



## ***What difference does the PCA make?***

Why and when to use a PCA Member



*The Property Care Association (PCA) represents more than just a Logo at the bottom of our members' paperwork! We are here to give peace of mind by ensuring your property specialist is well trained and will deliver a high quality service.*

*All members of the PCA are audited and checked regularly to ensure they are meeting our expected standards, they have the appropriate training to allow them to carry the PCA badge and are up to date with the latest industry developments. We protect our name and logo against misuse and we work with members and consumers to resolve any conflict.*

***So what difference does the PCA make – well if peace of mind has a value, then quite a lot!***

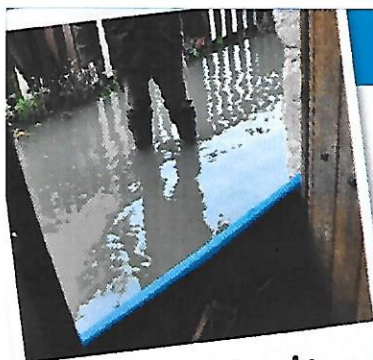


Follow us on  
Twitter

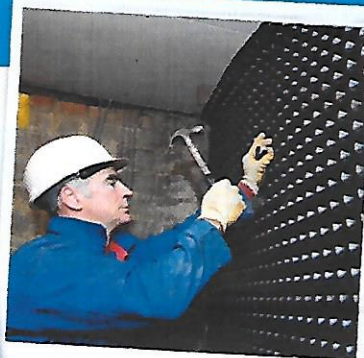


Find us on  
Facebook

**[www.property-care.org](http://www.property-care.org)**



**Flood Protection**



**Structural Waterproofing**



**Damp Control**

### Why use a PCA member?

If the issues you are experiencing with your property falls within our areas of expertise, then a PCA member is what you need.

We all know how difficult it is to select the right tradesman when you don't have any experience with the issues you are trying to fix or previous knowledge of the company you are asking to put it right. Plus many of these issues are a one off problem, which when corrected will need no further thoughts or worry. That is why the PCA is here to take the unknown out of using a new company, we have done all the hard work for you, in fact we get a much closer look at their business than a customer ever could.

The PCA members are very proud of the PCA logo, in fact our members are so proud to be part of the PCA that they work very hard to retain it, seldom leave and often report those who try to use the logo illegally.

To ensure our members have the right skills we also provide a lot of training to members for their surveyors and technicians.

This training is backed with qualifications in structural waterproofing, damp and timber and invasive weed control, which are tested by written, visual identification and oral examinations.



**Timber Preservation**



call 0844 375 4301



# PCA

## Property Care ASSOCIATION

### How do we check a PCA member:

To become a PCA member there are a number of criteria that need to be met. These differ slightly depending on the sector being applied for.

- They have to have been trading for 2 years with 2 years trading accounts which have been checked by a company accountant.
- They are required to have or to gain a comprehensive industry recognised qualification.
- They are regularly audited to ensure the exceptionally high standards of the PCA are maintained.
- They are required to adhere to a formal Code of Conduct.
- They are required to abide by a strict Code of Ethics.
- They are required to adhere to minimum Performance Standards.

- They are expected to co-operate with the PCA in the unlikely event of any problems or complaints.
- They can enter the Annual PCA Awards competing with the Elite of the Industry.

### PCA Members are then able to offer:

- Insurance backed guarantees, some of which are only available through a PCA member.
- Our Contractor members are licensed under the Government's TrustMark Scheme, as the PCA are a TrustMark Scheme Operator.
- Using a PCA member means we offer a deposit protection scheme for damp proofing, timber preservation, structural waterproofing and structural repair works – The PCA Promise.



**WANT TO KNOW MORE?** visit [www.property-care.org](http://www.property-care.org)