

MLSA CODE OF CONDUCT

The Master Landscapers of SA (MLSA) requires its members to:

1. Conduct their business in a fair and honest manner in such a way as to preserve the good name of the landscape industry.
2. Provide the public with good quality workmanship and service at all times.
3. Provide mutual support and encouragement to all other MLSA members.
4. Carry out business in the spirit of free competition.
5. Comply with all statutory requirements where applicable, including:
 - a. the Competition and Consumer Act 2010;
 - b. the Fair Trading Act 1987;
 - c. the Building Work Contractors Act 1995;
 - d. MA000101 Gardening and Landscaping Services Award 2010;
 - e. the Work Health and Safety Act 2012.
6. Endeavor at all times to:
 - a. prepare tenders, quotes or offers in a professional and honest manner;

- b. provide written notice to the client, before commencing any work, of the following details:
 - I. the period for which the tender, quote or offer is valid;
 - II. the terms applicable to the return or retention of any deposit;
 - III. the cost of any preliminary work;
 - IV. a clear program for progress payments (if applicable);
 - V. a practical time frame for commencement;
 - VI. any terms or issues relating to site access;
 - VII. a realistic estimate of the construction period.
- c. sign and date all documents forming part of the agreement;
- d. provide a detailed written specification of particulars of work to be carried out;
- e. give accurate information to the client; or direct the client to sources of such information (if not within the member's area of expertise);
- f. provide unambiguous, truthful and accurate promotional and marketing material;
- g. ensure that any provisional sums are listed in the contract and that the provisional sums are fair and reasonable;
- h. give written notice to the owner of any variations and before carrying them out;
- i. notify the owner of any delays which are likely to affect the client.