

Quality of workmanship

To protect consumers' interests, the Plumbers Licensing Board requires every licensed plumbing contractor in Western Australia to register the details of each plumbing job undertaken and certify that the work complies with regulatory or plumbing standards.

This enables the Board to keep track of all work in progress and a record of all plumbing work that has been completed. In this way the Plumbers Licensing Board has the information it needs to monitor plumbing work and investigate any related consumer complaints.

The Board has jurisdiction to issue rectification notices on plumbing work for a period of up to six years.

Make sure you receive a copy of the blue compliance certificate

When major plumbing work is carried out the plumbing contractor must provide a copy of the certification to the consumer. This is provided to the owner or occupier of the property where the work was carried out, within five working days of completion of the work.

Major work includes installing sanitary fixtures for the first time, property drainage such as sewer conversions, hot water system replacements, and providing backflow prevention devices.

This certification is your guarantee that the plumbing work has been completed in accordance with all necessary regulations and the prescribed plumbing standards and that the licensed plumbing contractor warrants they have met all legal obligations required by the Board.

Plumbers Licensing Board
MAJOR PLUMBING WORK
COMPLIANCE CERTIFICATE
Water Services Licensing (Plumbers Licensing and Plumbing Standards) Regulations 2000

Details of Property
Lot No: _____ Unit No: _____ Street No: _____
Street: _____ Suburb / Town: _____
Post Code: _____ Nearest Cross Street: _____
Owner/Occupier's Name: _____ Ph. No. Resident: _____

Type of Plumbing Installation	Description of Installation	Type of Work	Description of Work
New <input type="checkbox"/>	Residential <input type="checkbox"/>	Cold Water Plumbing <input type="checkbox"/>	Installation <input type="checkbox"/>
Existing <input type="checkbox"/>	Commercial <input type="checkbox"/>	Hot Water Plumbing <input type="checkbox"/>	Repair/Maintenance <input type="checkbox"/>
Extension to Bldg Roofline <input type="checkbox"/>	Industrial <input type="checkbox"/>	Hot Water Unit <input type="checkbox"/>	Replacement <input type="checkbox"/>
Yes <input type="checkbox"/>	Vacant Lot <input type="checkbox"/>	Backflow Prevention <input type="checkbox"/>	Alteration <input type="checkbox"/>
No <input type="checkbox"/>		Sanitary Plumbing <input type="checkbox"/>	Sewer Conversion <input type="checkbox"/>
		Drainage Plumbing <input type="checkbox"/>	Fire Services <input type="checkbox"/>
		Evaporative Airconditioner <input type="checkbox"/>	

Premise Category: Sewered Non Sewered
Emergency Work: Industrial Waste*
Commencement and Completion Dates: Estimated Commencement: ____/____/____ Estimated Completion: ____/____/____
Services Provider: _____ Installation fee receipt #: _____ Number of Fixtures* to be installed: _____
Number of Fixtures* installed: _____ Completion Date: ____/____/____

I CERTIFY THAT THE PLUMBING WORK DETAILED ABOVE HAS BEEN COMPLETED IN ACCORDANCE WITH THE REQUIREMENTS OF THE WATER SERVICES LICENSING (PLUMBERS LICENSING AND PLUMBING STANDARDS) REGULATIONS 2000 AND THAT ALL TESTS REQUIRED HAVE BEEN CARRIED OUT AND PROVED SATISFACTORY.

Signature of Licensed Plumbing Contractor/Permit Holder _____ Lic. No.: PL/RP _____ Date Submitted _____

IMPORTANT
The Plumbers Licensing Board will not become involved in contractual matters between owners/occupiers and licensed plumbing contractors.
THIS CERTIFICATE TO BE FORWARDED TO THE OWNER OR OCCUPIER

The blue compliance certificate should be stored in a safe place with your records.

The Board receives a yellow copy from the contractor for its records.

Only a licensed plumbing contractor can issue compliance certificates, so make certain you choose a licensed plumber.



Plumbers Licensing Board

Having plumbing done?

Department of Commerce Building Commission

Level 1
31 Troode Street
West Perth
Western Australia 6005

Postal Address

Locked Bag 12
West Perth
Western Australia 6872

General enquires: 9476 1377
Consumer advice line: 1 300 249 223
Facsimile: 1 300 449 185
Email: plumbers@commerce.wa.gov.au
Internet: www.plumbers.wa.gov.au
National Relay Service: 13 36 77



Working with the plumbing industry to
serve the Western Australian community

This publication is available on request in other formats to assist people with special needs.

Is your plumber licensed?

Only a plumber who holds a licence issued by the Plumbers Licensing Board can legally carry out water supply, sanitary and drainage plumbing work in Western Australia.

Unlicensed plumbing is prohibited due to the risks to public health, safety and the environment, and infrastructure.

Consumer protection and safeguards to the community

A plumber licensed by the Plumbers Licensing Board is qualified and competent to do plumbing work that complies with plumbing regulations and standards.

By using a licensed plumber you are protected against faulty workmanship. The Board is able to direct licensed plumbers to rectify their work for a period of up to six years after completion if it does not comply with the prescribed plumbing standards, at no cost to the consumer.

Don't risk the possibility of contamination to your drinking water or sewage leaks on your property or neighbourhood. Only use the services of a licensed plumber.

Classes of licence

Plumbing Contractor's Licence (PL)

This licence authorises the holder to carry out plumbing work **and** certify that the work complies with all necessary regulations and the prescribed standards. These categories can be water supply, sanitary and/or drainage.

Tradesperson's Licence (TL)

This licence authorises the holder to carry out plumbing work under the general direction and control of a licensed plumbing contractor.

Tradesperson's Licence (Drainage Plumbing) (TL)

This licence authorises the holder to carry out drainage plumbing work under the general direction and control of a licensed plumbing contractor.

Restricted Plumbing Permit (RP)

This permit authorises qualified electricians and certain gas fitters to replace hot water units, provided there are no changes to the water supply pipe work.

Only a licensed plumbing contractor is authorised to certify that their work, and the work carried out under their general direction and control, complies with all the necessary regulations and the prescribed plumbing standards.



How do you identify a licensed plumber?

The Board issues all licensed plumbing contractors, tradespersons and restricted plumbing permit holders with an identity card that includes their respective licence number together with any conditions on the type of work they are able to undertake for consumers.



Licensed plumbing contractors are issued with silver cards.



Tradespersons and restricted plumbing permit holders are issued with white cards.

Enhanced identity cards have been introduced by the Board. The cards feature a photograph of the holder (as shown) and enable consumers to quickly identify that they are dealing with an appropriately qualified and competent plumber.

Helpful hints for consumers

You can check the status of your plumber's licence details by clicking on 'Is your plumber licensed?' on the Board's website www.plumbers.wa.gov.au, or contacting the Board on 9476 1377.

When searching for plumbing services look for the PL number of the plumbing contractor that will certify the work.

The Plumbers Licensing Board recommends that before you use the services of a licensed plumber you always:

- sight the plumber's licence card;
- check the expiry date to see that it is current;
- check the front of the card to make sure the type of work to be carried out is permitted by the licence;
- ask for the details of the licensed plumbing contractor who will certify the work, if the work is being undertaken by a licensed tradesperson; and
- obtain a written quotation for the total cost of the job.

Dispute resolution

If you are dissatisfied with the **standard of work** carried out by your plumber, the Plumbers Licensing Board recommends:

Step 1: Contact the plumber who undertook the work and provide them with the opportunity to rectify any defective, faulty or substandard work.

Step 2: If after approaching the plumber you are not satisfied, contact the Plumbers Licensing Board on 9476 1377 to obtain advice on how the Board can assist you.

Step 3: If, after consulting the Board, you wish to pursue a complaint against the plumber, you will need to complete a complaint form and lodge it with the Board. To obtain a copy of the form go to the consumer publications page at www.plumbers.wa.gov.au or contact the Board on 9476 1377.



If you have a **contractual or monetary dispute** with a plumber, or any trader or contractor working on your property, contact the Department of Commerce Consumer Protection Advice Line on 1300 30 40 54.