

BODY CORPORATE WORK ORDERS

This document is to assist our caretakers and on-site managers to arrange work for their body corporate in a more streamlined way.

What is a work order?

A work order is a written instruction, issued to a contractor as an affirmation that the client agrees to both the contractor's quote and scope of work.

Work orders clarify costs and details, and ultimately reduce potential disputes between clients and contractors after the work is complete.

Is there a specific format or form for a work order?

No. There is no specific form or format for a work order. It can be any written communication, including an email.

Who can issue a work order?

Anyone with the proper authority can issue a work order.

This means an on-site manager or caretaker can issue a work order directly to a contractor when:

- The amount is within the caretaker's spending limit, or approved under the caretaking service agreement; or
- It is approved by the committee or the body corporate.

Is a work order always required?

No. Some contractors are happy to proceed based on verbal acceptance by the caretaker. This is more common if the contractor has been used before.

Other contractors will accept an email or some other written confirmation of their quote.

To avoid potential disagreements with contractors, BCsystems recommends caretakers always approve any work in writing. We also suggest retaining a copy of the acceptance in case there is a later misunderstanding about the work or price.

What should a work order or quote acceptance include?

- The name/company details of the contractor being engaged
- The name of the building and CTS number
- The scope of work being approved – this can be copied from the quote
- The total price agreed and whether that is GST inclusive
- The contractor's quote number
- The date the work should be completed by
- Your contact details for any on-site access or other practical arrangements.
- Where to send the invoice.

Invoices can be sent to the caretaker for approval, or directly to accounts@bcsystems.com.au

BCsystems issuing work orders

For a fee, our team can issue work orders, however, this is not usually necessary.

In most cases it is quicker and more efficient for the caretaker who is arranging the work, to simply issue a quote acceptance email, referring to the guide above.

It is also generally easier for the contractor to deal directly with the caretaker, not only for access purposes but to also reduce the chance of confusion, conflicting information, or important information accidentally being sent to the wrong party.