



# SPBA / Conference 2017

Stephen Hodgson  
CEO, Property Care Association



# About Me

Stephen Hodgson - Chief Executive Officer of Property Care Association (PCA)

16 years field experience and 15 years with the Association

Experience in waterproofing, flood remediation, damp control,

timber preservation, pest control and invasive plants!!!



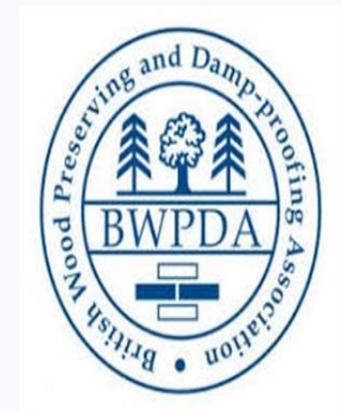
# About the PCA

We are a Trade Association founded originally in 1930.

Formed as the chemical timber protection industry was starting.

BWPA and BPCA became the BWPDA in the 1980s.

Adopted the name Property Care Association (PCA) in 2006.



# What are we about

Established as a Trade Association operating for, and on behalf, of its members. Our style may have changed but our founding principles remain broadly the same.

Membership is based on published conditions of service developed by members.

The PCA team act as the executive to the fully elected Board of Directors.



Technical competence and customer care are our guiding principles.



# Is the nature of our profession changing?

The way we think about dampness in buildings is changing.



# Change Drivers

“Occupation is changing - ever higher occupan

“Habits are changing - showers twice a day

“Rising energy bills - cost of fuel is on the rise.

“Fuel efficiency through retrofit insulation

“Residences are smaller- the UK has the smallest houses in Europe

“Reliance on mechanical air management – service, replacement, repair

“Digital technology can make clients can be more discerning

“Guarantees and Insurance – Solvency 2

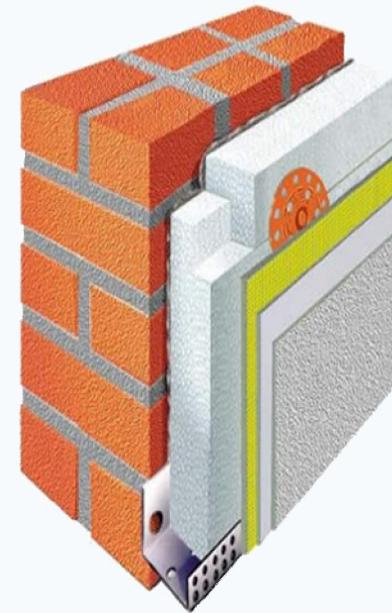
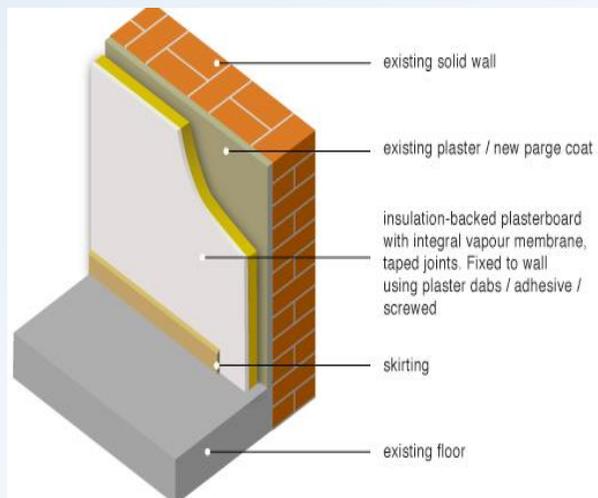
“Knowledge!

US: 2,300sf  
Australia: 2,217sf  
Denmark: 1,475sf  
France: 1,216sf  
Spain: 1,044sf  
Ireland: 947sf  
UK: 818sf

# Retrofit Insulation

Cavity Wall Insulation, External Wall Insulation, Internal Wall Insulation.

We know the implications of defects in retrofit insulation



# Cavity Wall Insulation

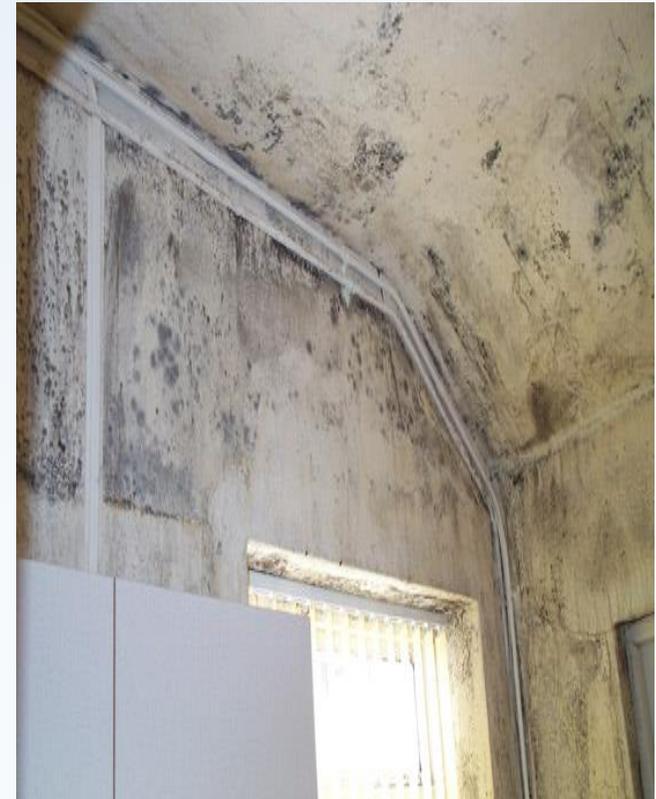


# External Wall Insulation



# The Internal Environment

- ” Moisture Production
- ” Heat
- ” Thermal Performance
- ” Energy Input
- ” Ventilation



We now need to understand this stuff.

# Other contributors to poor Indoor Air Quality

- “ Volatile Organics
- “ House Dust Mite
- “ Mould particulates
- “ Ground Gasses and Rad
- “ Carbon Monoxide
- “ Carbon Dioxide



# Ventilation is a Critical Element of the Building and **can no longer be ignored!**

- ” Correct installation and commissioning
- ” Adequate provision
- ” Servicing and maintenance
- ” Implication of defect



# Timber Preservatives

Our options for treating wood destroying insects and controlling fungi in buildings are changing.



Our attitude toward control cost and the duration of treatments will have to change too.



# Digital Technology and Communication

In a world of infinite choice and the knowledge of the world at our fingertips, do we still know better than our client?

**We are the specialists so of course we do!**

But, should we be thinking about risk based control options rather than guarantee based specifications for remediation?



# Conveyancing – What happens now?



Chartered Valuation Surveyor



Purchaser



The agent



Specialist Surveyor



The Bank



# Conveyancing – Or is it like this?



Chartered Valuation Surveyor

Too posh to get dirty and frightened of liability claims to be any good



Purchaser

Nice but usually totally bewildered

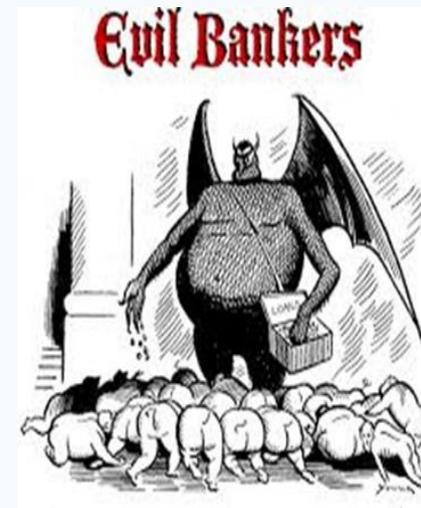


Self serving Estate Agent



Specialist Surveyor

Only interested in selling silicone and cement

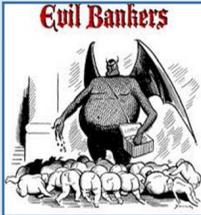


Evil Bankers

The Bank



# Is the Process loaded!



The Bank needs assurance - Guarantees and Liability Insurance



The Purchaser needs a mortgage- will do anything to get it!



The Surveyor needs to protect their liability- defers to specialists



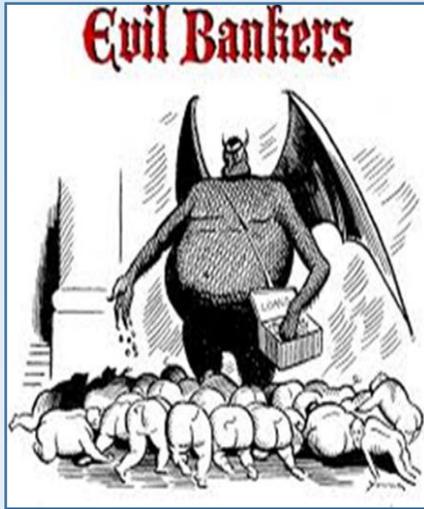
The Specialist is required to issue a guarantee



The Agents – They only get paid on completion



# What has to Change ?



Lenders should take a pragmatic view of defects. Perhaps looking at values with defects and an acknowledgement that Repair strategies can take time.

They must break their addiction to Guarantees.

Estate Agents should be made to declare that they work for the vendor and they get paid on completion.

Purchasers should seek assistance from their own conveyancer or choose legal representation that offers more than a process of legal nicety.



# What has to Change?



The purchaser should become better informed and open to the idea that they become the custodians of the building, not simply the owners of an asset.

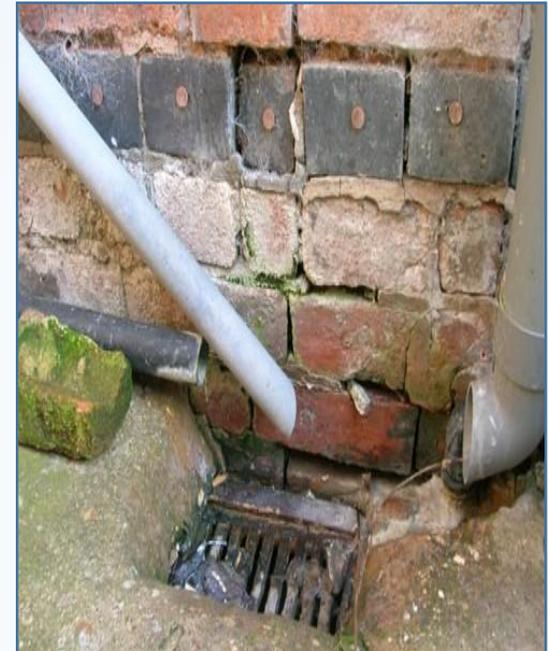
The surveyor should try and remember that they are providing a service that can extend beyond simple condition reporting and that can extend to advice and guidance on the responsibility of property ownership.

They should also be prepared to get their knees dirty.

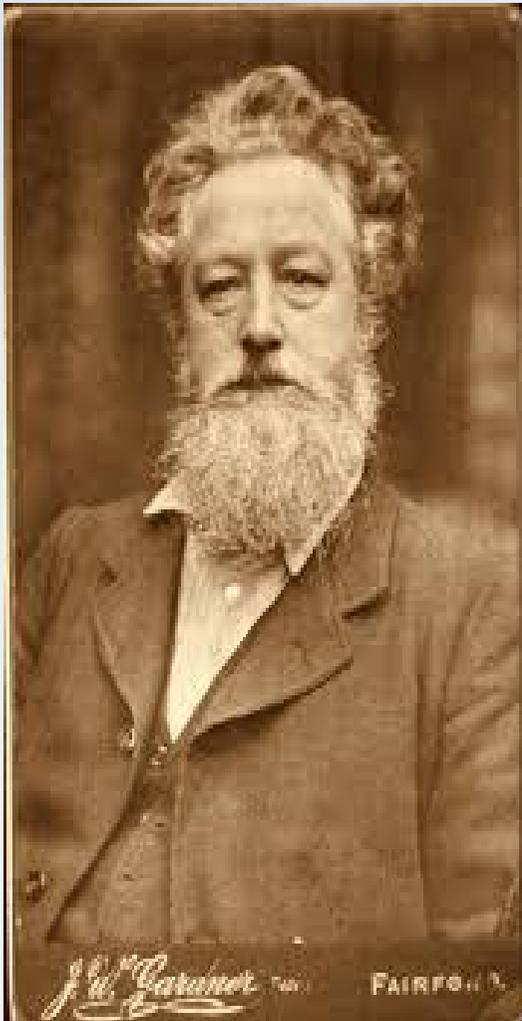


# What has to Change ?

- “ The Specialists must realise that they don't have to find fool proof solutions for every defect they see.
- “ They don't have to find a way to issue a guarantee for everything they do. They need to have confidence that recommendations will be accepted.
- “ Reward needs to come from knowledge, skill and experience rather than how much they charge for a metre of plaster.
- “ Monitoring, staged works and long term relationships with homeowners must replace “guarantee” driven solutions.
- “ Train and further professionalise!



# A little acceptance works both ways



The established main stream building repair industry are not at odds with the principals of William Morris, but what they produce sometimes is!

The mainstream preservation industry are not a collective of ignorance or evil who aim to accumulate wealth at the expense of our built heritage.

In a capitalist economy demand drives supply.  
Supply does not drive demand!



# A little acceptance works both ways?

The vast majority of my contractors are decent honest people providing a service to clients who expect a short duration “right first time” service backed by a “guarantee”

Contractors are happier providing “softer” repairs where client demands or will accept them.

It’s easy to blame ‘the damproofer’s’ for all the sins of the world.



# The Key to change???

“Contractors and others should have the confidence to present clients with well informed choices. When these choices have been made they must then be respected.

“The Heritage sector should try and recognise both the practical and academic skills sets that exist within the PCA.

“The main stream building preservation industry must open its mind and learn from you.



# The Key to change???

“No tolerance for vandalism

“Acknowledgment of differing approaches

“Communication, collaboration and knowledge sharing

“RESPECT!



Thank you for  
listening

