



# CUSTOMER INFORMATION PACK

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

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# 1. About BAM Constructions

## Our services:

- New homes
- Major renovations
- Extensions
- Additions
- Decks & pergolas
- Rendering
- Insurance repairs
- Design services

BAM Constructions has been operating in Sydney since 1998, primarily building in the Sutherland and St George areas. Ben Mathews, Director of BAM, started out as a one person operation and has now successfully established the business to a ten person team.

The BAM team consists of licensed builders & carpenters, qualified supervisors, apprentice carpenters and office manager, together with licensed and highly qualified subcontractors and tradespeople. We only have team members that share in the companies attitudes and beliefs that we are not only building you a house, *but your home.*

BAM aspires to provide a standard of service that exceeds our clients expectations and produces an end result of the highest client satisfaction. Here at BAM, you will be provided with not only high quality workmanship due to our teams building expertise, but you are offered a service that ensures a smooth, hassle free building process. The majority of BAM clients are referral and repeat basis, which we take as a testimonial to our business.



## 2. What Our Customers Are Saying

"BAM and their tradesman have a personal pride in the quality of their work and Ben was as keen as we were for the finished job to be completed to our satisfaction."

Terry & Trish of Oatley

*The team worked to schedule, the quality of the work was excellent and the project came in on budget. I was extremely happy with the work carried out the BAM Constructions."*

Mark & Pip of Blakehurst

*"The BAM team were always approachable and co-operative and able to offer workable and practical solutions as a result of their experience and commitment to quality service and workmanship."*

David & Shannon of Engadine

*"The quality of the workmanship was excellent. The works exceeded our expectations, we can't wait for the next step in our restoration project with the BAM team."*

Greg & Val Smith of Dolans Bay

"BAM Constructions were extremely helpful from planning stage through to the finish which has resulted in a faultless job."

Mick & Donna of Loftus

*"I had three other quotes for my building works, BAM's quotes came in not only the most reasonable but the most flexible and approachable. They did a terrific job with and organised every trade that all had the high standard policy that Ben and his builders used."*

Jacqui of Cronulla

*"I have been working in the property industry for 27 years and I can sincerely say that Ben Mathews is a rare find in an industry that often treats the client with little respect. Ben conducts himself in a very professional manner. He is reliable, honest and listens to his clients."*

Dean of Oatley

*"The comparison of building quotes when determining whom we would have build our new home highlighted the directness and honesty of BAM to other builders. BAM Constructions displayed the necessary experience to readily and capably build our home to a standard that could only be described as excellent."*

Spencer & Jo of Como

Copies of testimonials from our customers can be provided, please don't hesitate to ask for them!

## 3. Project List

*Below is a list of a number of projects that we have proudly completed:*

- |                          |                                  |
|--------------------------|----------------------------------|
| 1. Mr & Mrs Hall         | 89 Woronora Parade, Oatley       |
| 2. Mr & Mrs Herro        | 30 Beresford Road, Rose Bay      |
| 3. Mr & Mrs Kemp         | 10 Lowry Place, Woronora Heights |
| 4. Mr & Mrs Mathews      | 2 Bridgeview Road, Yarrawarrah   |
| 5. Mr & Mrs McNamara     | 3 Bindea Street, Como            |
| 6. Mrs Mirabella         | 20 Waratah Street, Leichardt     |
| 7. Mr & Mrs Riley        | 8A George Street, Yowie Bay      |
| 8. Mr & Mrs Skinner      | 11 Banbal Road, Engadine         |
| 9. Mr & Mrs Taranec      | 13 Bayside Drive, Lugarno        |
| 10. Mr & Mrs Wills       | 30 Bindea Street, Como           |
| 11. Mr Wrighter          | 7 Louisa Avenue, Oatley          |
| 12. Ms Zerafa & Kernahan | 16 Louisa Avenue, Oatley         |



## 4. Company Information

### Insurance Details:

#### Home Warranty Insurance

Provider: QBE  
Policy No.: 502393

#### Public Liability

Provider: Allianz  
Policy No.: 710173051CAR

#### Workers Compensation

Provider: Employers Mutual  
Policy No.: 95501

### Licence Details:

Company Licence No:  
178831C

Supervisor Licence No:  
11862CC

Housing Industry of  
Australia (HIA)

Member No: 899646



### BAM Contracts & Agreements

Fixed priced contracts and/or cost plus contracts are provided by BAM Constructions for all building works. The contracts are supplied by the Housing Institute of Australia (HIA). All clients will be provided with a hard copy duplicate of the contract prior to commencement of building works.

Any contract variations that occur will be confirmed with a variation document prior to any of this work commencing. This document is completed by both the client and BAM to ensure that all works and costs are made aware to the client.

*A copy of the Consumer Building Guide can be viewed at the Department of Fair Trading Website [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)*

### Payment Terms

Upon a written contract being entered into together with any variation documents, the following payment terms apply:

- Initial deposit to be paid prior to building works commencing (10% for works under \$20,000 & 5% for building works over \$20,000)
- Invoices for works to be submitted as per payment schedule (this will be provided with your copy of the contract)
- Payment is to be made within 5 working days of each invoice
- Method of payment is by direct deposit (preferred method) or cheque
- Payment via direct deposit and cheque is to be cleared within the 5 working days from the date of invoice
- Final invoice payable on completion of all works

*All payment details are subject to the Building and Construction Industry Security of Payment Act 1999 NSW. This act can be viewed at the Department of Commerce Website [www.dpws.nsw.gov.au](http://www.dpws.nsw.gov.au)*

## 5. Where To From Here

### Initial Visit

Ben Mathews, Director of BAM Constructions will come and meet with you at your home to discuss your building needs

### Plans

Our preferred draftsman/architect will meet with you to discuss your ideas and plans will be drawn up that meet council specifications or you can use your own approved plans

### Preliminary Costs

You will be provided with a preliminary costing of your building works to ensure that the building works will suit your budget

### Quote

A detailed quote will be provided to you outlining all costs and specifications

### Contract

A contract will be completed prior to works commencing together with a payment schedule and timeline to ensure that you are aware of all the stages of the building works

### Works Commence

The works commence as per your timeline and you begin your hassle free building process ...put your feet up & relax!