

YOUR GUIDE TO

Membership Benefits



FEDERATION OF
**MASTER
BUILDERS**

fmb.org.uk



fmb.org.uk

“Being a part of the Federation of Master Builders gives my clients confidence and reassures them that they’re getting a Master Builder to help build their dream home.”

Aiden McCabe, Amac Building Ltd

“What started out as an idea simply to expand and reassure our client base has, through the FMB’s other products and services, become about how we learn, grow and improve as builders...”

Nick Nelberg, Earl and Calam Design and Build Ltd

“The FMB has provided us with the knowledge, professional advice and support to help us develop our business model and to become a trusted property development company.”

Russell Everett, Excel Home Design Ltd

BUILD BETTER



The FMB logo represents trust, quality, protection and experience



What does it mean to be a Master Builder?

As a member of the Federation of Master Builders (FMB), you now belong to the UK’s largest construction trade association. You should confidently tell customers you have been vetted and independently inspected and meet the high standards of a Master Builder.

The FMB has worked hard to promote and support small and medium-sized (SME) building firms and champion continuous improvement in building standards since 1941. We are also a not-for-profit organisation, which means every penny of your membership is re-invested into supporting and promoting you.

The FMB logo represents trust, quality, protection and experience, which gives our members a competitive advantage by enhancing their credibility as a professional building firm that homeowners can trust.

As a Master Builder, you also have exclusive access to a wide range of services that are designed to help you protect, promote and grow your business. This guide provides further details about the services available to you as a member and we encourage you to access these services to make the most of your membership.

Enhance your credibility by using the FMB logo

Members can display the FMB logo, which enhances your credibility and helps you to stand out from the competition as it means you have been independently inspected and vetted and meet the high standards of a Master Builder. This helps to demonstrate that you are a quality firm that consumers can trust.

We have strict entry criteria and we uphold high standards of membership, which means not everyone can be a Master Builder. We are the only construction trade association in the UK that independently inspects its members upon joining and on an ongoing basis thereafter. All members must also adhere to our Code of Conduct to remain in membership.



Suggestions for where to display the FMB logo:

- Company website
- Company vehicles (we supply van stickers)
- Business cards and email signatures
- Quotation documents for clients
- Marketing materials – leaflets, brochures, flyers of your work
- Company workwear
- Social media profiles
- Site signage

If you see a company using the FMB logo that is not a member, please let us know by emailing trademarks@fmb.org.uk.

Advertise your business on our online Find a Builder directory

As a member, we encourage you to build a company profile on our Find a Builder directory on the FMB website to promote your business to potential clients and win more work.

On your profile, you can publish information about your company and the types of building work you specialise in. You can also add case studies of your work and client testimonials, which help attract the attention of new clients.

Your guide to creating great case studies

A guide to creating the perfect case study is available online in the Members' Area of the website to help you get the most out of your Find a Builder profile.

On average, 25,000+ people visit the Find a Builder pages every month looking for a reputable and quality builder they can trust



Use FMB marketing materials

You can also access a range of free marketing materials to give to clients to promote your Master Builder status, such as information leaflets and letter templates that outline the benefits of choosing a Master Builder. Our marketing materials have been tried and tested to help our members convert more quotes into work. You can download FMB marketing materials through the Members' Area of the website: www.fmb.org.uk/members

"I know the materials have gone a long way to help me win work. People have said that it is impressive, and you don't get it from other builders, so it helps to give you a foot in the door over other builders who are quoting for the same job."
Ian Smith, Smith and Son Construction Ltd

Promoting your
Master Builder
status

FMB Insurance



TRUSTMARK
Government Endorsed Quality

All FMB members are eligible to join TrustMark, which is the only Government-endorsed quality scheme covering work a consumer chooses to have carried out in, or around, their home. Builders and other trades can only join TrustMark through a registered scheme operator, such as the FMB.

When a consumer uses a TrustMark-registered business, they know they are engaging an organisation that has been thoroughly vetted and meets the required levels of competence, has work regularly inspected and has made a positive commitment to good customer service.

TrustMark membership, combined with the FMB's membership services, helps to reinforce the reputation of Master Builders as professional building firms that consumers can trust. To find out more about the benefits of joining TrustMark, visit the website or contact the Membership Team.



Brian Berry
Federation of Master Builders, Chief Executive

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FMB in the media

The FMB's mission is for Master Builders to be recognised by consumers, industry and policy makers as the best in the building industry. To achieve this, the FMB engages proactively with respected media outlets through case studies, interviews and press releases to help raise the profile of the FMB as a professional organisation with members that consumers can trust. Ultimately, raising the profile of Master Builders through the media helps members to win more work. If you would like to be one of the FMB's media-friendly members, and be considered for future media opportunities, please email media@fmb.org.uk.



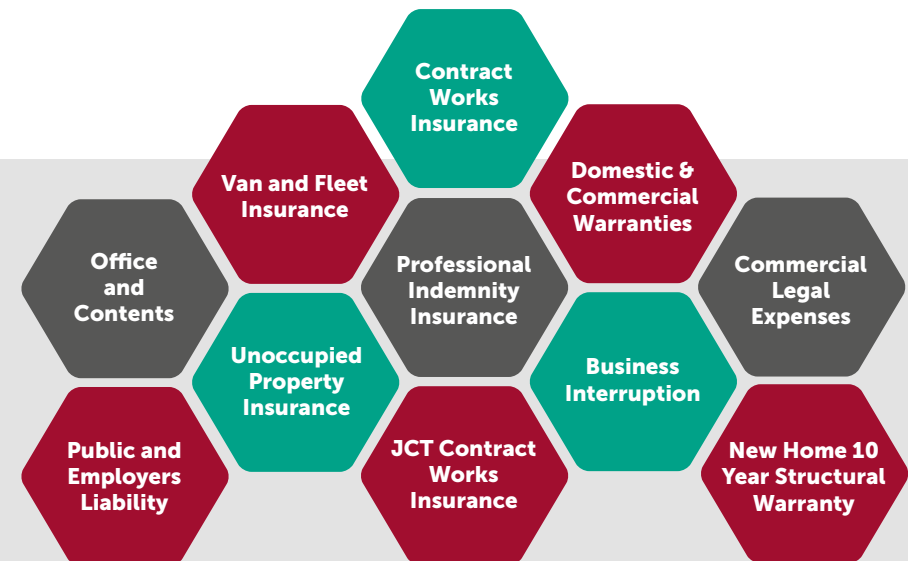
Purchase tailored insurance and warranty products

FMB Insurance is a wholly owned subsidiary of the FMB, which helps to support ongoing investment in FMB membership benefits. All FMB members will receive quotations and policies tailored to the requirements of their firm.

Meeting the needs and concerns of both the builder and homeowner, you're guaranteed an insurance service that protects your business, complements your projects and gives you confidence and peace of mind throughout the entire construction process.



Visit www.fmbinsurance.co.uk, call **01353 652 760** or email insurance@fmb.org.uk to discuss your insurance and warranty needs.





Free dispute resolution service



One of the main reasons that consumers employ FMB members is for the peace of mind that comes from using a Master Builder they can trust.

Set yourself apart from other builders and give your customers additional confidence in you by letting them know that support is available through the FMB's Dispute Resolution Service in the unlikely event that something goes wrong.

The FMB's Dispute Resolution Service is certified by the Chartered Trading Standards Institute. This means that the FMB can provide Alternative Dispute Resolution (ADR) services to members and their clients, to help resolve building disputes.

The service is free of charge and can save the cost, time and stress that is often involved in legal action.

The disputes team can talk you through the process and can also draw on the expertise of our partners at the Centre for Effective Dispute Resolution (CEDR).

It is not unusual to have a problem arise during a building project, but as a Master Builder you have access to additional support.

 For more information, visit www.fmb.org.uk/about-the-fmb/dispute-resolution

FMB contract templates

One of the most valuable member benefits is free access to a suite of downloadable contract templates for use across a variety of projects, from small-scale renovations to large projects for domestic or commercial clients.

Using a contract can help protect you as a builder as it sets expectations between all parties. Contracts can also help to ensure you are paid on time by your clients and the FMB offers a free debt recovery service that can help you to secure outstanding payments – see page 11 for further information.

The use of contracts can also give you a professional edge as it offers consumers valuable peace of mind that they are dealing with a responsible and reputable firm.

“We use the FMB contracts and find them quite straightforward to manage. It helps both builder and client if you know exactly where you stand.”
Arthur McArdle, Woodfield Building Services (Staffs) Limited

The FMB's contract templates, and recorded webinars explaining how to use contracts to protect your business, are available in the Members' Area of the website.



Learn new skills with free online training

FMB members have access to an extensive range of online e-learning modules that are designed to be short and easy to use to help business owners and their workforce to upskill. Our e-learning modules cover diverse subjects from management and marketing for small businesses, to health

and safety courses such as 'Asbestos Awareness' and 'Working at Height'. All participants receive completion certificates.

 Members can access the free online training workshops on the FMB website: www.fmb.org.uk/members

Free independent business advisory services

The FMB's free business advisory services offer practical advice on how to manage, protect and grow your construction business.

Human resources

FMB members have free, unlimited access to experienced human resources (HR) advisors, who help to answer questions about employee management. Common topics that our HR advisors can help with include, but are not limited to:

- Calculating holiday / sick pay
- Working time regulations
- Absenteeism
- Disciplinary issues
- Contracts of employment
- Managing apprentices
- Redundancy



"I needed advice on an electronic contract. The initial advisor clarified the 'small print', but later that day, a specialist in contract disputes called me to cover some additional considerations. Thank you FMB for a great service."

Todomi Ltd, London

Health and safety advice

Penalties for getting health and safety wrong can be severe, so it is important to ensure your business is compliant. The FMB health and safety service provides you with access to:

- Free health and safety checks designed to help you identify the areas where your business may need assistance
- Unlimited access to health and safety specialists through our advice line
- More than 100 free downloadable health and safety documents

Examples of topics our health and safety specialists can help with include, but are not limited to:

- Start-up requirements
- Compliance issues
- Risk assessments
- Health and safety policies and documents
- Accident reporting
- Employee safety handbooks

**Contact our helpline:
0116 243 7623**



Legal and debt recovery advice

As an FMB member, you have free unlimited access to experienced legal advisors, and more than 100 calls are made by members each month. Our legal advisors can help with an extensive range of legal and business issues, which include, but are not limited to:

- Debt recovery
- Contract and Directors' disputes
- Property issues
- Commercial problems
- Employment law
- Small claims court procedures

Our debt recovery service also includes free-of-charge letter templates to chase unpaid invoices as well as a follow-up service offering low-cost solicitors' letters to recover debts, which has helped members to save thousands of pounds.

Tax advice

Our tax service gives you access to experienced advisors who can help with tax and VAT matters, including, but not limited to:

- Reverse charge VAT
- Corporation tax calculations
- Capital gains tax liabilities
- Property income and expenses
- Stamp duty
- VAT registration and exemptions
- VAT on land and property
- HMRC investigations

Technical and insurance advice

Our in-house surveyors are also available to assist with any technical queries you may have and FMB Insurance can provide free advice and support to help you with your business insurance enquiries. See page 7 or call 01353 652 760.

Document Library

In addition to the phone lines, members can access an online document library through the Members' Area of the website, which includes more than 800 free documents and templates to help you manage your business.

Receive the recognition you deserve

The Master Builder Awards celebrate the incredible achievements of Master Builders across the UK, showcasing examples of high-quality craftsmanship, exceptional customer service and building excellence.

The awards, which are free to enter for FMB members, provide an opportunity to promote your hard work and receive the recognition you deserve. Needless to say, our award-winners find their achievement helps them secure more high-quality contracts in the future.

A wide range of award categories are on offer to celebrate the diverse range of projects delivered by Master Builder companies, and to recognise builders who have gone above and beyond to deliver exceptional customer service.

i For more information on the next Master Builder Awards, visit www.fmb.org.uk/mbawards



"It has certainly inspired confidence in our clients and I am very proud to put the FMB logo on our website and to be a winner."

Martin Silcock,
Tricklebank Ltd
2015 National
Small Renovation Project
Award Winner

"It's a great achievement for the company and it will help us going forward. You can't buy that sort of publicity."

John Dynes & Son Ltd
2019 Northern Ireland New Home Award Winner.
2017 Overall Master Builder Award Winner and National New Home Award Winner





A voice in government

The FMB was established in 1941 to provide a strong voice for construction SMEs to policy makers and this is still a big part of what we do. The FMB lobbies central and local governments right across the UK to improve the regulatory environment for small building firms so it's easier for you to run a successful business.

The FMB's policy and public affairs team is award-winning and notable successes in recent years include the introduction of higher-quality construction apprenticeships, improved access to finance for SME house builders, a more SME-friendly CITB and the requirement for local authorities to provide more small sites in their local plans.

If you want the FMB to raise an issue for you with the powers that be, please contact the team at publicaffairs@fmb.org.uk.

“Being part of the FMB is about a strong support network to construction companies like us. FMB will always represent the interests of the industry at local and national government levels. Our voice is always heard.”
Mark Gribbin, Setanta Construction Ltd



Access exclusive discounts on products and services

The FMB partners with a wide range of commercial organisations who offer exclusive discounts and offers to members for various products, materials and services relevant to small construction businesses.

Products and services range from equipment, work wear, tools of the trade,

training, financial services, software, marketing services and much more.

Details of the current member offers and discounts are available on the Supplier Directory on the FMB website. Members must log in to redeem an offer: www.fmb.org.uk/supplier-directory.html

Staying connected

Master Builder magazine

The Master Builder magazine, which is the FMB's bi-monthly member magazine aims to inform, inspire and connect small to medium-sized construction companies across the UK. Articles in the magazine usually include industry news, small business advice, interviews with members and industry stakeholders, stories about member projects, updates on member benefits and more. Hardcopies of the magazine are distributed to members every two months and an electronic copy is also published on the FMB website.



Members are always welcome to share story ideas and feedback by emailing marketing@fmb.org.uk.



Tap into a network of support from fellow Master Builders

The FMB organises professional events across the UK for members to network with fellow Master Builders, industry contacts and policy makers. In addition to this, we host regular webinars to help members access valuable business advice from industry experts.



Events and webinars

You will receive details of events and webinars via email, the website, and Master Builder magazine. Keep an eye out for those that are of interest to you.

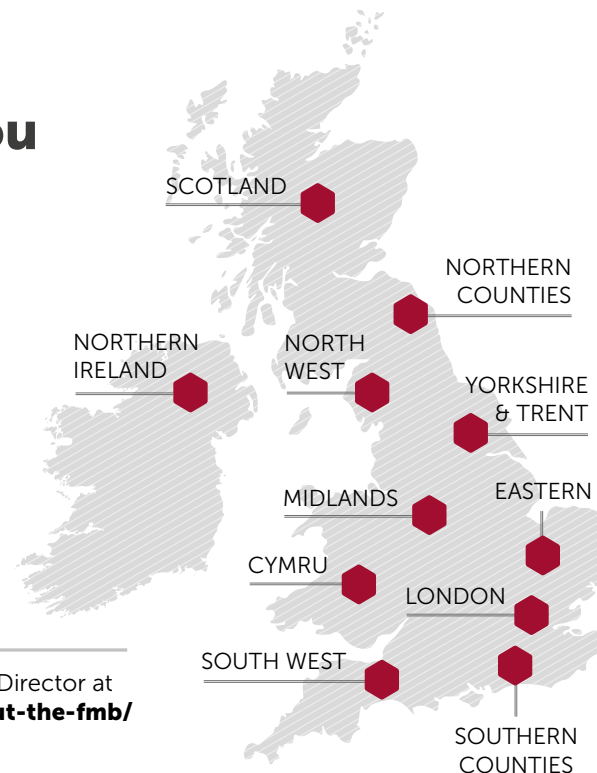
Join the Facebook Group

As a Master Builder, you can connect with fellow builders across the UK in the private FMB Members' Networking Group on Facebook.

The group is a great place to ask questions, share your experiences and learn from others. Search for 'FMB Members Networking Group' on Facebook to request to join.

FMB near you

Each region and devolved nation across the UK has an appointed Director who is dedicated to supporting members in their area. Directors are always interested in speaking to members to seek opinions and evidence of industry issues and trends, and to request input in shaping the FMB's activities in the area.



i You can find your local Director at www.fmb.org.uk/about-the-fmb/where-we-operate.

Get involved

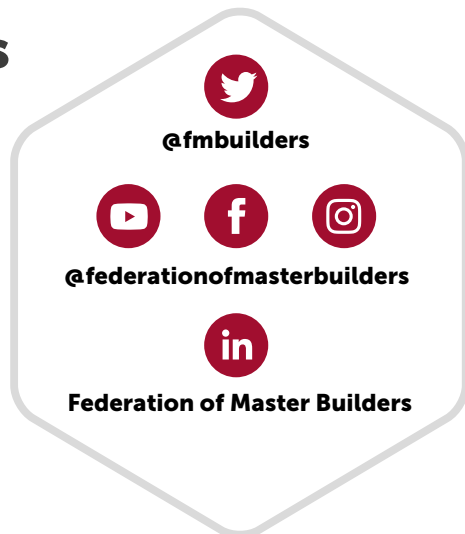
The FMB is run by members for members. At a national level, the FMB is governed by an elected, all-member Board of Directors. At the local level, there are 11 Area Boards, made up of elected members, which meet regularly to discuss their experiences of the local building sector, and to make recommendations on how the FMB can best support members. Find out how to get involved at www.fmb.org.uk/about-us.html

"Attending my local FMB Area Board meetings was a really good opportunity to share concerns or worries with fellow business owners who are fighting similar battles to me. Not only did it make business sense to learn from colleagues, but it also helped me to cope better with the stresses and strains of running a business, and be more emotionally resilient, when I know there's a group of fellow builders who I can turn to."

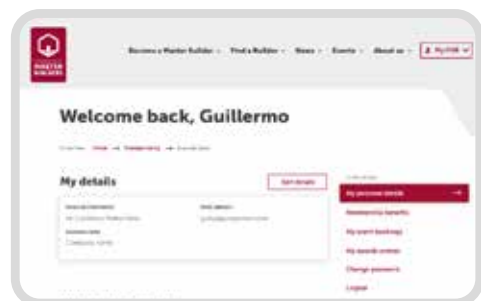
Rory Regan, Regan Building Contractors Ltd

Member communications

We distribute monthly email newsletters to keep members informed about new member benefits, industry news, regulatory updates and upcoming events. Members are also invited to provide feedback on membership services and input into FMB activities through surveys throughout the year. You can follow us on social media for regular updates too.



Log in to My FMB



You can manage your membership online through the My FMB section of the FMB website. Log in to upload case studies and request testimonials for your Find a Builder profile, and manage your contact and billing details.



You can also access many of the membership resources mentioned in this booklet such as contract templates, e-learning modules, webinars and more.

Visit www.fmb.org.uk/members

We're here for you

The Membership Team handles more than 1,500 incoming calls each month from members, assisting them with queries about their membership account and advising them on how to maximise the benefits of their membership.

We can also support you to create or update your Find a Builder profile with case studies and testimonials.

Our offices are open from 9am to 5pm, Monday to Friday and our knowledgeable membership executives are on hand to help you wherever possible.

Contact us

Phone: 0330 333 7777
Email: membership@fmb.org.uk

www.fmb.org.uk



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