

## Tips for hiring a plumber

If you are having plumbing or drainage work done, it's important to always hire a licensed plumber and get a Certificate of Compliance once the work is finished. Here are some simple tips to follow before starting work.

Always hire a licensed plumber for drainage and plumbing work

### Always engage a licensed plumber

It's important to ensure you hire a plumber who has a valid and current license. By law, all tradespeople must display their licence number on ads for their services. They should also carry an ID card as proof of their accreditation.

You can check a plumber's license on the Department of Fair Trading website [www.fairtrading.nsw.gov.au/About\\_us/Online\\_services/Home\\_building\\_licence\\_check.html](http://www.fairtrading.nsw.gov.au/About_us/Online_services/Home_building_licence_check.html) or call the department's customer service officers on 13 32 20.

The Office of Fair Trading accredits licensed plumbers. To be licensed, a plumber must have plumbing qualifications, extensive experience and insurance. Sydney Water can't provide information about a plumber's license.

The Master Plumbers Association of NSW website [www.findaplumber.com.au](http://www.findaplumber.com.au) has a list of licensed plumbers.

### Ask for a Certificate of Compliance

A Certificate of Compliance is important. It's the plumber's assurance that their work complies with the relevant plumbing codes and standards. You can find a copy of the NSW Code of Practice for plumbing and drainage on the Department of Water and Energy website [www.dwe.nsw.gov.au/water/plumbing.shtml](http://www.dwe.nsw.gov.au/water/plumbing.shtml)

Only a licensed plumber can issue a Certificate of Compliance. Your plumber should give you a Certificate of Compliance once the work is finished.

They should also submit a copy of the certificate and sewerage service diagrams for any drainage work, to Sydney Water.

### Sydney Water plumbing inspections

Not all plumbing work needs to be inspected. Your plumber should book a Sydney Water inspection for work on drainage or recycled water systems.

### Complaints

If you are not happy with your plumbing and drainage work and can't resolve the issue with your plumber, you can lodge a complaint with the Office of Fair Trading.

More information is available on their website [www.fairtrading.nsw.gov.au/About\\_us/Online\\_services/Lodge\\_a\\_complaint.html](http://www.fairtrading.nsw.gov.au/About_us/Online_services/Lodge_a_complaint.html)

