



**Master
Builders
Association**
New South Wales

NSW BUILDERS ARE OPEN FOR BUSINESS

Since the commencement of the COVID-19 crisis NSW Master Builder members have adopted the highest standards of safety and hygiene into their operating practices. Examples of this include:

- Screening workers
- Physical distancing
- Cleaning and disinfecting tools
- Use of personal protective equipment
- Site visits when the least number of people are onsite

The Prime Minister has continually declared the building and construction industry is essential. This ensured the industry remained open and projects are not interrupted once they are underway.



Master Builder members are up to date with social distancing requirements and best hygiene practice.

They can start your renovation or dream building project immediately. Whether indoors or outdoors, there is absolutely no problem with your project going ahead.

Project homes are open for inspection by private appointment, giving you one-on-one time with your builder. You can meet with your builder to make decisions on fit-out and finishing details, provided social distancing is carried out.

The building and construction industry is open for business and Master Builder members are available for appointments today.

Commitment to Client Service

Master Builder members have adopted the following contact and communication principals to maintain good customer service:

- Builders will communicate as often as the client wishes
- Builders will support the client's preference for contact, whether face-to-face or digitally
- Face to face meetings will be conducted at the location chosen by the client
- Excellent sanitising and hygiene will be practised at all times
- Builders can meet clients in groups if required
- During face to face meetings the 1.5m social distancing rules will be followed

The initial builder and client meeting will formulate the guidelines for contact and communications to ensure the client is comfortable.

