, how it has changed today 2020.

Setting up my education was in the footsteps of my dad, a shearer and a TAFE teacher in Sydney NSW.

Thank god he knew what he knew, as he paved the way behind the scenes to make my transition easier, which I am quite sure most dads do this for their kids in different ways.

Somethings were just meant to be.

**To be brave, it's OK to be a little scared.**

**I cannot control this profession,  
but I can change its direction.**

I loved morning tea and lunch time on the building sites as an apprentice, where I used to listen to all the stories about the building industry, whereas now, those stories have become the reality in my consultancy and inspection practice.

It would be prudent for you to set up regular meetings with your tradies to ensure all is as written, contracted for and as expected.

It was brought to my attention in 1988 that some tradies kept handguns and ammunition in their work vehicle gloveboxes.

Some tradies have stolen the hire equipment used on building sites, then use them for their own jobs later thereafter.

Bricklayers urinated in their mortar mixes as they believe it bonds better.

Tradies treat other homes like a garbage tip and leave their food scraps laying around for rats and mice to benefit from.

Plumbers have left and forgotten about the under floor drainage connections from sinks that flood for months before anybody notices.

This is only the beginning of what I have here for you, the reader.

Only a handful are qualified out there in the tradie world, but a bundle will surpass under the radar.

A builder sometimes chances on hope, yet hope does not advise a tradie what a builder expects.

Builders have expectations, but their tradies are not mind readers.

## **Never give instructions in hearsay format, always in written and acknowledged form.**

One story that still haunts me today as a tradie is when I knocked on the door on the first day of a new project, and the owners opened the door and not realising their little dog ran out and onto the road where the garbage truck came along and ran over their dog, The driver got out and picked up the mess with a shovel and placed the remains into the back of the garbage truck. The owners never knew what had happened to their little dog.

A homeowner once climbed my ladder to see what I was doing, only to fall off the ladder and blame me for their wrong doing.....Gotta love this job!

# THE TRADIE

Hmmmmm, well, here we go!



## PERCEPTIVE CONDUCT:

A brickie was told on our job never to bring his Lamborghini to the building site.

His team were great brickies.

At the end of the brickwork, the tradie drove his car to the site to pick up his final cheque.

I gave it to him, and he left after my salutation of what I had warned him not to do.

The homeowner came around the corner just as the tradie drove off.

He said, "who was that?" I could not lie, and I said, "the brickie," he said, "what did he want with that car?" I said, "his final payment for the brickwork."

Hmmmm, said the homeowner, "well I guess you don't need any more money if you are using expensive tradies like that!"

I was gobsmacked.

The homeowner refused to pay me the progress payment on completion of the brickwork because of this perception about this particular car at his site.

Perception is a bitch, especially when after that incident, I stopped the works only to be told by the system at that time, I was wrong and should not have stopped the works.

Still did not get paid though!

Any wonder this industry is in a mess.

### THE BRICK WALL TO NOWHERE:

A team of brickies built a brick wall to an unknown height in a day and the next day when I turned back up, I was obvious they never followed the heights I have given them the day before on the plan.

After arguing my point, they pushed the wall over, then left the site.

The tradies never got paid obviously but I was left with the mess of cleaning up after them and had to buy new bricks for this project and start again.

This took 5 weeks to get re-organised due to the unavailability of tradies at this time due to the construction of Darling Harbour 😞

### THE FIGHT ON A ROOF:

A roll of lead was provided for flashing on a new tiled roof to the roof tiling tradie.

The roof tiler did not follow instructions and stole the lead, then used his own "alcore" flashing instead of the lead I provided.

When I met him on the site, we both went up on the roof to see the works, I confronted the roof tiler and said, "Where was the lead I gave you?" he said, "You didn't give me any!"

A blatant lie to my face. After a heated discussion he punched me in the face and broke my nose which almost made me fall two stories off this roof.

The police were called and they arrested him. I went to hospital for treatment. The homeowners then wanted to know what happened as their job was delayed a few days.

No matter what I did, it always came back to being my fault.

### LET'S SAVE ON CONCRETE:

A concreter was digging footings on an addition then steeling up for the booked in Council inspection.

The tradie advised me they will pour straight after the Council's inspection.

Which they did.

It was then when the bricklayer was laying the brick fender walls on the footings, the tradie noticed a white foam sticking out of the new concrete footing and called me to immediately come to site.

The concreter has place polystyrene foam boxes within the concrete footings to save on concrete use.

That tradie was forced by the authorities to pull the works up and do it again after a brief claim was lodged by me to the authorities, but it still delayed the works causing, my business a loss. 😞

## THE PLANS AND THE PHOTOCOPIES:

In the beginning of my time as a builder I drew all my own plans and prepared the projects specifications.

What I did not expect, was when a frame company made frames and roof trusses for this particular job, they realised they had made them wrong, then altered my plans and provided me with a photocopy of the plan they said I had given them.

Just as well I kept a journal and had a copy of what I gave them.

They admitted their lie and rectified their works, but it still delayed the works causing me another loss.

Why the hell would you be a builder!

## THE CLIENTS PLANS AND SPECIFICATIONS:

A large extension was planned for a single-story home in western Sydney.

The homeowner did their own plans, their own Engineering and sought their own Council approvals.

My role was to build a two-story extension at the rear of this property as the land had a fall towards the rear allowing for the second story.

The homeowner said our excavation costs were too expensive for them so they said they will complete the excavation, then we can come in and commence the contracted works.

The homeowner and his tradies started to excavate.

I requested a site visit with the homeowner to see how he was going, in an attempt to sort out when we would be able to come and begin.

It rained and rained and rained for the next 6 weeks.

I remember it well because our weekend sports were cancelled week in week out.

I visited the site about 1 week later, only to see the back of the home was now slipping into the excavation due to the extensive cracking now visible.

I gave the client his deposit back and said to him, "Find another builder!"

The homeowner's tradies did not support the existing home prior to the excavation's commencement.

Any wonder he did not want us to excavate at our costs, as our tender included piercing and support to hold up the existing home prior to any excavation beginning.

Yet, the homeowner's tradies, just kept digging without support, go figure!

I have since leant, the homeowner has taken his own life..... 😞

THE REVERSE BRICK LAID, THE BRICKIES SIGNATURE:

I built my current home in 1998, only to find the tradies wanted to leave their signature, by laying a brick in reverse at the front of my home.

Why!



**IF YOU THINK ITS EXPENSIVE TO HIRE A PROFESSIONAL,  
WAIT TILL YOU HIRE AN AMATEUR**



## THE FRAMERS:

It is an old saying, "Measure twice, cut once"

But why don't tradies follow this rule?

The framing tradies ran out of timber on a job, due to incorrect site measuring.

They then hid the incorrectly cut timbers on another job up the road, only to tell me later to bring some more timbers to the site.

When I arrived at site, I noticed small offcuts in areas on the projects timber floor and asked the tradies, "where did these off-cuts come from?"

They said, "We don't know"

Hmmmm, I found my timbers on a job four doors up the road.

They were sacked and I completed the frame on my own, but I STILL HAD to go and buy more dam timber.

The losses are never ending.

I was starting to believe as a Builder, It's best to just do the job yourself, one job at a time.

## ELECTRICIANS:

This tradie is usually, surprisingly effective and efficient.

However, after returning to a site to check a tiling tradies works on the same site, I found the Electricians had cut out sections of the wall plasterboard because they lost the cables within the walls.

Guess who had to pay for replacing the plasterboard.

Those tradies did not return.

## PLUMBERS:

A damaged vanity top was installed.

The homeowner asked the Plumber who just installed it directly out of the delivery box, "Who did this basin get damaged?"

The Plumbers denied the damage.

Karma would eventually tell.

I met the Plumbers apprentice the following week in a Bunnings store, and had a talk to him about his apprenticeship.

This apprentice did not know the damage he was laughing about, was one of my jobs.

At least the Plumber replaced the vanity basin after that.

## PAINTERS:

Now these tradies are unbelievable and most likely not qualified 2020!

Who sanded that timber before undercoat, was asked?

Painter said, "that's the carpenter's job" Carpenter said, "that's the painter's job" and so on.

This still goes on today in 2020 so ensure you get a written scope of works off each tradie as to who will be doing what.

## LANDSCAPERS:

A homeowner called me this year, 2020, to ask some questions about their landscaping.

I visited the site to see the job had already been landscaped.

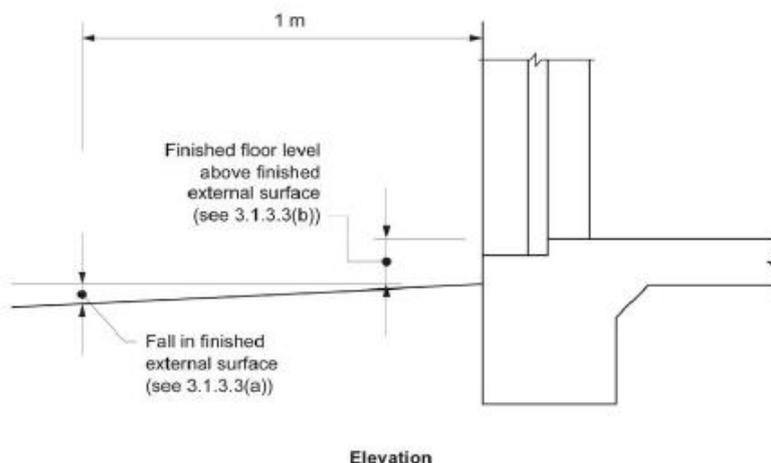
I stated to the homeowner, "where are the drainage inlets to allow for rainwater to flow down the drain and away from the home as intended?"

Ref AS: 2870 **5.2.1 General requirements:** *The building and site drainage design and height of the floor level above finished ground level may be affected by factors other than structural design requirements.*

*Such factors include the following:*

- (a) *The run-off of water and the influence of local topography.*
- (b) *The effect of excavation or filling.*
- (c) *The possibility of flooding.*
- (d) *The effects of existing and post-construction landscaping.*
- (e) *The level of legal point of stormwater discharge.*

Figure 3.1.3.2 Site surface drainage



He said, "the tradie advised me, that these works were for me to do after he had completed his works"

Wow that is a first for me, a direct lie, deceit and deception.

### COLOUR SELECTIONS:

A kitchen manufacturer delivered and installed a kitchen where the homeowners had selected the colours at the kitchen companies' showroom.

The homeowner then stated this was not the colour they were shown at the showroom.

No one had bothered to write down the colours selected at the showroom, very odd!

When I advised the homeowner of this, he said, it was my fault.

I then showed him the written instructions I gave him to sign which exclude me from that aspect of the works.

I had the signed copy saying, Kitchen supplied and installed by homeowner. This homeowner did not want to pay our price allowed for in our building contract, so we deleted it completely from the contract in a signed variation in the form of a credit.

Now, how the hell is this my fault!

### DEMOLITION:

A home addition was being constructed next door to a new home we were building in southern Sydney.

It turned out, the tradies had read the plan upside down and demolished the wrong side of the home. Yes, this sort of crap does happen.

### THE MECHANIC:

Many years ago, I have my old car serviced and the mechanic said, your gearbox needs repairs.

Me, not being very car friendly said "OK, fix it and for how much"?.

The cost was \$1,100-00. I accepted. I picked up my car three days later, paid the mechanic and drove it out.

Two days later my car smelt like a Pina-Colada cocktail. I took it back to the workshop and the mechanic was gone!

I took my car to a car dealer who looked at the gearbox oil and found the gearbox was stuffed with bananas, hence the smell. It amazes me what you have to endure in life for life's lessons.

### THE DRIVEWAY:

Three concreters prepared a client's driveway. I called in to see the pour, around midday.

I noticed the concreters had several sheets of steel reinforcement on the top of their truck, that were not seen earlier.

4 months later the driveway cracked and separated.

I did 4 core hole test holes to find the steel reinforcement was not within the driveway.

Hence the steel sheets on top of the tradies truck. The concreters were gone!

### THE KNOCK ON THE DOOR:

Hello, I specialise in cleaning house gutters. Would you like your gutters cleaned?

Sure, How much? \$250-00 inc GST. Oh, OK please proceed.

No one asked for quals, licence or insurances ae they only just wanted their gutters clean because it will save them from doing it at a later date.

After the fact and payment was made it rained and the roof leaked.

The homeowner's insurance company was contacted, and an assessment was made.

The end result was insurance claim refusal due to broken roof tiles.

The home had never leaked before, so what do you think happened here?

I'll leave this one for you to sort out!

### THE POOL BUILDER:

An excited family obtain a quote for a new back yard swimming pool.

The family proceeds.

Contracts signed and deposits paid.

Plans approved.

Pool excavation carried out.

80% progress payment is made.

Pool Building never to be seen again.

We have all seen stories like this on TV current affair shows, yet people STILL fall for this crap.

### HISTORY OF THE WORLD - TRADIE:

Never let your tradie talk about what happened back in their home countries.

A Greek and a Turk had a fisty cuff on a building site I attended, over how Turkey took over Cypres.

Cops were called.

Something that I never learnt in school, but soon learnt about it on this building site. 😞

## THE DISHWASHER REPAIR:

A dishwasher starts to leak.

It was an expensive unit and is only 5 years old.

The repair tradie is called.

They attend and charge a-walk-in-the-door-fee.

Tradie states, "It's an electronic unit"

Turns the unit off and on and sees no leak, but there is water on the floor under the unit.

Tradie says, "Unit is now working"

Tradie is paid or just took the finds out of the credit card provided.

One week later, dishwasher leaks again.

Another tradie from the same company attends and says the unit needs to be taken to the factory.

6 weeks later the unit comes back scratched, buckled as the front door now closes out of alignment.

Tradie recalled, only to be told those tradies no longer work for that company.

The homeowner bought a new dishwasher, as they were sick of the BS they were being told and signed an agreement with a new company for a long term maintenance plan on their dishwasher.

## THE POOL CLEANER:

A deal is made with the tradie for a monthly pool cleaning plan.

The agreed works commenced.

Three months in, the pools water levels were lowering at an alarming rate and the homeowner complains about having to fill the pool water up every two to three days.

It turns out the "Hydrostatic Valve" at the base of the fibreglass pool had been disturbed allowing the pool waters to escape under the pool shell, which was denied by the pool cleaning tradie, obviously.

It turned out the tradie was actually an IT Serviceman, looking for something else to do on the side from his normal day to day role.

You never know who is working at your property, so do your own due diligence.

Always check out who is working on your home, for god's sake, it's not that hard.

## MORE FUN WITH TRADIES:

1. Using screws and nails too short to do their intended job for the required period
2. Not using materials suitable for marine purposes near oceans and lake zones
3. Not reading and complying with the NCC or BCA, building codes
4. Making you pay what is owed, then fight it out in court. I know this is stupid, however in some cases this is what the courts want to see you have done! Go figure!
5. Uninsured tradies
6. You cannot argue with an unqualified tradie, it will only complicate matters
7. When a tradie says, I know what I am doing, RUN
8. When a tradie argues with you, go back to your acknowledged documentation, and say, "What is it Mr Tradie that you no longer understand that you did at the time of signing and acknowledging our agreement?"
9. If no acknowledgment, NO WORK.
10. Ask your tradie, "What Australian Standard you are working under when providing this work for me please?"
11. NOTE: The NSW OFT Guide to Standards and Tolerances ARE NOT Standards, nor are they a part of the Referenced hierarchy
12. One of the most frustrating events for a tradie is when their tools are stolen out of their work vehicles, yet this is a very common occurrence
13. Never fall for, "It's not on the plan" trick, as the plan and the specifications forms part of the building contract
14. Carpenters no longer glue their mitres to door and window architraves; hence this is why you see separation later on to the architrave mitred joints
15. Carpenters no longer hang door with closing bevels on the lock stile as the door manufacturer now provides pre-hung doors and ready cut architraves, so the days of true tradesman like works, have long gone

**THIS READ IS WHAT SHOULD BE IN A WAITING ROOM, OF THE ENTRY INTO THE CONSTRUCTION INDUSTRY**

**SOMETIMES I AM LEFT BEHIND AND WONDER IF I SHOULD FOLLOW, DON'T LET THIS BE YOU!**

## Tradie Characteristics:

The Late Tradie: No phone call  
The client is kept waiting  
Anxiety is building  
No email correspondence  
One of the most frustrating tradies  
(NEVER let a client's blood go cold, it will haunt you forever)

The Honest & Reliable Tradie: Love em'  
Pay em' on time  
Make em' lunch, coffee, tea, and cakes  
Wash their truck for them, only kiddin'  
Few and far between, believe me 😊

The Unqualified Tradie: No license  
No insurances  
No proof  
No training  
Testimonials have been written by a mate  
Internet reviews are many years old and made up  
Doesn't ask any questions  
One who knows everything  
Doubts what you request  
Says things like "I'll find out how to do that"  
I left me trade certificate at home

The Smelly Tradie: BO odour lingers  
Dirty work clothes  
Unbearable odour  
Tell em' to bath 😊

The Distinguished Tradie: Rocks up well dressed

Run a mile.....he can't do it!

The True Tradie: Their work truck is sign written like a true business

Rocks up in well-advertised work attire

Says, "Giddy, I'm ..... and how can I help you?"

Requests a work order or similar and a complete scope of works

Nothing is a problem, unless their qualification persists otherwise

Asks, "When would you like it done by?"

Proceeds with the works like nothing is a problem

Has all materials ready each day

Cleans up affectively each day

Keeps you posted on what he/she is doing next and when

Paperwork is in order

The Funny Tradie: "Q" Client Question: how long have you been a tradie?

"T" Tradie Answer: how long have you been a client?

Q: when will you finish?

T: when you stop asking!

Q: why do you do it that way?

T: that is how it is done!

Q: why do you drive a nice new ute?

T: because you paid for it!

Q: do you use new materials?

T: depends what's left over from yesterday!

Q: why do you charge so much?

T: because you agreed

Q: how long have you been in business?

T: as long as you want me to be!

Q: are you on the internet?

T: yes, are you?

Q: why are you installing that power point, you're not an Electrician?

T: because you let me!

Q: I see scratches on my kitchen bench top!

T: it was delivered that way!

Q: Can I that in writing?

T: Why, don't you trust me?



## Deliveries:

1. Ensure there is room at your site
2. Make a designated area for such deliveries and mark it clearly
3. Your nature strip grass will die, it's not the tradies fault, it's yours for putting the grass there!
4. Check ALL deliveries are correct
5. Did you know what you were signing for with that delivery driver?
6. If not, DON'T sign anything!
7. If the delivery has been placed on your neighbours' yard, leave it for the suppliers to move it to the correct site &
8. Are you sure?

## "That's Not Right!"

1. Any forms of unqualified opinions, are not acceptable
2. Unqualified opinions are inadmissible and will never be tolerated from both sides
3. Always, Prove it, Acknowledge it, and Own it.....

## An Operative List.

1. Never confuse or frustrate the base costs of the original project by changing the original details
2. If changes are made, then forms of variations are made
3. Upgrades, are variations to a building contract
4. A credit, is also a variation
5. A deletion, is also a variation
6. You don't get anything for free, even though some may assume they will
7. The exhibition home is NOT what you will get in most cases, therefore always seek acknowledgment off the Sales Team, as to what is included
8. A PC (Prime Cost item) is only an allowed \$ amount, and it is not the end price
9. Sales people in exhibition centres are just that, sales people who cannot answer and should never answer technical questions
10. Ask for incentives, "If I build with you, What's in it for me!" It doesn't hurt to ask; you could be surprised 😊
11. Check out the builder's reputation, "ASK me how" by emailing me at [howard@hnkryan.com](mailto:howard@hnkryan.com)

12. Take your time, if you are meant to have it, you will
13. Never become too emotional in the first instance, until it is yours!
14. When a tradie says, 2 weeks, it means 4 weeks
15. Practical completion is NOT handover stage, you will have a few weeks yet to go
16. Never pay your final payment, till the works are deemed COMPLETE.....not practically complete
17. What is your "Plan B," in the event your existing home does not sell, and you needed it to sell, to buy the new one!
18. Never expect a smooth transition, this booklet confirms that
19. Remember "Murphies Law"
20. Always journalise and document what is happening, every dam day.....he said, she said, date and time
21. Plan for interest rates on your loan, to change mid-stream
22. Never rush the tradie, what will be will be
23. A prudent tradie, will keep you posted and up to date with your construction
24. Acknowledgements goes both ways, remember this 😊
25. Keep notes on what you have paid the tradie, and most importantly, never pay more than what works have been completed
26. An alleged defect is not a defect until the home or the contracted works have been handed over to the contracted client
27. A project builder and their site supervisors are two completely different entities, one is the employer and one is the employee, so deal with the project builder only
28. In new construction only have inspections carried out by licensed and qualified builders, qualified construction experts and NEVER on the COST of the consulting inspector

# THE PROBLEMS

## Liability v's Responsibility v's Acceptability

I will explain what a tradie actually says and does.

This will confuse and frustrate you.

It may be something you have heard about, but now you will hear the truth from a builder with 50 years of experience and is an industry expert.

The problems stem from inexperience mainly.

It includes, builders, carpenters, plumbers, electricians, plasterers, painters, brickies amongst just a few.

My motive here is not only to warn you, but to tell you exactly what to look out for and to protect you from the inevitable.

In a stupid summary, your tradie is your master that does what you specify for a fee.

Never assert that your tradie is a tradie in the first place and never assume they can do what they say they can do.

### **MY PURPOSE IS TO BE THE CREATOR OF ACCOUNTABILITY FOR THE PROTECTION OF A HOMEOWNER**

#### LIABILITY:

This means the liable person is legally answerable.

Liable for restitution, by making good what they have done wrong.

Liable to pay for their negligence.

Who makes such a decision not to pay for dodgy tradies work?

#### First ask yourself this:

1. Were the works in breach of a specific code?
2. Have the works breached an Australian Standard?
3. Was it done with due care and skill?
4. Is there a proven loss?
5. Is it fit for purpose?
6. Were the works provided in a fair and reasonable time?
7. Did it rain,
8. Were they sick?
9. Did they have an accident?
10. Did you agree to any variations?

11. Did you sign any variations?
12. Have you paid more than the works completed to date?
13. Is the tradie licensed?
14. Is the tradie insured?
15. Did you receive copies of such licence and insurances?
16. Did you sign a contract?
17. Were you invoiced at the right time?
18. Did you pay them cash?
19. Did you receive a receipt?
20. A refund is not "Restitution"

If you answer Yes to any of the above, you are in trouble.

## **DO YOU HAVE A DUE DILIGENCE STAGE?**

### What is a due diligent stage?

1. An essential element,
2. A conclusion to a successful commercial transaction,
3. An assessment of value,
4. Satisfaction received.

### Who pays for Tradies Bullshit?

Not me, Nor you, they do!

But, at times it costs you more if you go to court, even if you win, you lose!

So.....

1. Talk effectively,
2. Do the 5 Contract Law elements in their order, being 1/ Instructions 2/ Offer 3/ Valuable Consideration, 4/ Acceptance, and 5/ Acknowledgments
3. Follow it diligently, meaning:
  - a. Carefully
  - b. Persistently,
  - c. Effortlessly,
  - d. Thoroughly,
  - e. Focus,
  - f. Creative output, &
  - g. Patience.

**WHAT YOU PUT IN, YOU GET BACK, SO DON'T BE LAZY, JUST DO IT.**

There are four core values, being:

1. Integrity,
2. Respect,
3. Innovation, and
4. Drive.

Without these 4 core values your build will fail!

Point Impact of a Tradie:

1. First impression,
2. Conclusion results,
3. Do they meet your expectations?
4. Do they meet your unrealistic expectations?
5. Did you acknowledge what was agreed to be done?  
If yes! Then why are you now complaining?
6. Think,
7. Remember,
8. Go back to your documentation,
9. Do not have any documentation, You Idiot!

The Legal Wrath!

1. Now you go and lodge a statement of claim with a court jurisdiction, at your cost,
2. Attend conciliation and/or a mediation, your cost,
3. Attend a directions hearing, your cost,
4. Go to a trial or hearing, again at your cost,
5. Wait a minute, why am I paying for this?
6. Having to engage an expert to tell you and the tradie what they should have done in the first place,
7. Months and even years in delays,

It is all the tradies fault!

Prove it! That is the legal wrath. 😞

Why, because you started it, think about this for a minute, you have no contract, you trusted a tradie of deception and you chose the cheapest quote!



The Busy Tradie:

1. Little procedures in place, if at all,
2. No diarising or journals,
3. Lack of time,
4. Always no time to talk,
5. Ordering all materials themselves,
6. No staff,
7. Doing the works themselves,
8. Answering the phones, themselves,
9. Dollar restraints,
10. Over draughts at bank,
11. Family pressures, kids schooling and expenses,
12. Quoting on weekends,
13. Kids sports missed,
14. Figuring out where to next, so all of the above continues!

W. T. F. am I doing? Some say



“Will someone help me please!”

**HEALTH AND SAFETY ALWAYS, IN ALL WAYS!**

Being a tradie is like being on a diet!

**T = The Tradie and D = The Diet**

T. wanting to be something we are not quite qualified in yet

D. overweight

T. taking on work we know we cannot do in that specified time

D. eat more than we need

T. buying too much material and not thinking of the consequences of storing the leftovers

D. do you want fries with that sir?

T. knowingly lying to your client

D. only placing one foot on the scales

T. turning up late to a quote

D. sleeping in

T. working too slow

D. heat exhaustion and out of condition

T. using 1 nail instead of 2

D. eating 2 sandwiches instead of just 1

T. running out of money and overdrawn

D. a "gene expression" will explain why diets fail as dieting increases stress sensitivity and leads to fat intake

T. working to comfort

D. eating to comfort, will not equal out

T. overworked and tired \

D. dieting is tough because \ your brain is working against you

/ FIND THE BALANCE

T. binge working with tire you

D. binge eating will tire you, SO EITHER WAY, YOU LOSE

T. 8 hrs work, 8 hrs rest & 8 hrs play

D. loss of weight..."HUH" what just happened?

Yes, it is that simple.

### Typical Questions and Answers of a tradie!

1. Q. why do you leave a job dirty?  
A. I do not get paid to clean up
  
2. Q. what is this tap doing fitted to the basin and not the wall?  
A. I thought it would look better on the basin
  
3. Q. why didn't you connect the kitchen sink under the house?  
A. I forgot
  
4. Q. how long will you take?  
A. As long as it takes
  
5. Q. did you follow the plans I gave you?  
A. I lost them
  
6. Q. why should I pay you for this type of work?  
A. Because I showed up, didn't I?

These are just a few reasons why I wrote this booklet to alert a homeowner as to what happens, some may not believe it, till it happens to them!

My Tradie is an Arsehole:

1. I am sick of waiting
2. I am sick on no return calls or contact
3. I am sick of all the lies
4. I WILL NOT TOLLERATE THIS ANYMORE!

WELL DON'T. YOU HAVE A CHOICE SO MAKE SURE IT'S THE RIGHT ONE.

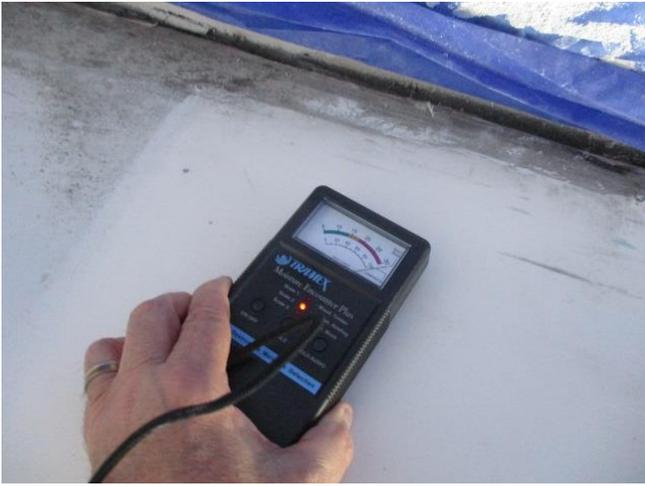
**Just some examples of what we see!**



Excessive movement and internal wall cracking



Fallen ceilings



Moisture ingress due to inadequate waterproofing methods



Cracking and crumbling due to inadequate site surface overland flow drainage



Inadequate required retaining walls



Blown out brickwork mortar joints



Damaged roof timbers



Termites



Chipped basins



Construction discussions – USA



Our discussions here in Australia

## The Moving Land:

In 2015 land was being sold in Western Sydney that eventually moved by way of sinking and it took as many as 800 houses with it.

Always obtain a minimum of 2 soil classification tests from an independent Geotechnical Engineer, you will thank me for this one!

## Shower Leaking:

This is so common due to waterproofing not being to standard.

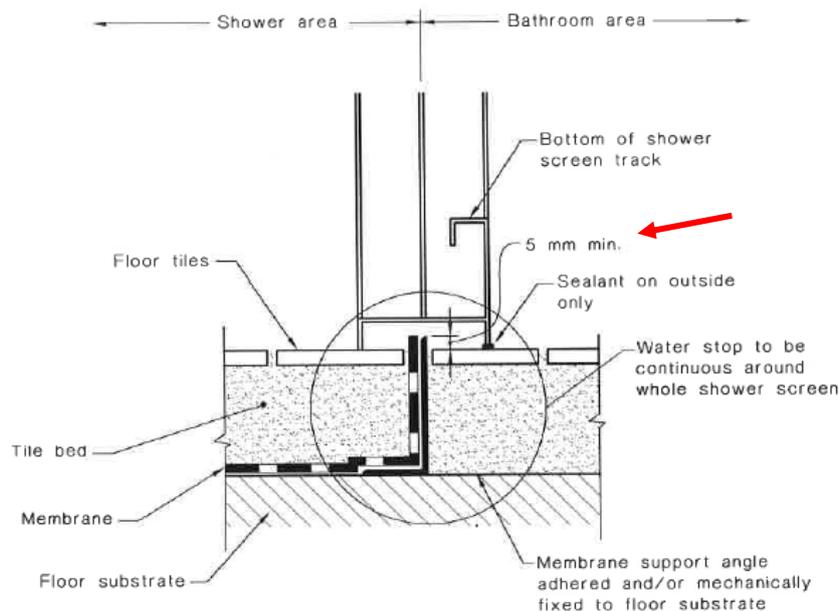
The waterproofing standards are noticeably clear (below AS:3740) and shower vessels must have a water-stop angle fitted with a clear 5mm minimum exposure to the front edge of the shower and the shower screen sits on a small angle or “U” shaped extrusion on top of this water-stop angle.

### 3.13.4 Enclosed showers without hobs or set-downs

At the extremity of the shower area—

- (a) where a shower screen is to be installed, a water stop shall be positioned so that its vertical leg will finish a minimum of 5 mm above the finished floor level (see Figure 3.6); and
- (b) where the water stop intersects with a wall or is joined, the junction shall be waterproof.

NOTE: For a typical hobless construction, see Figure 3.6.



NOTE: Some shower screen extrusions may not permit the water stop extending into a rebate. A channel section may be needed to be installed over the water stop angle with the shower screen placed on top of the channel including return panels.

FIGURE 3.6 TYPICAL HOBLESS CONSTRUCTION

Many tradies just apply silicone to the shower perimeters.

This is not a fix, but a band aid solution that will eventually fail.

Have all waterproofing to bathrooms and shower areas certified and approved by an authority that can be called upon in the event there are issues down the track.

Now I've warned you!

## The Construction Methodology Illusions:

Wow, so many....

1. TV renovator shows are not what you need to follow, sure watch them, and laugh, but that's it
2. Years ago, there was an average of 2 renovation shows a year, but now there are hundreds every year on many channels, from flippers in the UK, USA, and Canada,
3. A tradie is a person who is skilled and is a manual worker, not all!
4. Always refer to a referenced Australian Standards, hmmm what's that?
5. Always refer to the performance provisions in the NCC/BCA, HUH?
6. Your mates an idiot and they know it
7. What you read on construction internet sites are not standards and codes, they are inconclusive unqualified opinions of what the website represents, not the industry



Why do I need a journal of my building events?

1. To improve your mental clarity
2. Help solve problems
3. Improves your focus
4. Clearing your mental clutter
5. You transfer your alleged and future problems to paper
6. An awakening
7. A recording of particular events
8. Breaking down your end results
9. Capturing brilliant ideas
10. An acknowledgement



# RESOLUTION

## Running a Business

The next level.

What was the first.....becoming qualified?

Find your blueprint and your niche and understand restitution.

### **YOU HAVE TO EXPERIENCE FAILURE TO EXPERIENCE SUCCESS**

Remembering Social Media is only social and should not be believed in totally unless it is backed up by a proven fact or an actual experience.

Ensure you serve a need or a want.

Do not just do what you want, listen to others.

The more common the need, the need becomes more common.

A handyman is not a tradie, he or she are just handy.

To acquire knowledge, you must have experienced all or most in this booklet.

To acquire experience, go and get it and to get it you must be qualified.

A franchisee is a handyman, trying to be a tradie at a cheaper rate, but a tradesman or tradeswoman is worth all they endure and all they acquire.

Do what you are good at.

#### Morals of this read:

1. Seek out qualifications
2. Seek out licensing
3. Seek out testimonials
4. Follow the 5 elements of contract law, whatever you do, do not fail in this because if you do not, you have no one to blame but yourself!
5. My concern is to ensure the readers of this booklet obtains a complete understanding of what to do when engaging a tradie
6. An expert in anything is one with a testimonial record of a long road.....
7. Remember not to leave out the beginners, The Apprentices, as they have a right to learn as well

## A Process in Finding Tradies:

1. Our mind tells us we need a tradie
2. Contact is made
3. An appointment is confirmed
4. No show by the tradie
5. Start again, and DON'T persist with that no show tradie, it is their loss not yours
6. Get used to this as it will happen a lot 😞
7. Over 70 % of tradies will treat you like this, it even happens to us
8. That is right, 75%
9. Finally obtain a good reliable tradie
10. Treat him or her with kid gloves, because this 25% deserve it
11. Greets you with a business card and says How Can I Help You!
12. These are the words you want to hear
13. Specifications are ALL noted
14. The deal is done
15. A quote is submitted
16. Testimonials are provided upon further request
17. Acceptances and acknowledgments provided
18. Tradie starts
19. Tradie finishes
20. Payment is made
21. Warranty is issued
22. NOW THAT IS HOW ITS DONE 😊
23. You now have a working relationship
24. Referrals given
25. Tradie grows
26. Tradie becomes reliable and experienced
27. Thankyous are given, and so on and so on.....

## Building Code of Australia Performance Hierarchy

The BCA performance hierarchy currently consists of the following parts represented in the diagram below adapted from the BCA Clause A0.3.



**The Australian  
Residential Construction  
Industry is broken.  
Help me to help you fix it.  
H&K Ryan  
#hnkryan #howardryan**

**A BUILDING CONTRACT CAN BE AN ILLUSION TO AN UNSUSPECTING HOMEBUYER  
READ IT, UNDERSTAND IT, ACKNOWLEDGE IT, THEN START AGAIN**

**NORMAL! THERE IS NO SUCH THING!**

**“KEEP WALKING INTO THE DARK, THERE YOU WILL EVENTUALLY FIND MORNING, A  
NEW DAY”**

**‘SOME TRADIES ARE LIKE EGGS, MAKE THEM WHAT YOU LIKE, BUT THEY WILL BE  
FLAT IN THE END’**

**I’VE GOT THIS!**

**I CAME HERE LOOKING FOR HELP, I FOUND MYSELF...**

**NEVER PROCRASTINATE, ITS WHAT YOUR MOTHER DID.**

**“SOLUTIONS ARE MIRICLES, DISCOVER ONE TODAY”**

**‘I GIVE YOU TODAY WHAT AN INDUSTRY FAILED TO DELIVER YESTERDAY’**

**THE SMALLEST EVENT CAN CHANGE YOUR LIFE  
IN THE BLINK OF AN EYE SOMETHING HAPPENS BY CHANCE  
WHEN YOU LEAST EXPECT IT  
IT SETS YOU ON A COURSE THAT YOU NEVER PLANNED OR DREAMED  
AND INTO A FUTURE YOU NEVER IMAGINED  
WHERE WILL THIS TAKE YOU  
THAT'S A TRADIES JOURNEY  
THAT SEARCH FOR THE LIGHT AT THE END OF THE TUNNEL  
BUT FINDING THAT LIGHT MEANS YOU MUST PASS THROUGH THE DEEPEST OF  
DARKNESS  
EVERYONE HAS THEIR OWN DESTINY  
YET NOT EVERY TRADIE MAKES THE CHOICE TO FOLLOW IT,  
I DID....  
HOWARD RYAN**

**HOW MUCH 😞 HOW LONG 😞  
IF I DO THE JOB IN 30 MINUTES, ITS BECAUSE I SPENT 51 YEARS LEARNING HOW TO DO  
THAT IN 30 MINUTES, YOU OWE ME FOR THE YEARS, NOT THE MINUTES**

**LIFE AND BUSINESS IS JUST ONE BIG ILLUSION  
DON'T LET OTHERS CREAT IT FOR YOU**

**ITS NOT THE JOURNEY, ITS WHOS ALONG FOR THE RIDE**

**IF YOU AIN'T FIRST, YOUR LAST!**

**NEVER PAY A TRADIE AND HOURLY RATE, IT'S GO SLOW TIME!**

**“EDUCATE AND FACILITATE ONES ABILITY TO LEARN, YOUR OWN”**

**‘REMEMBER, IDIOTS ARE CREATED BY THEMSELVES, NOT BY US’**

**YES IT WAS MY MACHINE THAT DID THAT DAMAGE, BUT I WASN'T DRIVING IT!**

**‘THE BITTERNESS OF A POOR QUALITY WORK REMAINS LONG AFTER THE SWEETNESS  
OF THE LOW PRICE IS FORGOTTEN’**





**“These stories  
are not just stories,  
they’re proven facts!”**

**– Howard Ryan**



**From the  
Best Selling  
author of**



**Formally known as a lie, the attitudes of residential construction tradesmen and tradeswomen has dramatically changed over the last 30 years.**

Day and night potential home building clients consider building a new home or a renovation, then they ask each other, “What colour, what bricks, what tiles AAAAAHHHHH!”

Tradies of the world are alike and give us hope, in the beginning, and this book allows its reader to understand why such a nasty industry change has appeared, by way of stealth.

Even Governments have only now realised, trade qualifications have changed from the 60’s and 70’s, unfortunately in my opinion, they just don’t care as there is very limited regulation.

The home builder catches the attention of tradies, when they are looking for work, but a high percentage just don’t cut it on sites, their work and relationships deteriorate in a very short time.

Client satisfaction doesn’t exist anymore and now in the 20th century, social media and forums are taking over home-owner’s mindsets by creating the illusion of distrust.

A builder and their client’s relationship should be healthy and exciting considering what they are doing for each other, but at the end of the day, hatred sets in and then the wrath of Lawyers begins in a high percentage of projects.

This book will help you gain a complete understanding on the difficulties builder’s and tradies faces day by day.