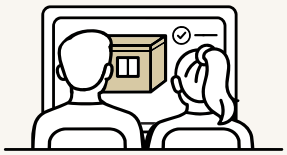
GOVERNMENT OF WESTERN AUSTRALIA

Department of **Local Government, Industry Regulation and Safety**



Do your research

Know who you're buying from

Before signing a contract or making a payment, take the time to research the supplier, builder or tradesperson. A little research upfront could save you significant time, money and stress later.

Before you commit:

- Read online reviews and seek recommendations from people you trust.
- Ask to see examples of previous projects and completed installations.
- Meet the supplier or contractor in person where possible.
- Be alert to warning signs and red flags.
- Use licensed tradespeople whenever required. Engaging licensed professionals may provide access to additional consumer protections and dispute resolution pathways.
- Check whether your builder or tradesperson is licensed using the **LGIRS licence register**.
- Plumbing, gasfitting and electrical work must be carried out by appropriately licensed tradespeople. Always verify licences before work begins.
- Ask whether the tradesperson has insurance to cover accidental damage or other risks that may arise during the project.
- Check whether the business is experiencing financial difficulties or has entered administration by searching the ASIC published notices website.

Red flags

Always do your due diligence before entering into a contract for goods or services.

The following warning signs should prompt you to seek more information before proceeding:

- A supplier requests a large upfront deposit, particularly more than 10% of the purchase price for a prefabricated modular building.
- A building service provider asks for a deposit that exceeds the legal limit.
- A registered builder requests a deposit before providing the required home indemnity insurance certificate (where applicable) and mandatory contractual information.
- A supplier claims a modular building is "DIY", "permit-free" or requires no approvals without first understanding your circumstances.
- The provider is unwilling to provide a written contract, quote or scope of works.
- The provider pressures you to sign quickly or make immediate payments.
- The provider cannot clearly explain who is responsible for approvals, delivery, installation and compliance requirements.
- The provider is reluctant to provide evidence of licences, insurance or previous work.

If something doesn't seem right, take the time to seek independent advice before proceeding.

Need help?

Consumer Protection
For complaints about consumer transactions:
consumer@lgirs.wa.gov.au | 1300 30 40 54

Building and Energy
For complaints relating to building service contracts and building work:
be.info@lgirs.wa.gov.au | 1300 489 099