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FREQUENTLY ASKED QUESTIONS

Q. How does the SOR's (Schedule of Rates) work?

A. The Schedule of Rates is a mechanism whereby most of the repairs you may be asked to carry out are pre priced. There are around 2000 codes matched by the type of works for all the different trades. Each code comes with a short description and long description of the work to be carried out. Many purchase orders you will receive will have multiple SOR codes. Each of these will have a 'benchmark price' that we call PAR. When you price the SOR's in your agreement, you are applying a percentage figure either above or below each trade type (not individual codes).

***Example:** if PLU00100 had a PAR price of \$100 and your agreed rate is +10% you would receive \$110 for each time you completed a PLU00100. If your agreed rate is -10% you would receive \$90.*

The system gives transparency for all involved and saves you having to quote every job individually. You know ahead of time what you will be paid for that item.

Q. What sort of jobs are there? How long do I get to do the work?

A. There are usually 4-5 different types of jobs and the client usually sets the timeframes. In your initial negotiations with Lake Maintenance, the priority of work you perform will be agreed.

There are Responsive or Urgent jobs. This is where there is a safety or health risk and you will be provided a specified number of hours to perform these works.

There is Vacant or Void work. This is where a tenant has left the property and you have to make it clean, safe and habitable for the next tenant. You will be given a specified number of days for these types of jobs eg. 1 day or 7 days etc.

There are Minor works. These are small repairs and you could have anywhere from 7 to 20 days.

There are Major works which would involve major repairs to a property eg. a full kitchen replacement, internal paint etc.

Cyclical works are those which are serviced regularly. They could be for Lawns, Grounds and Cleaning, Smoke Alarms, Thermostatic Mixing Valve, Lifts, etc.



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- Q.** How can I make the Schedule of Rates work for me financially when the replacement of a light switch code is only paying \$25?
- A.** There are a number of things that are key to making an SOR contract work.
1. Have your truck set up with all the materials you will need for any job. Over time, you will know what you use the most.
 2. Attend the job site once if possible – get in, get out – but ensure you still do a quality job before moving onto the next job.
 3. It's best if you set up a circular route of the area you want to work in. You do that route each day with deviations to the different properties.
 4. Volume and turnover is key to making these contracts successful for you. If you're efficient, it will work.
 5. Having an administrative person available to ensure your claims are made in time with all the relevant paperwork and photos.
 6. Do not try and get extra work out of a job order. We have to seek approval from the client and it all takes time and ends up delaying the work. Your work will back-up and you'll have to find time to get back to that job at a later time.
- Q.** How much work will I receive?
- A.** This is based on a number of factors including the number of properties in the area you are operating, your agreed pricing and your performance. If you are priced more competitively than another trade in your area and you're performing well (timeliness, quality and compliance with Lake Maintenance processes) then you could receive as much work as you can handle. We can work with you to grow your business or just keep it going as is. It's up to you.
- Q.** What are the payment terms?
- A.** This is contract specific, but usually you will be paid no more than 30 days from invoice, but always in line with various State regulations. Lake Maintenance also operates an early payment function whereby completed and approved works can be brought forward to be paid within 2-3 days for a small fee.



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FREQUENTLY ASKED QUESTIONS

- Q.** Why is it necessary for the 2.5% retention fee to be held?
- A.** The retention fee is an assurance for Lake Maintenance when an audit reveals any non-compliant, defective or incomplete work. If a subcontractor has submitted a claim for or advised of a practical completion prior to the defect liability or warranty period and a notice for remediation is received prior to the end of that period, the retention fee covers such eventuality.
- Q.** I cannot commit to doing '4hour' and '24 hour' priority work, will this impact my business in regards to work volume?
- A.** No it won't, as Lake Maintenance has many trades that work across all types of priorities and your business will be specified for 'other' priorities.
- Q.** What happens when we cannot get access to do our work?
- A.** You will be provided the tenants contact details on your order in advance. You are responsible for arranging an appointment. If you cannot get access, you must follow the simple Non-Access Process contained within your Subcontractor Agreement.
- Q.** Is it possible to do works in other contract areas if we have the ability to do so?
- A.** Yes, subject to your performance and your pricing being competitive, you may be offered work in other areas.
- Q.** Do I need to be registered for GST to work with Lake Maintenance?
- A.** No you don't. However, the base prices in our Schedule of Rates includes GST, so if required, please seek taxation advice.