

TRADE NEWSLETTER

www.uniquebuilding.com.au

ubs

unique building services

June 2025



UBS Highlight

UBS continues to operate as an ISO-accredited builder, maintaining the highest standards for Environmental, Quality, and Safety procedures.



June 2025

UBS June Updates!

◆ Accountability Matters — Trades can be responsible for damage caused. Let's keep raising the bar on care and professionalism.

◆ Communication Reminder — Protect client claims. Forward all questions to UBS regarding policy

◆ Quality Spotlight — Recent projects showcase top workmanship on roofs, sheds, and exteriors. Thank you for delivering clean, professional results!



"Optimism is the faith that leads to achievement"
Helen Keller

At UBS, our commitment to delivering quality rebuilds at competitive costs rests on more than just technical skill. It depends on the professionalism and care shown by every trade who represents us on site.

Recently, we have seen an increase in concerns regarding property damage during the course of works, including:

- Scratches to newly installed timber flooring
- Paint and plaster splatter on driveways and decking
- General debris and lack of site cleanliness

These incidents not only impact the client experience but also lead to delays, rework, and additional costs that must be borne by the responsible trade. More importantly, they damage the trust we work hard to earn with our clients.

To all trade partners, please be reminded:

- Take extra care when moving equipment, especially on delicate surfaces like timber floors and decking
- Ensure protective measures are in place to avoid unnecessary damage
- Maintain a clean and professional worksite at all times
- Adhere to environmental and safety standards, including proper disposal of debris and waste

In cases where damage occurs due to negligence or lack of care, the responsible trade will be expected to cover rectification costs.

Our vision is simple: Rebuilding Dreams by providing Quality Rebuilds at Competitive Costs.

This can only be achieved when every team member, subcontractor, and partner is committed to the highest standards of workmanship and respect for our clients' properties.

We appreciate your ongoing cooperation and professionalism in helping us uphold the values that define UBS.

At UBS, maintaining clear and professional communication is essential to the success of every project we deliver. Recently, there has been an increase in instances where trades have engaged directly with customers regarding information about their claim, bypassing the established communication channels.

While well-intentioned, direct communication between trades and customers can lead to:

- Blurred project scopes
- Unapproved variations
- Customer confusion and concern
- Additional pressure on project teams to resolve misunderstandings

To maintain the high standards our clients expect and to ensure the smooth delivery of every project, it's important that all communication with customers is managed by the designated Project Manager or Supervisor.

We kindly ask all trades to:

- Adhere strictly to the agreed project scope
- Direct any customer queries or requests through the appropriate UBS representative
- Respect the communication framework in place to protect all parties

By following this process, we can ensure:

- Greater project clarity
- Timely approvals for any changes
- Stronger client trust and satisfaction

We appreciate the dedication and hard work of all our trade partners. Maintaining these protocols ensures the ongoing success of our projects and strengthens our professional relationships.

Thank you for your cooperation and commitment to excellence.

Working at height carries inherent risks. Even with the best safety measures in place, the unexpected can happen, and when it does, a comprehensive rescue plan becomes critical.

A rescue plan is not just a checklist. It is a detailed, strategic guide that outlines how to act swiftly and effectively if a worker falls or becomes incapacitated. The goal is simple: to minimise injury, save lives, and prevent further damage.

Here is what a robust rescue plan should include:

- **Clear Procedures:** Step-by-step actions for different emergency scenarios, from suspension trauma to unconsciousness after a fall.
- **Specialised Equipment:** Rescue kits, harnesses, and mechanical advantage systems designed for rapid, safe extraction.
- **Trained Personnel:** Workers must be trained not just in their tasks but in rescue techniques because in those critical moments, hesitation costs time.
- **Communication Protocols:** Ensure a direct line between on-site responders and external emergency services is possible, ensuring that help is called for without delay.
- **Response Time Considerations:** Understand the realistic timeframes for emergency services to arrive and ensure your team is prepared to act immediately.

Without a rescue plan, precious minutes are wasted. In height-related incidents, minutes matter.

Invest in preparation. A comprehensive rescue plan is not just compliance; it is a commitment to every worker's right to a safe return home.



HAVE A RESCUE PLAN TO PREVENT SUSPENSION TRAUMA
The harness stopped the fall, but hanging too long can be deadly!

Before work begins...

- ✓ **Train workers** on self and assisted rescues, and **provide rescue equipment.**

After a fall, initiate the rescue plan...

- ✓ If immediate rescue is not possible, the suspended worker should keep blood circulating by:
 - Using trauma straps or loops, a personal rope ladder, or create a foot loop from the lifeline to shift into a standing position.
 - "Pumping" legs frequently.

Watch the Clock... If blood is not circulating, it only takes a short time for a worker to:

Time	Consequence
5 mins	Become light-headed, nauseous, or unconscious
30 mins	Suffer suspension trauma and death

PLAN. PROVIDE. TRAIN.
Three simple steps to preventing falls

We recently completed a full roof replacement and external works scope, delivering a high-quality result for our client.

Scope Included:

- Replacement of approximately 300m² of damaged Colorbond roofing, with new flashings and cappings to match existing
- Removal and reinstallation of solar panels to allow roof works
- Installation and tuning of new antennas for improved reception
- Replacement of a split system air conditioning unit
- Plumbing adjustments to the water tank and replacement of strainers
- Painting of affected external walls to match the original finish
- Replacement of damaged chimney cowl
- Refitting new glass panes to timber window frames
- Complete site clean-up and waste removal

Thank you to all involved for delivering a professional, high-standard finish.



Thanks for reading this edition of the Trade Newsletter. Send us an email at tradepartners@uniquebuilding.com.au with any questions! 😊