



# Frequently Asked Questions

## **When will I receive my quote?**

You will receive your quote via email between 2-4 days after we have visited your property. If you have not received it, please do not hesitate to contact us. Sometimes emails go astray and we would rather receive a phone call to send it again, than for you not to get it at all.

## **Why have I got two (or more) quotes?**

We quite often provide two quotes for each job. This gives you an option of comparing different materials and costs for your fence e.g. Hardifence and Colorbond. It may also be that you have fencing shared with different neighbours. Please check the sketch box to see which section of fence each quote refers to.

## **I want you to go ahead, what do I do now?**

Please fill out your correct contact numbers, email, address, insurance claim number (if applicable), sign the bottom of the quote and send back to us. If a neighbour is involved, we must also have their contact details in the "neighbours" section, along with their signature to authorise works.

## **Is a deposit required?**

Sometimes a deposit will be requested and is stipulated in the terms and conditions. Please check with your franchisee (installer) if they require a deposit.

## **When is payment due?**

Payment is due upon completion of the works. If payment is not received then you may be charged late penalty fees.

## **How long will it be after I sign my quote before the job will be done?**

It depends on our workload at the time which varies throughout the year. We do try to service all of our customers as quickly as possible, but we are only human and still require sleep and to spend some time with our families.

Work is carried out (in most instances) like a queue in the supermarket. The first to return the completed quote (and any applicable deposit) is the first in line for repairs.

## **Why is my share more than my neighbours?**

There are a few reasons your share may be different to your neighbours. Usually it is because one side



has more roots, pruning, paving etc to do. These items are not usually optional, but are there for us to effect repairs and put your fencing back to what it was before the damage. Please read the quote and identify where it states "client side" or "neighbours side" to ascertain who is being charged for what. All costs that are not identified by this are shared costs.

## **Is your workmanship guaranteed?**

Yes, our workmanship is guaranteed for 12 months unless you have specifically instructed us to install against manufacturers specifications. If this is the case you will be notified on the quote.

## **Do I need to be home when you are doing the repairs and what will you need at this time?**

No, you do not need to be home but we do need to know if you have pets and have them locked away. We need access to the site as well as electricity and water. Payment arrangements will need to be organised.

## **Is capping included in my Hardifence quote?**

Yes, all our Hardifence quotes include the capping and clips as stipulated in the installation manual.

## **Will all the damaged fence and packing materials etc be removed from my property?**

If it is stipulated on the quote under demolition and removal, all damaged fence that we pull out, plus any materials that we have brought to your property will be removed. Your site will be left as clean as possible.



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## **Do you talk to my insurance company?**

We are happy to answer any questions they may have, however many times the insurance company will not allow us to talk to them on your behalf.

## **What will my insurance company cover?**

Please discuss this with your insurance company directly.

## **Will any of my plants be damaged?**

When fences are replaced, access is needed to take away the old fence and erect the new one. We will take as much care as possible, however sometimes there will be damage to existing plants.



As per the quote if you're concerned about any plants or anything else on the fence line (and we haven't quoted to do so) please move them away (a minimum of two feet away please).

## **I don't know who my neighbour is, what should I do?**

Now is a good time to go over and introduce yourself. If for some reason they are not there, hard to get hold of or you know it is a tenanted property, you can call your local council and get the name and mailing address of the owner.

## **What if my neighbour wont approve it?**

The Dividing Fences Act (WA) 1961 says that each party of a dividing fence contribute equally to the construction of a 'sufficient fence'. Local Government may have local laws that prescribe what a sufficient fence is.

If you have approached the owner of adjoining land and they do not agree, there are several steps that you can take. We suggest you obtain a booklet titled "Dividing fences—a guide" by doing an

internet search or contacting your local council. This document will provide further advice and steps to take.

## **Why do I have to pay for the retaining wall?**

Most of the time the cost for retaining walls will be split between the client & neighbour—unless instructed otherwise. The law says whoever alters the natural lie of the land is responsible for retaining back to the natural lie. So if you remove soil you are responsible, or, if you fill, you are responsible. However, older areas often mean that we don't know who made the changes. So to save the cost of topographical maps and surveyors it is often cheaper to share the cost. Please contact us if you need the costings of the retaining wall changed.

## **Why do we need a retaining wall (there wasn't one there before)?**

A land level difference means that a retaining wall is required. Installation manuals for Colorbond do not allow for any land level difference. Hardifence allows a maximum of 150mm.

## **What is a plinth?**

A plinth is put in the line of the fence under the bottom rail. It goes slightly into the ground and prevents gaps (especially in undulating land), holds back any uneven soil, stops weeds coming under the fence or can "somewhat" stop dogs digging under—depending on how determined your dog is!

## **Can you get Colorbond with a different colour on each side?**

Unfortunately no. There is an option to 'double sheet' but it does cost extra and there is no warranty. The post and rails can still only be one colour.

## **My reticulation pipe is close to the fence line, what should I do?**

Tell us! We really do try hard not damage any pipes—but often they are hidden and we are unaware they are there. If you tell us where they are, at least we can keep an eye out and try to avoid them. Your quotation does state that we do take care not to damage them, but are not responsible if we do. Having said that, if we do see that we have hit something, we will repair it whilst we are there.