

# TRADE NEWSLETTER

[www.uniquebuilding.com.au](http://www.uniquebuilding.com.au)

# ubs

unique building services

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## UBS Highlight

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



## Festive Season

🎄 Merry Christmas from UBS! 🎄

To help us plan ahead during the festive season and beyond, we'll soon be sending out a form for our active trades to indicate their availability. This will ensure we know exactly who we can call and when for our makesafe allocations, keeping everything running smoothly for you and our clients.

If you have any questions or need assistance, don't hesitate to give us a call—we're always here to help. Wishing you a joyful and safe holiday season.



# Merry Christmas from UBS



Thank you for your unwavering commitment and outstanding service in helping UBS deliver for our insurance clients throughout 2024. Your dedication is the backbone of everything we achieve, and we are truly grateful to have you as an integral part of our team.

As we look ahead to an exciting and ambitious 2025, we want to wish you and your loved ones a joyful and safe festive season. Take this time to celebrate your achievements, and enjoy the company of friends and family.

If your availability changes over the holiday period, please let us know so we can plan ahead effectively.

Now, let's hear from our Managing Director, Tony Pickles, as he shares his reflections on the 2024 year and his vision for the road ahead!

# Message from our Managing Director



To Our Valued Trade Network,

As this will be the last newsletter before Christmas, I just want to sincerely thank you all for making 2024 a great year. UBS has seen some real progression and expansion of our trade network across all our operating Regions, whilst maintaining our core group of exceptional trades.

But over the next few weeks, we have some real challenges and hurdles to overcome, that we really need your assistance with.

## AGED BOOK OF WORK – URGENT FOCUS

- We have an extensive aged book of work that is proving problematic in closing out, so many jobs that have loose ends to tie up, so we need those finished as a matter of urgency.
- We are seeing an increase in complaints because jobs are simply taking far too long to finalise, some of those delays may in fact be due to UBS, but we also need your support and prompt action to finish these off.
- If one of our project managers contacts you to finish these long tail jobs off, please action these as a matter of absolute priority, as these are holding up some large invoices to be submitted to our clients.
- UBS are seeing that trades are being paid on time and as per our agreement, but we are finding difficulty in invoicing our clients, due to these minor delays with some trades. This cannot continue, as we are unable to submit final invoices to clients, whilst these minor completion items persist.
- We need to really focus on that aged book of work and significantly reduce this before Christmas.

## DEFECTS AND RECTIFICATIONS

- We have seen an increase in requests for rectification work over the last couple of months, with minor defects and repairs having to be attended to by some of our trades. These defects require to be actioned promptly, as per **Clause 17 (Defects)** in your Contract, as we are receiving many complaints that Customers have not heard from trades, after defect works have been identified.
- There are clear time expectations on which we need to action these defect works.

# Message from our Managing Director cont.



## LINKSAFE COMPLIANCE

- I would like to quickly remind our trades that our Projects team carry out “spotchecks” to make sure our trades are compliant on LinkSafe, so please make sure your team is compliant before they attend a UBS jobsite.
- If the reactivation period has lapsed, give Trade Partners a call to answer any questions.

## PLANNING FOR CHRISTMAS/ NEW YEAR

- Can I remind you all, that usually over the Christmas/ New Year period, we have the highest likelihood of a storm or Catastrophe event. History tells us that this is the case. As key providers and suppliers in the insurance industry, we are on call 24/7, 365 days a year to provide that service.
- I strongly encourage you and your Teams to be fully prepared and on standby for any event to occur. We are not in the general construction industry and it is Business As Usual for us.
- However, if you are taking time away from your business, please reach out to Trade Partners and advise us of your availability. But we really need all trades to be on standby and to be able to mobilise every single day of the year. It's the moment of truth for us when we have to deliver on our promise to our insurance company clients.

## LOOKING FORWARD TO 2025

- On behalf of everyone here at UBS, I just want to sincerely thank you for all your support during 2024. We have achieved some amazing results across Victoria, Queensland and New South Wales, all due to you, our wonderful trades.
- I have no doubt that 2025 will again bring more change within our industry, whether that be changes from insurers, due to the outcomes from the Parliamentary Inquiry or just insurers doing what they do best and changing the goalposts.
- But what is certain, is that we have a strong, healthy and respectful relationship that we will continue to foster and nurture into 2025.

Kind Regards,

Tony Pickles





Ensuring your fire extinguishers are in good working order is essential for maintaining safety at your jobsite. Here's a quick guide:

- **Six-Monthly Inspections:** All fire extinguishers must be inspected every six months. This helps identify any signs of damage or wear and ensures they are operational when needed.
- **Regular Pressure Testing and Refilling:** Extinguishers need to be pressure tested and refilled at regular intervals to maintain their effectiveness. Neglecting this step can compromise their ability to function in an emergency.
- **Scheduled Servicing Requirements:** In addition to six-monthly checks, fire extinguishers may require servicing at intervals of 12 months, 3 years, and 5 years. These more comprehensive checks ensure all components meet safety standards.

Staying on top of these inspections and servicing intervals not only keeps you compliant with safety regulations but also provides peace of mind that your fire extinguishers are ready when you need them most.