



FEDERATION OF
**MASTER
BUILDERS**

fmb.org.uk

**Code of Conduct
for Members**
of The Federation of
Master Builders Limited



Code of Conduct for Members

Members of the Federation of Master Builders (FMB) agree to comply with the requirements of the Code of Conduct when they join the FMB and every time they renew their membership. The Code of Conduct sets out the way you should deal with your clients. It is regularly reviewed by the FMB Standards Committee, made up of fellow Master Builders and independent members.

Before work begins

It is a condition of being a member of the FMB that you have sufficient current public liability insurance, in addition to employer's liability insurance, which is a legal requirement.

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

Your full company name and trading name should be displayed on your website and all other formal communications. This name must also be registered with the FMB. ONLY the company registered with the FMB is entitled to carry the FMB logo, which is a registered trademark and must not be used by unauthorised businesses.

Any images displayed on your website must be pictures of your own work, or if using stock images, or images provided by sub-contractors, this must be acknowledged, so that consumers are not misled.

You must make sure that your workforce is competent to complete the work. You will fulfil all financial dealings and contractual obligations with your client with the utmost integrity, and the work must be completed in a timely manner.

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 the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013.

Working with sub-contractors

As main contractor, you will retain responsibility for the project as a whole, including any sub-contracted work. If you subcontract entire projects to any other builder, you must make sure they are also members of the Federation of Master Builders. The client must also agree to the change of contractor and their agreement should be confirmed in writing.

It should always be clear to clients who they should contact in case of any concerns about their project, or for any snagging issues once complete.

Using a contract

You should always use a written contract. The FMB has a range of contracts to suit all types of projects which are available to members only from the Member Dashboard at www.fmb.org.uk/members.

Agree any deposits or staged payments with the customer by including them in your quote and contract. These should be fair and proportionate. Never take full payment from a customer before starting work.

You should make your clients aware of insurance-backed warranties, which are available through FMB Insurance at www.fmbinsurance.co.uk.

Work in progress

As a 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 representatives as appropriate.
- Proceed with the work with due diligence according to the written contract or quotation between you. If you encounter any technical difficulties with the project you must seek further advice. The FMB can assist.
- Brief your client regularly on progress, particularly if there are likely to be any delays or unforeseen problems.
- Notify Building Control and any other authorities as required.
- Confirm in writing any change to the work and any extra costs and agree these with the client before work begins.
- Ensure the working site remains a safe, clean and tidy environment and comply with all health and safety law, including the CDM 2015 Regulations where applicable.
- You are responsible for the work of all of your employees and sub-contractors, so you must ensure they are competent and adequately supervised.
- Supply the client with samples of materials and fittings for prior approval if required.
- Use your best endeavours to maintain reasonable relationships with any neighbours affected by the building works you are carrying out.

Completed work

When the work is complete you are expected to:

- Leave the site clean, tidy and ready for use. Any waste must be properly disposed of in compliance with relevant legislation.
- Ensure that instruction manuals and maintenance requirements are handed over to the customer, and they understand any essential maintenance.
- Documents including guarantees, warranties or certificates must be passed to the client. It may be an offence to withhold these, even if payments are outstanding.
- Agree a return date with the client to complete any rectifications or snagging items which may arise, or as stated within the terms of the contract. The FMB can provide template completion documents if needed.
- Make sure your client knows who to contact if there are any defects arising from the work.



Disagreements

The FMB is a Certified Alternative Dispute Resolution (ADR) provider, and as an FMB member you therefore have access to an ADR service in case of any dispute. You must inform consumers of this on your website and other communications.

You should have your own complaints policy in place and keep a log of any complaints received.

In the event of a disagreement, you should follow the process outlined below:

- If you have a disagreement with the client you are expected to try to resolve the disagreement by discussion and by reference to the terms of the contract.
- If the disagreement still cannot be resolved the FMB can assist through its Dispute Resolution Scheme. You can issue your client with a 'deadlock letter' in order to trigger the process, or your client can contact the FMB directly.
- Once a dispute is lodged with the FMB, your participation in the Dispute Resolution Service is mandatory. The dispute may be referred to an independent Alternative Dispute Resolution (ADR) organisation, but we will always inform you if this is the case and you will not be charged for this service.
- The purpose of the FMB Dispute Resolution Service is to assist members and their clients in reaching a settlement to their disagreement, not to apportion blame.

Breaches of this Code

The FMB will investigate reported alleged breaches of this code through the powers delegated to the Standards Committee and the FMB executive team, by the FMB Board.

In cases of serious breaches of the Code that have the potential to bring the FMB into disrepute or to cause detriment to clients, sanctions up to and including expulsion from the FMB can be applied. This action is made public on the FMB's website.

We're here to help

Resources to help you comply with all of these points, including template deadlock letters, complaints policies, health and safety guidance, and contracts are all available from the Member Dashboard at www.fmb.org.uk/members

If you require assistance in relation to any of the points above, we are here to help. Please contact the FMB on **0330 333 7777** or membership@fmb.org.uk

Limited Company Details

Federation of Master Builders Limited Registered Office: Star House, Star Hill, Rochester, Kent ME1 1UX. Registered in England and Wales (368163), VAT Registration No. GB 673 0538 34.



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About the Federation of Master Builders

The Federation of Master Builders (FMB) is the largest trade association in the UK construction industry representing thousands of firms in England, Scotland, Wales and Northern Ireland. Established in 1941 to protect the interests of small and medium-sized (SME) construction firms, the FMB is independent and non-profit making, lobbying for members' interests at both the national and local level.

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 help them succeed. The FMB is committed to raising quality in the construction industry and offers a free online service to consumers called '**Find a Builder**'.

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