



Your **bathroom** team

For all your bathroom renovation needs



Your Bathroom Team Guide Book And Planner

The Exact Bathroom You Want, Delivered On Time
and On Budget – Guaranteed



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No better bathroom renovation solution awaits Brisbane home owners and landlords... one that takes away all of the hassles and headaches, gives you the exact bathroom you want, delivered on time and on budget, and leaves you a raving 'Your Bathroom Team' fan.





Finally! Here's How To Get The Exact Bathroom You Want... Delivered ON Time and ON Budget – GUARANTEED

Welcome to Your Bathroom Team Guide Book and Planner. On behalf of my entire team, let me say how much we value the opportunity to work with you on renovating your bathroom. We hope you find this guide book and planner helpful as you make decisions about renovating your bathroom.

In order to help you best, there are a few things you should know.

Firstly, the whole philosophy of our company is to give you the exact bathroom you want, delivered on time and on budget – guaranteed. This starts by listening to you and understanding exactly what you'd like to achieve... and then offering considered recommendations to give you a bathroom you'll be delighted with.

Secondly, while other bathroom companies hire slick, commission salespeople, our team consists of tradies who have more than 50 years on-the-job experience. That means when you ask questions you won't get sales spin -- you'll get helpful, accurate and comprehensive advice that helps you get a bathroom that suits your needs and your budget.

Thirdly, because our commitment is to give you a bathroom that you will absolutely love, it may not be the cheapest. Other companies may select cheaper, imported materials in order to offer you a lower price.

If you are comparing quotes, we simply ask that you allow us to help you compare not only the prices but the many critical components that go into making a quality bathroom. We would hate for you to be disappointed by choosing a cheaper option without realising the compromises you are making.

If you are simply looking for the cheapest bathroom, we are probably not the company for you. But if you are looking for value, we guarantee to give you the very best.

Thanks again for the opportunity to work with you on this project. Please feel welcome to contact our experienced team if we can be of any help to you.

Sincerely,

Robert Bauman



The 6 Big Costly Mistakes People Make When Renovating Their Bathroom (and how to avoid them)

Renovating a bathroom is an exciting adventure. And it's something we want you to enjoy. That's why we want to help you avoid some of the pitfalls and common mistakes people make that turn their adventure into a nightmare – both during the renovation, and throughout the life of the bathroom.

Sadly, many new bathrooms are built to give a 'wow factor' (often like the stylish bathrooms you see on TV renovation shows), but fall short on attention to detail and quality that lasts. This leaves the home owner plagued with ongoing (often expensive) problems. In the car industry, this is known as a 'lemon'.

Here are some things to watch out for when planning your bathroom renovation and choosing your bathroom company...

MISTAKE #1

Buying the cheapest advertised bathroom renovation from an unscrupulous supplier who uses inferior materials or imported products that don't stand up to everyday family use.

When it comes to choosing accessories and quality workmanship, it's just not worth cutting corners. While the quality (or lack-there-of) may not seem apparent at first, you'll kick yourself in a few short years when things start going wrong (e.g. water leaks, tarnished accessories etc.).

Not only will you be up for new accessories, you could face expensive plumbing bills. And depending on what the failure is, you could be up for even more cost and inconvenience in water damage.

When you choose to renovate your bathroom with Your Bathroom Team, it's never done 'on the cheap'. You'll be pleased with the price, but you'll be especially pleased with all the value built into your new bathroom.

Instead of looking for 'cheap', look for GREAT VALUE. Take time to be certain you are buying a quality and reliable bathroom. And check the added value you get from your first contact with your bathroom company, right through to when your bathroom is finished and ready to enjoy.

MISTAKE #2

Choosing a bathroom company that doesn't take the time to understand your needs – only to find your new bathroom doesn't fulfil your requirements (e.g. doorways too narrow, not enough storage, incorrect bath for your family).

These are the things that really annoy you because they can't easily be fixed. Be sure to deal with a bathroom company that takes the time to understand your goals – experts who help you to ask questions that you may never have thought to ask.

And never deal with pushy salespeople who try to sell you what they have instead of what you need.

MISTAKE #3

Getting caught out with expensive add on costs through not getting a fully itemised written quote.

A comprehensive, written quote is the only way you can know for sure what you're getting. We often hear stories of great frustration (and sometimes have to step in to 'save the day') because a bathroom company has given a cheap quote to win the job. But half way through – when the family is struggling to live in a demolition zone – all work stops until the home owner agrees to significant add on items they assumed would be included. Be sure to get everything in writing. And don't sign anything that doesn't have all the details included.

MISTAKE #4

Being left with expensive damages because your bathroom company was not licensed or insured.

It's the things you don't think about that can end up causing problems. Like the weight of your contractor's truck cracking your driveway. Or your tiler slipping on your front stairs and suing you.

Most household insurance does not cover these things. Be sure your bathroom company is licensed and carries adequate insurance, or your bathroom could end up costing you many times the price of the quote.

MISTAKE #5

Only finding out the warranty is worthless when things start to go wrong.

It's the old story isn't it: there's no problem, until there's a problem. And then nobody wants to know about it. Be sure to deal with a reputable company that outlines their guarantees in writing. Ask for references and testimonials. Check out their reputation online. Do your homework before naively thinking everything will be okay (because that's usually when it's not okay).

MISTAKE #6

Not getting start and finish dates in writing.

There's no denying it, renovations cause inconvenience. That's why careful planning is important. But things get very complicated when plans are changed by a bathroom company that delays the start date. And even worse, when they take weeks longer to finish the job. Be sure to get firm start and finish dates in writing. Otherwise you could find yourself living with a half-finished bathroom for months.

Your Bathroom Renovation Process

Working with Your Bathroom Team is easy. We follow a specific process to ensure everything runs smoothly. In fact, we will give you a detailed project plan outlining the exact steps (with times) involved in your project. That way you can maintain your life during the renovation.

Here is an outline of the general steps involved in a bathroom renovation with Your Bathroom Team...

Preliminary

- Initial Consultation to discuss your bathroom
- Detail Quote
- Design Consultation in your home
- Accept quote and pay your deposit
- Final design (if needed from architect or Interior designer)
- Council approvals (if required), QBCC Insurance
- Source any accessories not included in quote

Construct

- Project Management & Site prepared
- Demolition - rubbish removed from your home
- Preparation – Carpentry | Plumbing | Electrical
- Waterproofing
- Plastering
- Progress payment
- Completed - Carpentry | Tiling | Paint | Plumbing | Electrical
- Fit all accessories
- Final Clean Up

Final

- Quality control inspection / Handover
 - meet with you
- All paperwork including warranties
- Final payment (balance)
- 30 Day check-in – make sure everything 100%

You don't have to be an expert, because Your Bathroom Team is! It's easy to start, just pick the phone and give us a call for a friendly talk about your bathroom renovation needs.

Remember, you will get a detailed time-line for your project including firm start and finish dates so you can plan your life during the renovation.



What Makes Bathrooms Built By Your Bathroom Team SO GOOD?

Your Bathroom Team is totally committed to giving you the exact bathroom you want, delivered on time and on budget – guaranteed! Here are some of the things that make us different to other bathroom companies...

- ✓ Your own Dedicated & Professional Customer Support Manager to oversee your bathroom renovation experience from order to completion
- ✓ Firm, Fixed Prices, no hidden charges
- ✓ 100% local building products
- ✓ Highly skilled Tradies with a sharp eye for detail
- ✓ A Management Team with over 50 years of combined experience in renovations and general building work
- ✓ The shortest possible project schedule to avoid disruption in the use of your bathroom.
- ✓ **Warranty:** 7 years on construction & workmanship
- ✓ **Workplace Safety:** Your site will be 'safe' while we work and left totally clean and tidy when the job is completed.
- ✓ **Guarantee:** In the event something goes wrong we'll be back to rectify any issues within 7 days.
- ✓ **The Joy of Giving Back:** For every bathroom we renovate, we make a donation to the Fred Hollows Foundation to give the gift of sight to a child on your behalf.

Proven Design Process

A great bathroom begins with a great design. That's why our experienced designers take time to talk with you about your dream wish list, and walk you through all the possibilities. With our inside knowledge and years of design experience, we can help you save in certain areas so you have more money for things that add maximum impact.

Your Own Customer Support Manager

Have you ever experienced 'the run around' trying to get answers from tradies? Or been frustrated by companies that don't return phone calls or emails? At Your Bathroom Team you are assigned your own personal Customer Support Manager who keeps you informed every step of the way. And if you ever have questions, you'll have their direct mobile number and email so you can get in touch fast.

Firm, Fixed Prices

Don't be caught with hidden charges and variations for things you thought were standard items. Your Your Bathroom Team quote includes all project specifications. And we give you the best price up-front (without the need for uncomfortable negotiations).

100% Local Building Products

While some companies cut corners with cheap, imported building materials, Your Bathroom Team chooses local suppliers with a proven track-record. You can be sure your Your Bathroom Team bathroom is built to look beautiful and function perfectly for years.

Better Accessories At Lower Prices

As a Your Bathroom Team client, you have access to our extensive network of suppliers who will give you the best value for money on high-quality tapware and accessories.

Skilled Tradies With A Sharp Eye For Detail

From cabinetry to plumbing, and tiling to painting – Your Bathroom Team tradies are highly skilled, experienced, and have a sharp eye for detail to ensure even the small details of your bathroom are finished beautifully.

50 Years of Renovation Experience

While other companies come and go, the management team at Your Bathroom Team have more than 50 years combined experience in renovations and general building. This track-record, teamed with old fashioned service and modern building techniques, means you get the bathroom you've always wanted.

Not Just a Cosmetic Cover Up

We'll thoroughly assess the foundation of your bathroom and fix any underlying problems (including water-proofing etc.) before creating your beautiful new bathroom. The result will be an exquisite bathroom that lasts for years.

A Warranty You Can Count On

For full peace of mind your bathroom comes with a 7-year warranty on construction and workmanship – in writing.

Workplace Safety

Your Bathroom Team is fully accredited according to the latest workplace health and safety standards. That means your home will remain safe while we work, and left clean and tidy when the job is completed.

Done Right First Time - Guaranteed

We follow a strict 'measure twice, cut once' philosophy to minimise mistakes. But in the unlikely event something does go wrong, we'll be back to rectify any issues within 7 days.

The Joy Of Giving Back

Choosing Your Bathroom Team not only ensures you get the bathroom you've always wanted, you'll be giving the gift of sight to a child because we will make a generous donation to the Fred Hollows Foundation on your behalf.

The Exact Bathroom You Want, On Time and On Budget - Guaranteed!

We guarantee you'll be absolutely delighted with your new bathroom and the whole experience dealing with our company. To prove our commitment to giving you the exact bathroom you want, on time and on budget, we offer you 8 remarkable guarantees...





Risk Free

Our 8 No-Risk Guarantees To You

You're fully covered by the 'Your Bathroom Team' Iron-Clad, Unique 8-Point Guarantee INCLUDING Our ROCK-SOLID QUALITY GUARANTEE AND Our \$150 ON TIME Delivery Promise

- 1. WE GUARANTEE** you will be treated professional and courteously... just as we would want a member of our own family to be treated.
- 2.** Our \$150 On Time Promise means **WE GUARANTEE** your new bathroom will be delivered on time. You will be given a delivery time-line when you order and we will stick with that unless you call us and request a delay. And in the unlikely event we miss our deadline, **WE GUARANTEE** to deduct \$150 from the agreed cost of your bathroom.
- 3. WE GUARANTEE** we will be on time for all appointments we set with you. However, if the unexpected happens, we promise to call you to explain the situation, advise how late we will be or if the worst occurs, reschedule our appointment. We believe your time is important and we promise not to waste it.
- 4. WE GUARANTEE** to give you helpful, accurate and comprehensive advice to help you decide on the best design, accessories, and cost to suit your needs and your budget. We want you to ask us any question that's on your mind. We will give you honest, straight forward answers.
- 5. WE GUARANTEE** to use the best, most up to date specifications to ensure your new bathroom looks beautiful and functions perfectly for years.
- 6. WE GUARANTEE** your satisfaction with the renovation of your new bathroom. In the unlikely event you are unsatisfied with any part of your bathroom or the workmanship of our tradies, call me direct and I will personally aim to make you 100% satisfied.
- 7. WE GUARANTEE** your new bathroom will remain structurally sound for the next 7 years. If you do have any structural failure, we will honor our 7 Year Guarantee.
- 8. WE GUARANTEE** to remain in contact with you and to provide you with excellent customer service once you become a member of the Your Maintenance Team family.

Questions To Ask Before You Sign Anything



Are you licensed?

Qld State law requires all Builders and Contractors undertaking building and renovation work valued over \$3,300.00 including GST to hold a current Queensland Building and Construction Commission. This affords the home owner protection and peace of mind that should a problem arise they are fully covered. Always ask to see a current QBCC Licence.

Are you adequately insured?

Most household insurance does not cover a claim if someone is injured or your property is damaged while contractors are working at your house. Don't put yourself at risk - ask to see their Public Liability Insurance Cover. Your Bathroom Team carries ten million dollars of public liability insurance.

What is your current construction safety management system?

Does the contractor have an up-to-date safety plan and 'Safe Work Method Statements' covering the activities they will be undertaking at your home? All building trade-related contractors need to be trained in asbestos identification, safe handling, and suitable control measures as specified in the Work Health and Safety Regulations.

Are you comfortable with who is working in your home?

To ensure your safety and the security of your home, all Your Bathroom Team contractors have passed a thorough background check. When you choose Your Bathroom Team you can be confident you are dealing with honest, trustworthy people.

Will you be provided with a comprehensive quote or proposal?

The value of a well written proposal is often only realised after a problem develops. And then, this simple piece of paper becomes like gold because only what's written down counts. Lack of detail on a proposal leaves you vulnerable, with no leg to stand on should a dispute arise.

The Your Bathroom Team quote details the exact nature of the work to be carried out, a firm, fixed price that accurately reflects the scope of the project, and a payment schedule to mirror the works in accordance with QBCC legislation. In other words, you'll know exactly what you'll get and how much it will cost. And you'll have it in writing.

Will you be provided with a detailed specification?

The specification sheet outlines the materials, including the brand names, that will be used in your project. In conjunction with your quote, it forms the basis of the agreement and gives clarity and security to both parties. The Your Bathroom Team quote always come with a detailed specification sheet.

Questions To Ask Before You Sign Anything

Will you be provided with a work schedule including a finish date?

With no access to your bathroom during a renovation, it can be inconvenient for you and your family. And delays are one of the most common complaints in the renovation industry. That's why we provide you with a complete work schedule outlining both a firm start and finish date. If needed, we can supply a portable ensuite during the renovation.

Will you be provided with an industry contract?

In conjunction with your quote and specification sheet, your contract forms the basis for the agreement you have with your bathroom company. It should outline the work to be carried out along with the dollar value. By QLD State law all residential building works must be completed under a signed contract that nominates the total values and detail the works to be carried out. Your Bathroom Team uses standard industry contracts for all works.

Is the deposit amount in line with legislation affording you protection?

The QBCC outlines the maximum amount that can be paid as a deposit as well as the schedule of progress payments. For projects valued under twenty thousand dollars the maximum deposit is ten percent. For projects valued over twenty thousand dollars the maximum deposit is five percent. If your bathroom company is trying to charge more – beware!

Is home warranty insurance being paid?

When a contract is signed (and prior to any work commencing) it is a legal requirement that your bathroom company arrange home warranty insurance with the Queensland Building and Construction Commission. This warranty affords you piece of mind should there be a problem with unfinished or defective work. Please ask to view a receipt for home warranty prior to any work commencing on your project.

Is the site clean-up included in the contract?

Renovating can be messy work. There can be dust, broken tiles and timber, and all manner of tools. Your Bathroom Team contractors maintain a clean and safe work area, and remove all debris at the end of each working day to minimise disruption to your family.

Do they Guarantee their workmanship and products in writing?

Verbal promises may sound good, but nothing beats a written guarantee if a problem ever arises. The Your Bathroom Team quote comes with a comprehensive written guarantee.



What Type Of Bathroom Would You Like?

When it comes to bathroom design the choices are almost endless. This can cause confusion when considering layouts and accessories.

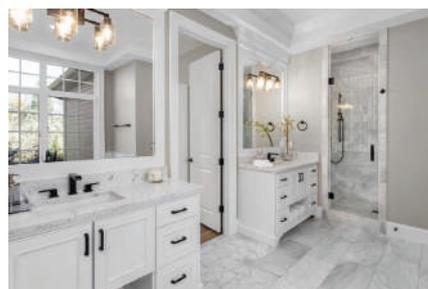
The following descriptions (based on our combined experience of more than 50 years in renovation and building) will help you with many of the decisions you need to make on the journey to getting the exact bathroom you want.

And remember, we are here to help you in any way we can. We will always give you honest and straight forward answers.



Modern/Contemporary

designs have sleek, smooth surfaces and clean lines, giving a minimalist feel you can enhance with changing accessories.



Traditional/Classic

designs have the warmth and charm of decorative mouldings and elegant fixtures.



Australian / Rustic

designs feature the unique character and beauty of natural timbers.



Eclectic

designs are customised to match your home, lifestyle and individual personality.

What Is Most Important To You?

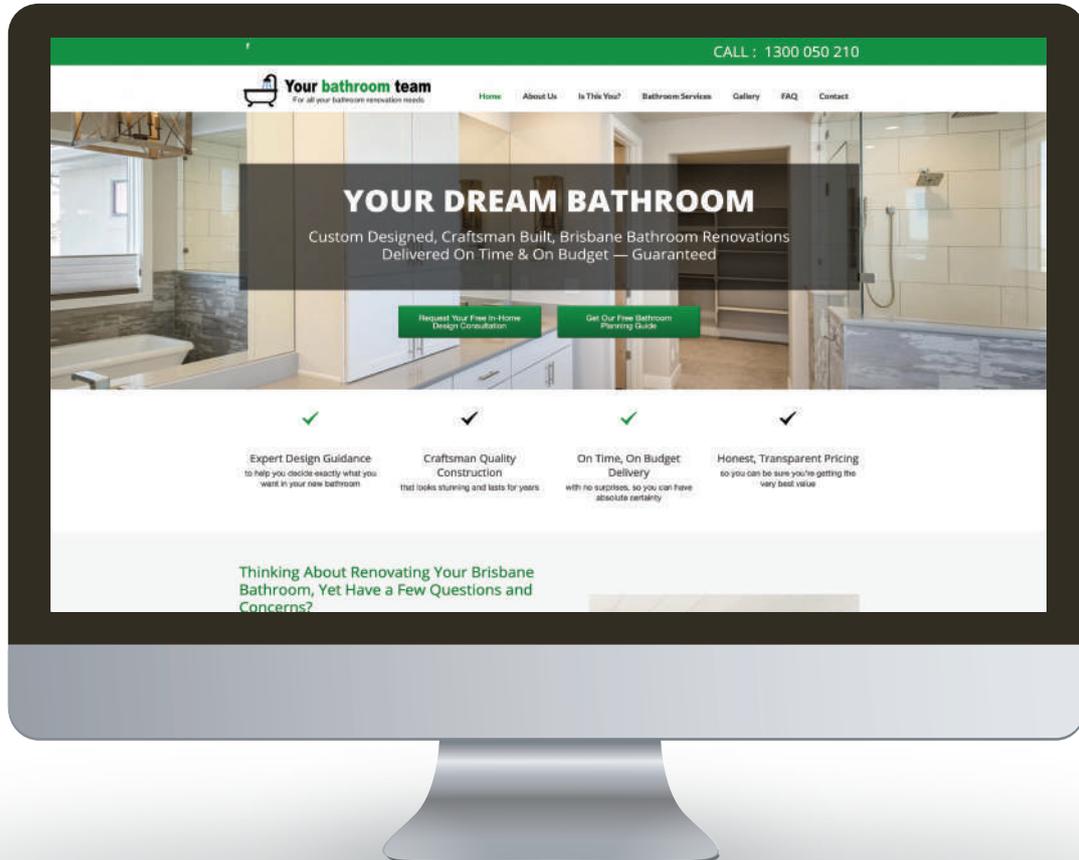
Your priorities are important to us. Please take a moment to rank the following in order of importance.

- Price
- Quality of building materials / Australian building materials
- Quality of accessories
- Quality of workmanship
- Custom design
- Stylish design
- Built to last



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