

You could win a \$200 gift certificate for Home Hardware Building Centre!

Attention consumers!

Please comment on professionalism in home building and renovation



When you undertake a home renovation or new home construction project in Nova Scotia, you are required by law to use licensed electricians and plumbers. This is to ensure that after the work is done you and your family are safe from fire and health hazards. It also protects your investment in your home by assuring that the work is supervised and approved by trained professionals.

In Nova Scotia there currently is no such regulation for the carpenters who often provide most of the skilled labour for the construction or renovation project, from building or altering the basic structure of the house through to the fine finishing work. Similarly the contractors who manage the project and oversee all the trades workers are not licensed and are not required to use certified carpenters.

The mandate of Atlantic Home Building and Renovation Sector Council is to work with the industry to ensure that the labour force has the knowledge and skills required by today's building methods, tools and materials and by current regulatory standards. Together with the Nova Scotia Home Builders' Association and the Atlantic Home Warranty Program, the Council is working to promote professionalism in the home building and renovation industry. Two important changes that are under consideration are

1. Mandatory licensing of home building and renovation contractors.
2. Compulsory certification of carpenter-builders.

As part of this effort we are seeking input from home builders and renovators. It would be very helpful if you would answer the questions below as accurately as possible. Your answers will be completely confidential.

To show our appreciation for your cooperation, if you write your name and phone number in the space below and you will be eligible to win a \$200 gift certificate in a draw.

Name: _____

Phone: _____

Who are the "professional" home builders and renovators?

- They are qualified contractors and tradespersons who are committed to excellent business practices and the highest standards of service to customers.
- They are committed to lifelong learning for themselves and their employees to stay current with new technologies, new materials and the latest developments in home design and construction methods.
- They support apprenticeship and participate in the recruitment and of new entrants for rewarding lifelong careers in the industry.
- They adhere to the Building Code, to workplace health and safety regulations and to environmental, energy conservation and public health standards.
- They pay their taxes and their Worker's Compensation premiums, and they participate in home warranty programs.
- They are active in industry associations and work with government and the general public to promote the interests of their sector and to improve product quality and consumer protection in residential construction.



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All completed questionnaires will be entered in a draw for a \$200 gift certificate for Home Hardware Building Centre.

1 In the past two years have you carried out a home renovation project for which you employed a carpenter? YES NO

1.1 If "Yes", on a scale of 1 to 5 where 1 means Very Dissatisfied and 5 means Very Satisfied, how satisfied were you with the work performance and professionalism of the carpenter? [If there was more than one carpenter on the job, please think about the performance of the lead carpenter or contractor] 1 2 3 4 5

1.2 Please identify one area of the carpenter's work performance and professionalism that you feel might need improvement:

1.3 Was the carpenter/contractor a certified journeyman? YES NO DONT KNOW

1.4 Did the carpenter/contractor charge HST? YES NO DONT KNOW

2 In the past two years have you employed a contractor to build a new home? YES NO DONT KNOW

2.1 If "Yes", on a scale of 1 to 5 where 1 means Very Dissatisfied and 5 means Very Satisfied, how satisfied were you with the work performance and professionalism of the contractor? [If there was more than one contractor on the job, please think about the performance of the lead builder-contractor] 1 2 3 4 5

2.2 Please identify one area of the builder-contractor's work performance and professionalism that you feel might need improvement:

2.3 Did the contractor provide a home warranty? YES NO DONT KNOW

2.4 Did the contractor charge HST? YES NO DONT KNOW

3 On a scale of 1 to 5 where 1 means not important at all and 5 means very important, how important is it to you that, when you do a new home construction project, the contractor be a licensed operator? 1 2 3 4 5

4 On a scale of 1 to 5 where 1 means not important at all and 5 means very important, how important is it to you that, when you do a home renovation project, the contractor be a licensed operator? 1 2 3 4 5

5 On a scale of 1 to 5 where 1 means not important at all and 5 means very important, how important is it to you to that, when you do a renovation or new home construction project, the lead carpenter be a certified journeyman (equivalent to a certified electrician or plumber) 1 2 3 4 5

6 Would you support new regulations to make it mandatory that contractors be licensed to do new home construction or major home renovations, and would you support new regulations to make in mandatory that contractors have a certified journeyman carpenter on any new home construction or major renovation project? YES NO DONT KNOW

- ▲ Mandatory licensing for home builders
- ▲ Mandatory licensing for renovators
- ▲ Compulsory certification for carpenters

Do you have any other comments on professionalism in home construction or renovation in Nova Scotia?

Thank you very much for your time. If you wish to make inquiries at the Sector Council about this study, you can call (902) 852-2151 and ask for Mary Kenny, or e-mail at mkenny@ahbrsc.com.