

What difference does the PCA make?

Why and when to use a PCA Member



The Property Care Association (PCA) represents more than just a logo at the bottom of our members' paperwork. We are here to give consumers peace of mind by ensuring your property specialist is well trained and will deliver a high quality service.

All members of the PCA are audited and checked regularly to ensure they are meeting our expected standards, have the appropriate training to allow them to carry the PCA badge and are up to date with the latest industry developments. We offer a mediation service between consumers and members should a situation arise, and work to achieve an amicable resolution for all.



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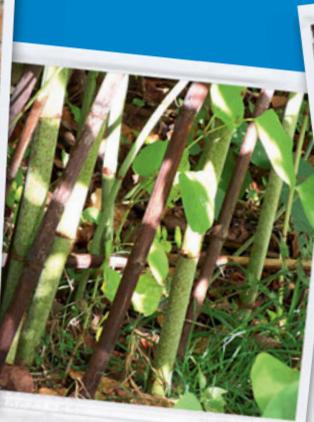
www.property-care.org



Flood Restoration



Structural Repair



Invasive Weed Control

What is the PCA?

The PCA is a trade association, which means we represent property specialists who can be trusted to resolve problems affecting your building. PCA members include contractors, independent and freelance surveyors, consultants and manufacturers. We have members across the UK so where ever you are, you can be sure that there will be a PCA member close by, with the knowledge and expertise you need.

The PCA has been around for over 85 years and was previously known as the British Wood Preserving and Damp Proofing Association.

To become a PCA member it is not as easy as just filling in a form and making a payment. All membership applications are taken very seriously. Potential members have to have 2 years trading experience and produce accounts which are checked by an accountant, submit examples of reports and have a thorough audit by PCA Officers to ensure their technical competence.

Existing members also have the opportunity to object and instigate further investigations for all new member applications. It doesn't end there. To ensure standards are maintained all members are audited every two years to check they are still meeting our high expectations.

The PCA is also on hand for homeowners to ask advice and offer support for technical queries relating to the specialist work being carried out, or required on their property. Unfortunately, we are unable to assist with financial issues or legal queries.

What areas do the PCA cover?

PCA members cover a range of specialist property skills, including:

- Damp Control
- Condensation
- Timber decay and wood boring insects
- Dampness and water penetration in basements
- Flood recovery
- Flood protection, resistance and resilience
- Structural defects
- Invasive weed control including Japanese knotweed

WANT TO KNOW MORE? visit www.property-care.org



Flood Protection



Structural Waterproofing



Damp Control

Why use a PCA member?

If the issues you are experiencing with your property falls within a sector of expertise we represent, then we advise you seek out a PCA member.

We all know how difficult it is to select the right tradesman when you don't have any experience with the issues you are trying to fix or previous knowledge of the company you are asking to put it right. Plus many of these issues are a one off problem, which when corrected will need no further thoughts or worry. That is why the PCA is here to take the unknown out of using a new company, we have done all the hard work for you. In fact we get a much closer look at their business than a customer ever could.

The PCA members are very proud of the PCA logo, in fact our members are so proud to be part of the PCA that they work very hard to retain it, seldom leave and often report those who try to use the logo illegally.

To ensure our members have the right skills we also provide robust professional training to members for their surveyors and technicians.

This training is backed with qualifications in structural waterproofing, damp and timber and invasive weed control, which are thoroughly tested by written, visual identification and oral examinations.



Timber Preservation



call 0844 375 4301

PCA

Property Care

ASSOCIATION

Required standards for PCA membership:

To become a PCA member there are a number of criteria that need to be met. These differ slightly depending on the sector in question.

- They have to have been trading for 2 years with 2 years trading accounts which have been checked by a company accountant.
- They are required to have or to gain a comprehensive industry recognised qualification.
- They are regularly audited to ensure the exceptionally high standards of the PCA are maintained.
- They are required to adhere to a formal Code of Conduct.
- They are required to abide by a strict Code of Ethics.
- They are required to adhere to minimum Performance Standards.



- They are expected to co-operate with the PCA in the unlikely event of any problems or complaints.

PCA Members are then able to offer:

- Insurance backed guarantees, some of which are only available through a PCA member.
- Our Contractor members are licensed under the Government's TrustMark Scheme, as the PCA are a TrustMark Scheme Operator.
- Using a PCA member means we offer a deposit protection scheme for damp proofing, timber preservation, structural waterproofing and structural repair works – The PCA Promise.



WANT TO KNOW MORE? visit www.property-care.org

What using a PCA member means for consumers

- Confidence that the PCA member has the right skills and qualifications for the job.
- Confidence that the company has been thoroughly checked by experts.
- Confidence that the work will be completed to a high standard.
- Confidence that they are part of an organisation which can offer you additional support and advice.
- Confidence that they can offer you additional insurances for even more peace of mind.



What do clients of our members say?

"Skilled, experienced professionals"

"The whole process was painless and I was very impressed with the professional approach of everyone I spoke to. When they promised to call back, they called back. When they made an appointment they stuck to it. Their appraisal of the problems and survey was honest. Highly recommended."

"A superb job, everyone turned up when expected and did exactly what was promised, there was a mishap with a gas pipe but that was sorted out quickly with a minimum of drama, I'd have no hesitation in recommending them."

"Fantastic service throughout from initial enquiry to completion of the works. Excellent communication, 100% satisfied customer."

"A great company, that was professional, very helpful, punctual and informative."

"I am pleased to say that with the hard work and professionalism carried out by all your employees the problem is no more thankfully! Thank you to you and all your team. I will definitely be recommending you."

"The staff were extremely pleasant and helpful. They started work on the Tuesday and 48 hours later we had the property back Powder Beetle free!"

call 0844 375 4301

PCA Promise

The PCA Promise is a warranty which covers timber treatment and damp-proofing works, as well as structural waterproofing, and remedial wall ties. It covers contracts placed with PCA members for damp proofing, timber preservation, structural waterproofing and structural maintenance

The PCA promise is for domestic premises where the contract price (including VAT) is more than £250 and up to £50,000. There is no additional cost to customers for the guarantee, which ensures that should any contractor member of the PCA go out of business while work is being done, then another PCA contractor will complete the work to the original specification at no extra cost to the customer. More details are available on the PCA website: www.property-care.org

TrustMark



TrustMark is the scheme supported by the Government,

consumer groups and the building industry to help members of the public find reputable firms to do repair, maintenance and improvement work inside and outside their home. In order to support this important government initiative the PCA became one of the founder Scheme Operators. Because of the high standards of service and quality that is expected from PCA members we were then able to extend the offer of TrustMark accreditation to all our contractor members.

- TrustMark is an independent initiative created jointly by Government, industry

and consumer groups.

- TrustMark is designed to give increased consumer protection to people having work done in and around their homes.
- TrustMark provides a single logo to look out for - a logo you can trust.
- TrustMark registered firms are reputable tradespeople.
- TrustMark is growing - there are thousands of registered firms accessible via TrustMark right now and the number and range of tradespeople will increase all the time.

PCA is committed to TrustMark in order to promote and support its members and their customers with the continued support of the Government, Trading Standards and other consumer groups. It will mean that consumers will never have to run the risk of hiring a 'rogue trader' or 'cowboy builder'.

Logo abuse

Here at the PCA we take misuse of the PCA logo by non-member very seriously. Each case is investigated and the perpetrator contacted. If we receive no response or find that they have made no attempt to remove the logo or wording from their website, vans, reports, etc. then their details are passed on to Trading Standards.

In appropriate cases legal action will be taken to restrain by injunction the improper use of the PCA/BWPDA names/logos. In the last such case the High Court upheld the PCA/BWPDA's legal rights and granted an injunction against Defendants who were also ordered to pay a substantial sum in legal costs.

WANT TO KNOW MORE? visit www.property-care.org

Finding a PCA Member

Finding your nearest PCA member could not be easier. Just visit the [pca website](http://pca.org) – www.property-care.org then click on the find a property care specialist button. You can search using your postcode to find a PCA member who can carry out work in your area.

The search allows you to filter by type of service required - a contractor, an independent surveyor/consultant or a manufacturer - and also by the type of work required - damp control, timber treatment, waterproofing, flood restoration or resilience, invasive weed control or structural repair.

For comments and feedback to PCA, feel free to contact us using the online form or by phone, fax, email or write to us at:

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Why choose the PCA?
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