

## What does membership of the Painting & Decorating Association actually mean?

Be assured that membership of the Painting and Decorating Association is not automatic.

We require all prospective members to submit to a vetting procedure, whether they are a sole trader or a multinational company. We also believe that once a company or individual has been accepted into membership they should, periodically, submit to random revetting. This ensures that the high standards we expect are being maintained.

All members have to provide evidence of their qualifications or produce documentation proving they have been a painter and decorator for not less than five years.

Prospective members are requested to give us names and addresses of three recent clients whom we contact for a reference. We also insist on members carrying adequate public liability insurance cover and ask to see proof of this.

The PDA accept the fact that, whilst the vast majority of jobs will go smoothly, there will be exceptions. We therefore have a formal complaints procedure. All complaints are investigated and we try our utmost to resolve the situation through mediation.

### Five good reasons to use a PDA member

- ✓ Quality assured – look for the PDA logo
- ✓ Accredited by their industry association
- ✓ You are dealing with professionals
- ✓ Carry appropriate insurance
- ✓ Help is at hand if you have a problem

## The professionals versus the cowboys

The Cowboys should be easy to spot:

- C**areless attitude
- O**ver eager to get paid
- W**orks a few hours here and there
- B**otched workmanship
- O**ften completes way ahead of schedule
- Y**our equipment is their equipment

## Who are the Painting & Decorating Association?

The association was originally established in 1894 so has a long standing history in the industry. It is the recognised body representing painters and decorators across the UK ranging from sole traders to large national contractors. We require all prospective members to achieve our membership criteria, whether they are a sole trader or a multi-national company. This ensures that the high standards we expect are maintained.

To find out more about the association visit our website  
[www.paintingdecoratingassociation.co.uk](http://www.paintingdecoratingassociation.co.uk)

### Painting & Decorating Association



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## In the hands of the professionals



The premier trade and employers' association for painting and decorating contractors in the United Kingdom

## Why choose a Member of the Painting & Decorating Association?

Of course you don't have to – you may already be very happy with your existing painter and decorator. But what happens when he or she retires, moves away? Where do you look then? Personal recommendations are always a good idea, indeed a number of our members never have to advertise, as all their work is through recommendation by satisfied clients.

Otherwise you may search online and look at the websites and social media to select a decorator. Remember it is always worth noting:

- How long a decorator has been in the business?
- Do they have qualifications and are they shown on their website?
- Do they offer a guarantee for the quality of their work?
- Are they a specialist in a particular area or type of decorating?
- Do they have Public Liability Insurance?

All members of the Painting and Decorating Association have been checked and verified as part of being eligible to join the association. Members will have been working for a period of time and/or have higher level qualifications in painting and decorating. Members are kept up to date with the latest paint and equipment in the decorating sector.

All members have to carry Public Liability Insurance, to protect your home and themselves.

You can check our list of member firms on our website:  
[www.paintingdecoratingassociation.co.uk](http://www.paintingdecoratingassociation.co.uk)

If you want to double check that someone is a member or ask any questions then just call National Office on **024 7635 3776**.

We will be happy to put your mind at rest.

## The Painting & Decorating Association Where professionalism comes as standard – but don't just take our word for it!

At the PDA professionalism comes as standard. As all our members are vetted, employing a PDA member ensures that you are using an experienced and proven supplier who will deliver great results. Here are just a few genuine comments that we have received from some of our members' clients:

*"We have used the services of P. Painters for numerous years on both commercial and residential. We have always found them honest, reliable and trustworthy. We have always found them willing to accommodate any of our requests and will always put in the necessary hours to ensure a project is completed within the timescale allocated."*

*"We found Matt's work to be clean, tidy and precise. He arrived when he said he would and kept us informed of any problems he found before continuing. A pleasure to work with."*

*"Very professional attitude, prompt, reliable and excellent workmanship."*

*"As well as being an excellent painter, Stewart was also very polite and courteous with great attention to detail. The finished result is superb."*

*"The only decorating company I have used since they did the first job. Absolutely first class."*

All the above are genuine references received from some of our members' clients.

## Proper planning prevents disappointment, dispute, distress

Whatever it is you decide to have decorated, be as clear as you can about what it is you want. A full and frank discussion before work commences will ensure there are no misunderstandings.

Of course the decorator you choose should be more than happy to advise you on colour schemes and materials available, but they will need some idea of the finished effect you have in mind. Photographs taken from magazines can sometimes help to get your ideas across.

Get it in writing – agree what it is you want, when it is going to be done and what it will cost. Accept that sometimes, for whatever reason, things may occur to alter the original agreement. Any amendments should be discussed and mutually agreed, and if necessary, written down.

Once the project is under way, if any aspect of the work is causing you concern, tell the decorator as soon as possible – don't leave it until the invoice is presented to you on completion of the job.

Agree with your decorator whether you or they will supply the materials – if you are to supply them make sure you have a full discussion with the decorator to ensure the right products are selected and that they are available on site in time for the decorator's arrival, this will prevent delays.

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