

## Plumbing compliance certificates protect your work

The Victorian Building Authority (VBA) is reminding consumers and practitioners about the importance of plumbing compliance certificates, especially in the event if something goes wrong.

When plumbing work, including labour, materials, appliances and fixtures, is valued at \$750 or more, plumbers must issue their customers a signed compliance certificate within five days of completing the work.

A compliance certificate is a form of evidence that proves specific plumbing work has been carried out or certified by a licensed practitioner and certifies that the work has been carried out properly.

The VBA's State Building Surveyor Andrew Cialini said compliance certificates help protect consumers against faulty workmanship.

"If the work carried out is poor or faulty and you make a complaint to the VBA about the practitioners work, we can use the certificate of compliance as part of our investigation," Mr Cialini said.

"Plumbing compliance certificates provide Victorians with a level of confidence that their plumber has the experience, qualification and insurance protection to complete the works."

"If you've engaged a licensed plumber to do work for you, ask for your compliance certificate."

A licensed plumber is also required to lodge a compliance certificate with the VBA, within five days of completing any of the following work, regardless of its value:

- Below-ground sanitary drains
- The installation, relocation, replacement or conversion of any gas-using appliance
- The installation, modification or relocation of consumer gas piping
- Involves the construction, installation, relocation or alteration of replacement cooling towers.

More than one-third of plumbing complaints received by the VBA last financial year were about a compliance certificate issue.

A plumbing compliance certificate must contain certain information, including confirmation that the plumber has lodged an 'as-laid' plan with the relevant water authority, details of appliances and fixtures installed and if for any reason, the plumber has not completed the work and why.

If you terminate the appointment of the licensed plumber that you have engaged before the plumbing work is complete, you may be entitled to a compliance certificate for the incomplete work.

The VBA has an [online consumer resource](#) portal with information for anyone who experiences issues with builders or plumbers.

To find a licensed or registered practitioner, visit: [vba.vic.gov.au/tools/find-practitioner](http://vba.vic.gov.au/tools/find-practitioner)