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Submission: Our company is a family Building company called All Trades Maintenance P/L and was started in November 2004.

During this time we have always had our builders licence 173361C up to date by Fair Trading's normal mailing procedures, until the renewal last year 2019 wasn't received by us. Unfortunately , But , Fortunately this was found out by a client who we had signed a contract with who did a background check.

This represents item 1- I believe that in todays ideal world that all Licences should be electronically sent and followed up by an electronic receipt of this information. If no receipt is acknowledge then a mailing system be sent as it currently does. This means that two ways of contact have been made.

Once we found out this information it was after 3 months therefore our HBFC was cancelled. Our HBCF policy was still current up until 2020 and once our licence was fixed up we then found this information out. We then had to go through the task of renewing this process and can be a real time concern when you have banks needing to be engaged for financial guarantee etc. Item 2 - It can take up to 3 months or more for this process. Therefore licence renewals and HBCF renewals should be sent out well in advance as due to our time lapse we lost a contract to the value of \$90,000.

Once we had received our approval on Eligibility for HBCF we sent it on to SIRA division as per email received . Our approval wasn't confirmed for 26 Day's as it went missing in the server???. I rang Fair Trading to discuss this with them prior to the 26 days and they told me that it didn't matter that we haven't received our HBCF approval that any of my clients can call them. WAIT ON THE PHONE FOR 20 MINUTES to be told lies. Whilst our licence on the NSW GOVERNMENT FAIR TRADING still stated we were not able to carry out contracts worth over \$20,000. This makes me along with my family angry due to incompetence or blatant lying. I hope my complaint helps. Regards