

# Time to DIY or Hire a Professional Painter?

## Why hire a professional painter?

*You may be a keen DIY'er, but perhaps that steeply pitched roof is a little beyond your reach. After all, painting may be fun, but preparing the surface can be a very time consuming process, not to mention dangerous if roofs or double storey buildings are involved. If time is more important to you than money, hiring a professional painter may be a smart investment. On the other hand, if saving money is more important, doing the painting yourself will enable you to reduce the total costs of the job.*

## In making your decision, remember...

- Painting is a skilled trade that requires training and appropriate tools - Professional painters know how to properly prepare the surface, which paints to use in each situation and how to get the job done quickly with minimal disruption. Professional painters also have all the tools required to achieve a quality finish.
- Painting can be dangerous and/or hazardous - Working on ladders and dealing with solvents and dusts can be hazardous. Older houses may be coated in poisonous lead paints. Professional painters know how to handle these dangerous situations and substances and minimise the risks. They also have the appropriate safety equipment to keep you and your family and themselves safe.
- Painting requires cleanup and disposal - Professional painters will take care of these tasks on your behalf as part of their service.

*If you do decide to hire a professional here are some tips to help you choose...*

## Making a start

Hiring a professional painter to paint your home is not a decision to take lightly. While anybody can slap paint onto your walls, it takes considerable expertise and experience to get a truly high quality finish. It may take you some searching to find the right person for the job.

The best way to find a good painter is through word of mouth. Ask friends, family and neighbours who have had some similar work done recently for personal recommendations - find out why they would and wouldn't recommend different painters. This will give you guidelines on important questions to ask your shortlist of painters. A good recommendation from a trusted source is worth its weight in gold.

The Master Painters trade association can also provide recommendations. While membership of a trade association does not guarantee good quality work, the association will have a process to resolve problems should things go wrong. Local painters can also be easily located in local community newspapers and directories like the Yellow Pages.

Resene offers a free Find-A-Painter service to help you make contact with Master Painters - complete a Find-A-Painter job sheet instore or online at [www.resene.co.nz](http://www.resene.co.nz), sit back, relax and wait for the painters to call you.

Never select a painter on price alone - the cheapest quote will seldom be the best value in the long run. If there is a wide variation in the quotes you receive, ask each painter to itemise the main expenses so that you can compare how the money is being spent. This will also give you an idea of the extra work that some painters are preparing to do that you may not have thought about.

First impressions count! Assess the initial service you get from each painter and how efficient and effective it seems - this will be a guide to the service you receive once you hire the painter. The most important thing to remember when hiring contractors, typically you will get what you pay for - negotiating a low rate may be a false economy if the painter cuts corners to get the job done quickly.

## Always check painters are qualified to do the work.

Ask for the names of satisfied customers or for references and make sure you check them out. If possible, visit completed jobs so that you can see the quality of the work for yourself. Ask the references whether the job was completed in a timely manner? Was the result satisfactory? Did the painter charge the amount that had been agreed? How much did the painter disrupt the household? Would they hire the painter again? Once you have a shortlist of three contractors who seem suitable, ask them to visit your home and provide a quote. Meeting someone face to face and discussing the project will help narrow your choices.

## Be clear about what you want to achieve

Make sure everyone who needs to be there is present at the initial meeting with the painter to ensure that all ideas and expectations are tabled before the work starts. Put one person in charge of the project on the household's behalf so that the painter has one person to refer to should they need any questions answered. This will minimise confusion when perhaps one partner asks for work to be done that is contrary to what the other partner has already requested.

If you are planning to have exterior painting done, the initial meeting should be scheduled during daylight so you can show the painter what work is required and they can assess the state of the existing paint finish. The condition of the existing paintwork will have a bearing on the scope of work they are required to do.

For a large job prepare a written specification of your requirements, outlining the scope of the work, the timeframe and who will be responsible for cleaning up and disposing of paint debris. Where possible, follow the same process for smaller jobs - while it may seem unnecessary to write a specification for small jobs, it may save you arguments later.



Be specific and concise - a clear specification will help prospective contractors prepare better quotes. The more information you give them, the more confidence they will have that they understand the requirements of the job, and the more likely they will be able to achieve the desired outcome.

## Get a quote

When you are planning a large project, ask three painters for written quotes. A quote is a fixed price that won't vary unless you agree to pay for extra costs that were unforeseen at the time of quoting. The quote should include:

- The painter's contact details.
- Your contact details.
- A clear description of all the areas to be painted, including all surfaces and any surface preparation to be undertaken.
- The products and colours that will be used, including the brand name of the paint.
- An estimation of how long the job will take to complete.
- The cost and whether it includes or excludes GST.

***Once agreed to, the quote should be signed and dated by both yourself and the painter.***

For a small job, an estimate of costs may be sufficient. This is more elastic than a quote and usually more attractive as the contractor doesn't have to budget for the absolute worst case scenario. Ensure you make it clear to the contractor that you must be consulted and agree in writing before any extra costs are incurred. The final charge should be within 10 - 15% of the original estimate.

***With all quotes and estimates check that all extra charges, such as travel allowances, and GST have been included.***

If you get a job done and no price was agreed, the Consumer Guarantees Act offers you some protection, stating that the price charged must be 'reasonable' - i.e. the price must be similar to that that would be charged by other competent painters undertaking the same job. You are not obliged to pay more than is 'reasonable'.

## Agree on payment terms and get it in writing

While it is common for the customer to pay an initial deposit for materials and/or instalments as the work progresses, never pay for the entire job in advance. Agree on a schedule of payments as key work is completed. The final payment should not be made until the entire job is complete and has been carefully inspected. Any extra work that arises once the project is underway must be specified, priced and agreed in writing before the work is undertaken and any costs are incurred. Only make payments by cheque, not cash, so that there is a paper trail should disputes over payment occur.

Be realistic about the amount and time you have budgeted - good painters are in demand and will therefore usually charge more than the market average and are unlikely to be able to start immediately.

Draw up a clear agreement and establish your ground rules on the project scope and payment schedule.

***It is essential to get everything in writing before the job starts, otherwise it may end up costing you far more than expected.***

## Colour is key

Choosing colour is a critical part of the finish, so don't rush this part of the process. Many painters will help you select colours if you request this service, however, remember they are experts at painting not colour consultants, so if you are looking for a complicated colour scheme, it may be better to hire a colour consultant for this part of the work.

Always test your colour choices using testpots. These will also provide a useful colour check for the painter to ensure they are applying the correct colour. New colour scheme tools, such as Resene EzyPaint virtual painting software are also a useful way of visualising the final finish and enable you to print out your colour scheme and give it to your painter as a guide of what you want to achieve.

If you are planning to have paint effects or textured coatings applied, ask your painter to prepare a sample panel. A myriad of paint and textured effects can be created depending on the style of application. If planning such an effect always agree on a sample panel before the contractor starts the work, otherwise the finished result may be vastly different to what was desired.

The number of coats required may vary depending on the colours you choose.



## Don't accept substitutes

Make sure the painter uses the paint and colour specified - don't accept less expensive colour 'matches'. It is easy for a painter to try to substitute a cheaper paint, but this will result in a poorer finish. Check that the brand stated on the paint cans they bring to the job match the brand stated on the quote. Colours can be checked in the same way. Testpots are also useful as standard colour references.

Remember, the painter has quoted on using a specific product - don't let them substitute a cheaper product if you are paying for them to use a more expensive product. While two products may initially look identical, higher quality paint is more durable and will last longer. You will regret a moment of weakness in a few years' time when the inferior paint breaks down faster.

## Or you can always do it yourself

If you decide to do the work yourself, allow plenty of time to complete the job. Surface preparation will almost always take longer than expected.



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# Ready Set Roll

## Getting Started with Rollers

***Rollers are the ideal way to paint a large area quickly and get a professional result. Painting with a roller is fast and easy if you let the roller fabric do the work. The fabric pile on the roller will control the paint application, so all you need to do is provide the labour.***

Always use good, well cleaned equipment. Good quality rollers hold more paint and give a better finish than inexpensive rollers. If you are unsure as to whether you are using the right roller, check the information on the Resene roller stand or ask staff at your local Resene ColorShop or Reseller - they can recommend the best roller for the paint you are using and the surface you are painting.

Be prepared! Have everything you need ready before you start applying paint. Work steadily! Don't rush and don't roll fast with a loaded roller - unless you want to be a spray painter!

Rinse new rollers in water (waterbased paints) or turps (for solventbased paints) to remove any loose fibres or dust before use. If your roller handle has been used before, place a drop of oil on the roller handle bearings (i.e. the two plastic end caps) - it will make painting much easier.

A strong self-supporting paint tray is strongly recommended to ensure that you do not get spillage when lifting or moving the tray. Make sure your roller tray is clean. Tip the paint into the tray to the paint level shown. If you overfill the tray, loading the roller is more difficult and spillages are more likely. Once you've got the right amount of paint in the tray, roll the roller into the paint to saturate all the fabric. Use the ribbed section of the paint tray to squeeze out the excess paint and ensure your roller gets an equal distribution of paint. This will make application easier and more consistent.

### Applying paint by roller to walls and ceilings

Achieving an excellent surface finish is easy, when you know how! When painting a ceiling or wall, always paint across the shortest distance. That is, if a ceiling is 5 metres by 3 metres, paint across the 3 metre distance - you'll find you get a better finish.

It is worth investing in a roller extension pole when painting the upper parts of walls or ceilings - the job will be much easier and your muscles and back will thank you later.

### Rolling a wall

#### Step One: Cutting in

Use a paintbrush to cut into the edges of the wall, including windows and doorways. Cutting in means painting the edges of the area you are planning to roll, focusing on those areas that the roller sleeve won't reach. Cut in the entire wall or ceiling before rolling any paint. If you lack confidence you can try using masking tape or a paint shield to prevent unwanted overlaps.

#### Step Two: Applying paint

Load your roller with paint. Start from the top left of the wall and apply the paint to an area approximately 2 metres high (ceiling height) by 3 roller widths wide. One roller load will usually cover about half a square metre.

Roll the first stroke upwards on vertical surfaces to control dripping, then continue rolling using a 'W' pattern. Roll over as much of the cutting in as you can to ensure a more uniform finish, as brushed areas tend to look different to rolled areas particularly when strong colours or metallics are being applied. Use the leading edge of the roller (i.e. the opposite end to the handle stalk) to get as close as possible to the edge. Turn the roller as required so that the leading edge runs parallel to the edge that has been cut in.

Continue until you reach the skirting board. Usually you will need 3 or 4 roller loads depending on the height of the wall and the amount of texture (e.g. painting Anaglypta uses more paint and will take longer).

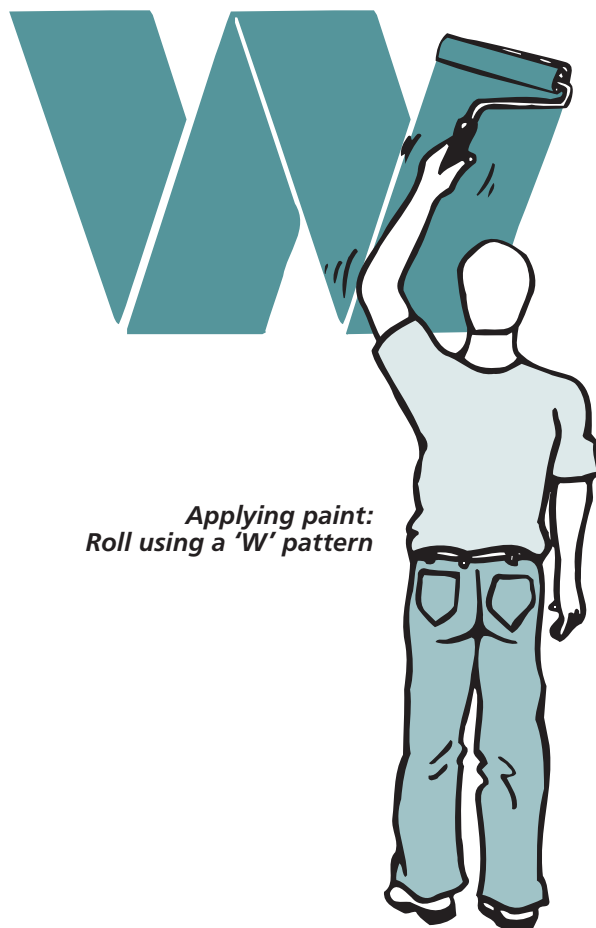
Always make sure your paint is thin enough so that it will roll easily and finish off properly. If necessary, thin as per the instructions on the paint can. Make sure the roller remains wet with paint during application as a dry roller may result in patchiness.

#### Step Three: Laying off

You should lay-off when you have painted an area approximately the same width as a paint shield (approx. 1.8m).

Roll any excess paint on your roller onto the next segment of the wall to be painted (if you have nearly finished the room, use newspaper for this).

Start the roller 50cm from the bottom of the wall and roll lightly down to the bottom of the wall. Let the weight of the roller run down the wall.



**Applying paint:  
Roll using a 'W' pattern**

Keep your hand and the handle close to the wall as this will help you avoid applying too much pressure. Once you have reached the bottom of the wall, roll back up the wall 50cm slowly removing your roller from the wall when you reach 50cm high. Slightly overlap each layoff motion.

Now it is time to lay-off the rest of the wall. Start the roller 30cm from the top of the wall and lightly roll up to the edge. Let the weight of the roller run down the wall slowly pulling the roller away from the wall as you reach 50cm from the bottom of the wall. Keep your hand and the handle close to the wall as this will help you avoid applying too much pressure. Slightly overlap each layoff motion. Where possible start close to the strongest light source and then work away from it. This makes it easier to pick up any missed patches.

## Rolling ceilings

Follow steps as for walls, finishing off along the line of light from windows.

## Roller care

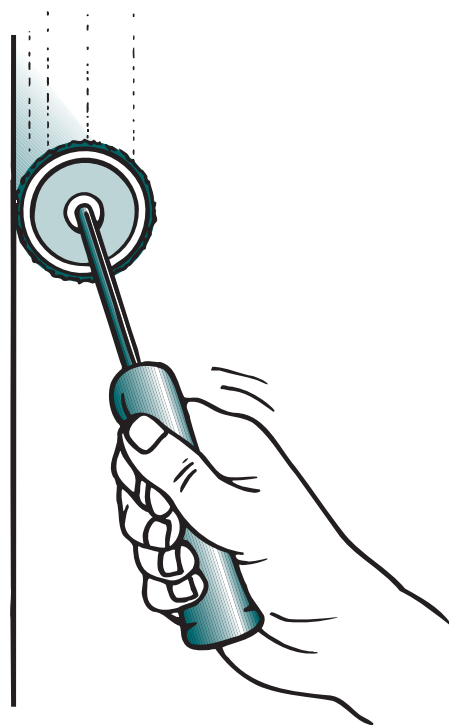
- If you wish to take a break, make sure you stop painting at a natural break in the wall or ceiling, such as a corner. Submerge the roller head in the paint that is in your roller tray, then put a plastic bag around the entire roller tray and seal it. This will keep your roller wet ready for painting when you have finished your break, and it will save you unnecessarily washing your roller.
- Wash rollers and trays immediately after you've finished painting. When the job is finished roll out as much excess paint from the sleeve as possible and immerse in a bucket of water working through the pile with your fingers. Repeat this process in successive buckets of water until clean and dry the sleeve naturally. Dispose of the soiled water in the garden, not the drain.

You would normally discard foam sleeves after applying solventbased paints as they are time consuming and expensive to clean.

- Once clean, store roller sleeves upright to avoid flattening the pile.

## General advice

Resene paint labels carry full instructions on surface preparation and advice on paint application. Please read these instructions carefully before commencing work. Always stir the paint thoroughly before use. Contact your local Resene ColorShop or Reseller if you need further advice.



***Laying off: Let the weight of the roller run down the wall***



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# Time to Hire a Professional Architect, Designer or Colour Consultant?

*If you are planning to undertake more than cosmetic changes, professional architects and designers can add an extra dimension to your project through their knowledge of building materials and processes and their unique combination of design and project management skills.*

## The benefits

*The right design professional will provide:*

- A complete design service transforming your ideas and dreams into reality.
- Advice on regulations and bylaws that must be adhered to such as the Building Code and Resource Management Act.
- Experience in project management, including contractor management, running tenders and balancing legal issues, which will save you time and energy.

More importantly, by combining all of the above skills, the right design professional will minimise stress by helping you achieve your desired result. One of the most important functions of a design professional is their objectivity - literally their ability to sit back and objectively discuss your project with you. When you are planning changes to your home, it is easy to become too focused on the smaller details of the project rather than seeing the big picture. The design professional will be a useful 'sounding board' for your ideas and ensure that all elements of the design work cohesively together.

An experienced colour consultant can help you explore broader colour options with confidence and bring together your favourite colour options into a harmonious palette. While colour consultancy professionals will not generally assist in the technical aspects of the project they will often team with other design professionals to give a holistic service if the customer requests this.

To get the best quality job you need to hire the best people. Make sure the design professionals who work on your home are experienced professionals by checking their references and other projects they have completed.

## Get involved and stay involved

Hiring a design professional is not your cue to sit back and relax. The more you put into the project, the better the final result will be. Work with your design professional and you will achieve a better result than simply issuing them instructions and leaving them to do the work on their own. It is critical that you hire a design professional you will find easy to work with, and with whom you have a rapport and understanding as you will need to work as a team to get your project completed. Ask yourself whether you like the designer as a person - if the answer is no, don't hire them! Don't be tempted to hire a design professional that you feel uncomfortable with - choose someone that suits your own style and personality.

Of course, they also need the technical and creative skills to complete your project. Ask friends, family and neighbours for personal recommendations or contact professional societies for recommendations. Once you have reduced the potential candidates to a shortlist of 3-4 design professionals, arrange a meeting with each so that you can choose the right design professional for you. Check the references of any design professionals you are interested in and arrange to view their portfolio and/or visit other projects they have completed that are similar to yours. If possible, seek a second opinion from a trusted source who has recently employed the professional.

The initial meeting with the design professional should include all those in your household involved in the project. This is your opportunity to table all of your collective ideas and minimises confusion and disappointment later. Often two partners will have different views of the project that may only come to light when agreeing on the scope of the project with the design professional.

***The design professional you hire will have a major impact on the final result you achieve, so take the time to choose the right person.***

## Be honest

Set a budget for your project and be upfront about the amount you have budgeted to spend. Be specific about what you wish to achieve and any preferences you have. Some design professionals may not be able to achieve the desired results within the budget you have set - it is better to know this at the start! There is no point hiring someone outside your budget as it will simply lead to heartache or larger bills later.

## Get a quote

Ask the shortlisted design professionals to prepare a quote for the work. The quote should include their understanding of the complete project, what their role in the project will be and a suggested payment schedule.

Request initial sketch plans to give you an insight into how the design professional views your project. This will assist you to assess their suitability for your project.



Don't be afraid to question. Good design professionals will outline their plans for the project. Question anything you do not understand, otherwise you may be agreeing to, and potentially paying for, unnecessary and undesired features.

## **Get it in writing**

Record all agreements in writing, including the quote, scope of the work, payment schedule, your initial budget and any other specific agreements you have made. These may be needed if something goes wrong at a later stage.

## **This is just the beginning**

Design professionals will typically follow a design process that includes initial meetings with you to discuss your needs, writing and confirmation of a brief, an information gathering process focusing on the site and proposed project, development and refinement of potential concepts through to working drawings, running tenders on your behalf and management of contractors.

Remember, the work does not stop once you have selected your design professional. The more you put into your project, the more likely the design professional will be able to translate your dreams into three dimensional reality. Feedback is also an important part of the design process. Each project you undertake will be a learning curve not only for you, but also for your design professional. Debriefing the project is important, particularly if you plan to undertake more design projects in the future.

## **A note on architects**

Most New Zealand architects belong to the New Zealand Institute of Architects. In New Zealand, it is illegal to call oneself an 'architect' unless you are registered by the Architects Education and Registration Board and have met academic and practical experience standards.



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# Brushstrokes

## Getting Started with Paintbrushes

*It takes time to become good, accurate and fast with a paintbrush. Have patience with yourself if you're just starting out. Work on your quality first, then on speed. This way you will speed up your quality work rather than start and speed up sloppy work.*

Nylon and nylon/polyester blend brushes are excellent for waterbased products because they hold their shape and resiliency. They are easy to clean and their filament will not soften and become limp. Solventbased paints should be applied with a natural bristle brush.

### **Two points are critical when selecting a paintbrush:**

- the surface you are planning to paint, and
- the type of paint being used.

Refer to the information on the Resene brush stand or Resene ColorShop or Reseller staff to determine the right paintbrush for your project.

It is generally best to use a variety of brush sizes - you will get better results and save time and effort. For example:

- Use a 88-100mm wide flat brush with a thickness of 18-25mm for large exterior surfaces.
- Use a 75mm wide flat brush for interior walls and ceilings.
- Use a brush with a tapered edge for cutting in corners.
- Use a 25-63mm brush for trim and joinery.

### **Applying paint by brush**

While the paintbrush is still clean, work it back and forth across your open fingers to remove any dust, dirt, loose bristles or unwanted particles. Lightly moisten the brush with water before applying waterbased paints to help you apply the paint more evenly.

Hold your paintbrush like you would a pencil, near the base of the bristles, for a comfortable, controlled grip. Dip one-third to one-half the length of the bristles into the paint can, then tap (not wipe!) the paintbrush against the side of the paint can.

If you are working with a full paint can, pour half of the can of paint into a second clean paint can and work from that. Seal the original container for use later. You will find applying the paint and tapping the paintbrush much easier with a partially emptied can.

Paint with the tips of your paintbrush, not the sides. Hold the paintbrush at about a 45° angle to the surface and work mostly with your wrist rather than your arms and shoulders. Apply the paint in long light vertical strokes on walls and ceilings, lifting the brush up gradually at the end of each stroke. When painting timber, always paint in the direction of the wood grain. Paint exterior surfaces from the top toward the ground.

To avoid lap marks, brush towards the unpainted area and then back into the just-painted surface. This technique (brushing from 'wet to dry') will produce a smooth uniform appearance.

Avoid excessive re-brushing when using waterbased paints, especially semi-gloss or gloss finishes. A few strokes per waterbased paint brushload will achieve a thick paint film with good hiding.

If your brushing strokes become stiff, sticky, or non-flowing, you may need to thin the paint a little. Use the thinner recommended on your paint container.

Wrap the bristles and ferrule in a piece of gladwrap while you take breaks and cover the paint container. This will keep the paintbrush moist and ready to use after you have rested.

### **Cutting in**

'Cutting in' refers to the application of paint to areas where one area of paint meets another, such as where the walls meet ceilings or floors. As rollers cannot reach into these areas, brushes (generally 38-50mm) must be used.

To cut in, paint the edge of the area you are painting with a brush, then roll the large surface area taking the roller as close to the edge as possible to minimise the difference in appearance between the brushed and rolled area.

*If you are new to DIY, it is a good idea to mask off the edge of the adjacent area with low tack masking tape to avoid painting the adjacent area or you can hold a straight edge where the two areas meet and cut in to the edge of the straight edge. Make sure you remove the masking tape before the paint dries.*

### **Mastering skirting boards**

Apply low tack masking tape to the edge of the skirting that meets the flooring to protect carpet/flooring from undesirable paint drips. If needed, apply masking tape above the skirting board to avoid overpainting onto the wall area. Alternatively a stiff piece of card may be used to protect the flooring.

Using a 25mm-50mm brush, cut in approximately 30cm along the top edge of the skirting board, then cut in the bottom edge by the same distance. Paint the middle then lay-off left to right. Remove the masking tape before the paint dries. The middle portion of the skirting board may be painted with a small roller if preferred. If right handed it is generally best to work from right to left, if left handed, work the opposite direction.



Skirting boards are usually prone to damage from foot traffic and machinery such as vacuum cleaners. The addition of a clear protective glaze such as Resene Multishield+ will help protect your skirting boards.

## Creating feature walls

Mask off the adjacent walls with low tack masking tape. Cut in with a brush then apply the product by roller, taking it as close to the edge as possible to minimise the difference between the brushed edge and the body of the coating that has been rolled. Remove the masking tape before the feature wall paint is dry.

## Brush care

A top quality brush will give you a long life of excellent results, provided you take time to clean and store your brush properly. Never store a brush that has any wet paint left on it.

Don't soak brushes in water, commercial cleaners or paint as they will lose their shape and it may destroy the bristle setting.

Use Resene Brush Cleaner or Resene Polythane Brush Cleaner to assist in the cleaning process following the instructions on the product label.

### Bristle brushes

Clean as soon as possible after use. Follow the instructions on the paint can to select the correct cleaning solvent, then:

- Work the cleaning solvent through the bristles, dipping up and down to the ferrule.
- Shake excess cleaner out of the brush after the final rinsing.
- Dry the brush with paper towels to remove as much thinner and residual paint as possible. Use a brush comb to remove stubborn paint residue and straighten the bristles.
- Dry the brush thoroughly and store in the brush keeper to help the bristles retain their shape.

### Nylon/polyester brushes

These are usually used with waterbased paints (when used with solventbased paints, follow the cleaning directions outlined under Bristle Brushes).

- Clean in warm or hot soapy water. Multiple washes may be needed.
- Rinse in a clean container full of clean water.
- Use a brush comb to remove stubborn paint residue and straighten the bristles.
- Dry the brush thoroughly and store in the brush keeper to help the bristles retain their shape.

Occasionally, a bath of thinner or mineral spirits, followed by washing in warm soapy water and rinsing in clean water may be necessary.

Mis-shapen nylon/polyester brushes can be reshaped by hand after soaking in very hot water. Wear protective gloves.

Store brushes by hanging them. Never store a brush on its tips as this damages the bristles.

## General advice

Resene paint labels carry full instructions on surface preparation and advice on paint application. Please read these instructions carefully before commencing work. Always stir the paint thoroughly before use. Contact your local Resene ColorShop or Reseller if you need further advice.



**Wrap the brush  
between painting sessions**



**Seal the can with cling film  
to stop a skin forming**



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# How does the Consumer Guarantees Act affect you?

*This information is intended as a guideline only - refer to the Consumer Guarantees Act for further information.*

## Your rights under the Consumer Guarantees Act

The Consumer Guarantees Act says that any work done for a consumer must meet four guarantees.

- The work will be carried out with reasonable care and skill.
- The work will be fit for any particular purpose that you have told the contractor about.
- If the time for completing the work has not been agreed, the work will be carried out within a reasonable time.
- If the price for the work has not been agreed, the price charged will be a reasonable price for the work done.

### Guarantee 1 - reasonable care and skill

Reasonable care and skill is the care and skill other competent contractors doing the same work would use. Your contractor should have the skills and use the same care to complete the job and achieve the purpose desired by you without causing damage.



*E.g. If a painter paints over flaking paint and six months later the new paint starts to flake, this would be judged a lack of care and skill.*

### Guarantee 2 - work will be fit for purpose

Work is fit for purpose when it achieves the specific result/s you have specified. If the contractor cannot achieve the specific result/s desired, they must tell you before they start the job.

If the purpose you want to achieve is normal then you do not have to specifically state it. Where the result wanted is less ordinary you must let the contractor know exactly what you want.

*E.g. You decide to obtain prices for new wallpapers for your home and really like feature borders and dado effects. Even though the unit prices for wallpapers are similar, you must tell the contractor exactly what you want.*

We recommend you ask the contractor to write down exactly what they have agreed to do in a written quote or contract to avoid any debate later.

If they don't have the skills required to do the job successfully, they must make sure you know this. It pays to hire the right person for the job - if a contractor tells you they do not have the skills to do the job required, find someone who does have the right skills.

*E.g. You ask a contractor to apply a feature metallic coating on your home. They have no experience and advise you to hire a specialist coatings applicator. You ask them to do the work anyway. As they have told you that they may not have the specialist skills needed, you will not be able to claim that the work was not fit for the purpose.*

If you ask the contractor to use the cheapest option, such as applying one topcoat in place of two, the result won't be as good as if you were prepared to pay for the full two topcoats. The contractor must still guarantee the quality of the work they do complete but there will be a lower expectation on the work. You cannot expect a one topcoat system to last as long as the recommended two topcoat system would.

*E.g. You ask the contractor to put only one topcoat on your house as you plan to sell it. The contractor will probably get your agreement in writing that they have applied one topcoat as requested but in their opinion the paint system needs a second topcoat to be fit for purpose. This protects them when the paint does not last as long as two topcoats would have.*

### Guarantee 3 - work must be completed in a reasonable time

If you haven't specifically agreed with the contractor when the job will be completed the Consumer Guarantees Act says that the work must be finished within a reasonable time - i.e. the average time that would be taken by other competent contractors doing the same job. If you have discussed when the work will be done or written it into the quote or contract then that is your agreement.

*E.g. You engage a painter to repaint your house over summer, but two months after starting, other jobs seem more urgent and autumn is fast approaching. You can ask for urgency as the work is clearly not being undertaken in a reasonable time.*

### Guarantee 4 - work must be completed for a reasonable price

If you have agreed on price via a quote, estimate or hourly rate, then that is your agreement on the price. If not, the contractor must charge a reasonable price - i.e. a price about the same as the price most other competent contractors would charge for the same work. As the customer you can refuse to pay more than a reasonable price.

*E.g. You hire a contractor to get your front door painted. The cost of the job is not discussed. The painter applies two coats and charges \$150 for labour, but you ring three other painters who say they would charge \$70 - \$90. You may tell the painter you are only going to pay \$90 for the painting, as that is a reasonable price.*

## The Consumer Guarantees Act offers you protection if things go wrong

If things go wrong, your rights depend on how serious the problem is. Generally you can claim for:

- Problems that can be fixed;
- Serious problems or problems that can't be fixed;
- Damage and loss caused by the problem.

### Give the Contractor a chance to fix the problem

You must give the contractor a chance to fix the problem in a 'reasonable time' unless it is a serious problem. A 'reasonable time' will depend on the nature of the problem. If the new room extensions are leaking, a 'reasonable time' will be a few hours. In contrast, if you have difficulty opening a freshly painted window, a 'reasonable time' may be a few days.

If the contractor refuses to fix it or takes an unreasonably long time, you can ask someone else to fix the problem and ask the contractor to pay the reasonable cost of the repair job. You do not have to provide quotes before getting it fixed. If the contractor believes the repair cost is unreasonable, they need to prove this.

If you do not give the contractor the opportunity to fix the problem first, they do not have to pay the cost of repairs done by someone else. If the contractor is too busy to do the work, they can arrange for someone else to complete it on their behalf.

### Cancelling the contract should be a last resort

If the problem is serious or can't be fixed you can cancel the contract and refuse to pay for the work or pay less than the agreed price (if you have already paid you can claim all or some of your money back); or you can claim compensation because the work completed is not worth the price you have paid for it. If you cancel the contract, advise the contractor in writing. A letter posted to their address is considered reasonable notification.

Once the contract is cancelled the contractor will cease work, regardless of whether the job is complete. You will have the right to keep any materials supplied but will normally need to pay the cost of these materials. If you refuse, the contractor can take a case to the Disputes Tribunal or to Court to claim the cost of the materials. Similarly if you have paid for the complete job and the contractor refuses to refund you any money you can go to the Disputes Tribunal or to Court to claim back the labour cost for the job.

Contractors may have a Romalpa clause that they have written into their contract that allows them to keep ownership of parts or materials until you have paid in full for the work done. Romalpa clauses are only effective where the work is problem-free and you, the customer, refuse to pay. If you cancel the contract because the work has failed to meet one of the guarantees in the Consumer Guarantees Act the contractor cannot invoke the Romalpa Clause and repossess any parts or materials until the dispute over the work done is settled.

To use a Romalpa clause the contractor must clearly advise you that the goods can be repossessed, get you to acknowledge this in writing, and give you a copy of the repossession clause.

If only a portion of the work is sub-standard, the contractor and customer will need to reach an agreement that the customer will pay for the work that was done properly.

***E.g. If a painter paints your house and shed and the house painting is fine but paint is flaking off the shed within a fortnight, you will be expected to pay for the house painting, but would not need to pay for the shed painting until the job is completed properly. The contractor could take you to the Disputes Tribunal if you refuse to pay for the house painting.***

If the problem is serious or can't be fixed you have the choice of claiming compensation or cancelling the contract and paying less for the work done.

The contractor is responsible for paying for any foreseeable damage or other losses that they cause. They are also responsible for any additional costs you may face that are directly related to a problem the contractor has caused. Responsibility is limited to damage that is foreseeable.

***E.g. If the painter spills paint on your car, you can ask the painter to pay for the car to be fixed and for transport costs while the car is being fixed.***

The Consumer Guarantees Act provides protection against poor workmanship, products and services. You can also protect yourself by ensuring all agreements are in writing. It is best to try to resolve all problems as soon as they occur, rather than allowing the problem to fester and grow. Generally, most problems can be resolved through open and honest discussions between both parties. It is in no-one's interest to let the problem grow to the point it must be resolved in court.

While most reputable professional contractors will generally have public liability insurance, it is well worth checking before you hire anyone that they have appropriate insurance should things go wrong.



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# What Makes a Good Home?

*A good home is one that you can't wait to go back to. It is instantly welcoming, with a personality that grabs you the moment you walk through the front door, and perhaps even the moment you turn into the driveway.*

*When making your home your own, don't be afraid to go with your own sense of style and your convictions - after all, you are the person who will have to live there.*

*While houses in lifestyle magazines may be appealing, the beautiful furnishings may not be appropriate in a home with a large number of energetic children and large pets.*

*There are some universal rules to home design to guide you on your decorating endeavours, but remember to stamp your personality on each.*



## Develop a theme

Pick a theme and be true to it. If you are striving for a traditional theme, use materials, textures and colours that are true to this style.

Maintaining a theme throughout your home's exterior and interior will help you develop a harmonious and balanced living environment. Once you have selected your theme, your decorating decisions will be simplified because you will have a unifying theme guiding your decisions. For example, the addition of complicated fretwork may enhance the appearance of your villa but look out of place on a modern plaster home.

Use your theme to inspire your decorating choices, but don't be a slave to your theme when it comes to selecting appliances - remember that you will have to live in the completed home and while authenticity is nice to look at, you may regret that old-fashioned washing machine later!

## Harmonise with the environment

Stamping your individual style on a home is one way of making it your own, but don't forget that a good home should complement the site and environment. Look around your home - this is the wider environment you have to work with. A brightly painted home may not be appropriate in a street full of neutrally painted villas.

## Accent the positive

Use accents on your home's exterior and in each interior room. Aim for a focal point in each area and develop the room or exterior around this. Typically the focal point in a dining room would be the table, in a bedroom it would be the bed and duvet, while the focal point on an exterior may simply be the brightly painted front door.

## Go with the flow

A good home is designed to allow easy movement from one area to another, usually dictating that like rooms should be located in clusters. It is logical that the kitchen, dining and living room be located close together to allow guests to move easily between the three areas, while the bedrooms will be located in a quieter part of the house.

When planning your budget, plan to spend the most on those items that are most important to you and that are used most often. Don't skimp on items such as driveways or benchtops - you will only end up paying more in the long run if you need to repair inferior quality products. Remember, you can always add more luxurious furniture later, but it will be harder to change more permanent fixtures.

Decide on the extent of your project before you start. If necessary break large projects into smaller more manageable chunks of work. If you don't set any limits for yourself, you'll spend months and months surrounded by paint cans, half-stripped wallpaper and fractured nerves.

When painting interiors, it is often better to move furniture out of 1-2 rooms and paint them, then move items back into the newly painted areas before continuing onto other interior areas, rather than trying to do everything at once.

## Make the most of the information available to you

Resene have a wide range of information available to you to help you make the right decorating choices. Either pick up brochures in-store or explore the over 1000 pages of information on the Resene website [www.resene.co.nz](http://www.resene.co.nz) (NZ) or [www.resene.com.au](http://www.resene.com.au) (AUST).

*Once you have decided that you wish to redecorate, one of the first major decisions you will need to make is whether you wish to do it yourself or hire a professional contractor to do the work on your behalf.*



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# How to Clean Brushes and Rollers without Polluting the Environment

## An easy to use cleaning system

***This system is based on the use of two containers in which brushes, roller sleeves and other equipment are first washed and then rinsed. By rotating the containers the solids in the paint are separated from the liquid making it easier to dispose of each component.***

This system will work well for both waterbased and solventbased (oil or alkyd) paints. For solventbased paints use mineral turpentine and any other paint solvent recommended by your local Resene ColorShop or Reseller.

### ***Follow these steps:***

In the case of waterbased paints:

- At the end of the job wipe or squeeze excess paint onto an absorbent material such as old rags, shredded newspapers or cardboard boxes.
- Allow to dry and dispose of with household waste.
- Wash brushes, rollers and other equipment with water in a 20 litre or similar sized container.
- The most effective method is to use a roller spinner.
- Transfer the washed equipment to a second container filled with clean water for a final rinse.
- Place lids on the containers or cover in some other secure manner and allow to stand overnight.

By morning the paint solids in the first container will have settled down to the bottom of the container. The clear water from this container may now be poured onto the garden or any grassed or open area away from streams, rivers or lakes, where it can be absorbed into the ground.

### ***Now to dispose of the paint solids at the bottom of the first container.***

Scrape the paint solids out onto absorbent material such as old rags, shredded newspapers or cardboard boxes. Allow to dry, then place in a plastic bag and dispose of with the household rubbish or take directly to the nearest council tip.

### ***The second container now can be used as the first wash. Use this rotation system until the job is completed.***

In the case of solventbased paints, follow the same procedures as for waterbased paints but with these exceptions:

- Use solvents to wash equipment.
- Allow the first container to stand at least 24 hours as it will take this long for the paint solids to settle.
- Do not pour the clear solvent onto the ground - use it to top up the second container or decant and keep for future use.
- Use the least amount of solvent.

## Caution

Never allow waste water or chemical solvents from washed paint equipment to enter household or storm water drains or sewers. The waste may find its way into natural waterways where it can reduce oxygen levels and threaten the survival of fish and other aquatic organisms.

## Planning ahead

It's a good idea to keep a container of 'dirty turps' on hand for cleaning purposes. Kept in the original container and in a safe place, you will be able to reuse the solvent time and time again. Remember not to shake it up as this will disturb the paint solids, which will have settled to the bottom of the container.

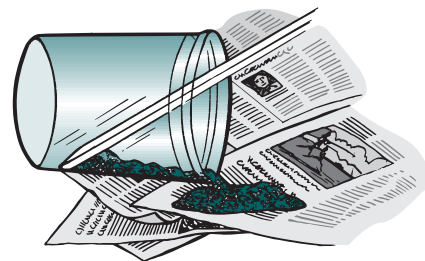
## Tips for dealing with spills

If paint is accidentally spilt, clean it up as best as you can with a cloth or newspaper. Then treat with Resene Emulsifiable Solvent Cleaner and rinse with water. By treating the spilt paint with Resene Emulsifiable Solvent Cleaner before washing down you will save solvent and give yourself less work to do.

## When moving from one worksite to another

A plastic pail with a tight fitting lid is ideal for the short term storage and transport of brushes and roller sleeves. Fill this pail about halfway with water so that brushes etc are covered. This will save you from having to clean brushes and rollers whenever work is interrupted.

Wrapping a paint brush in cling wrap will prevent the paint drying on the brush while you take a lunch break. Similarly put your roller into a plastic bag and tape it around the handle or submerge the roller in the paint in your roller tray to keep the paint moist during your break.



***Allow solids to settle***



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# How to Dispose of Leftover Paint Without Polluting the Environment



## Store out of reach of children

Add an absorbent material (e.g. cat litter) to the remaining residue until it becomes dry. Finally, contact your local Council for guidance on disposal.

Metal paint cans are recyclable when empty. Allow paint residues to dry out, then place in an approved recycling bin - contact your local Council for guidance.

Don't puncture aerosol cans or throw into an incinerator. Empty aerosols by spraying into an old cardboard box. Dispose of box and can as household waste.

Most plastic paint containers are recyclable but paint residues must be removed. This is best accomplished by scraping the wet paint out.

Most local Councils will also allow empty paint containers, containing dry residue, to be disposed of in the weekly household rubbish collection. However it is advisable to check first. Remember to leave the lid off so that the refuse remover can see that the paint has hardened.

*When purchasing paint remember to work out the exact amount required for the job. Buy only what you need. Resene staff can assist you estimate the amount of paint you'll require. Ask your Resene ColorShop for assistance.*

*The best and easiest way to dispose of left over paint is to use it all up. Apply another coat or touch up as needed.*

Disposing of paint correctly is important otherwise harmful components may be discharged into groundwater or streams affecting other living animals, fish or plants.

Leftover paint can be given to someone else who has a need for the product. Make sure that any product you 'donate' is in its original container and has its label intact. Alternatively left-over paint can be saved for touch-up for years depending on how much paint has been left in the container and how securely the lid has been replaced. By storing the paint can upside down the paint creates an air proof seal around the lid. Store away from extreme heat and extreme cold. Store out of reach of children.

Waterbased paints can be left to dry by removing the lid and allowing the left-over paint to dry. This should be done in an area that is well away from children and animals. Allow the paint to dry completely.

**Properly sealed solvents and thinners have an almost unlimited shelf life. Keep and use.**

Solventbased paints require special disposal practices. They are also ignitable and present other hazards. These products must never be poured down storm drains, the household sink (especially if you have a septic tank), or on the ground.

Solventbased paint (also referred to as alkyd or oil-based) should be disposed of as a household hazardous waste. Hold for a 'Household Hazardous Waste Collection Day'. If your local community does not undertake such programmes, contact your local Council for disposal guidance.

Paint thinners, turpentine, mineral spirits and solvents should never be poured down a drain or the storm sewer. With the following simple steps, you can re-use these types of products. Let used turpentine or brush cleaners sit in a closed container until the paint particles settle out. Then pour off the clear liquid, which can be re-used.



**Allow solids from turps to settle then re-use**

## Remember: left-over paint

- Use it.
- Donate it.
- Save it for touch-up later or use as a basecoat for another job.

Don't mix acrylic and solventbased paints. If mixed, paint cannot be re-blended or re-used.



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# How Much Paint Do I Need?

**To determine how much paint you need for your project you will need the following information:**

1. Surface area of the surface(s) to be painted (excluding areas where there are windows, doors etc).
2. Spreading rate of the paint being used.
3. The number of coats required.

**Once you have the above information, you can calculate the amount required as follows:**

Total surface area (in square metres)

**DIVIDED BY**

Spreading rate of paint (in square metres per litre)

**MULTIPLIED BY**

Number of coats

**EQUALS**

Total litres required

**Porous, rough and textured surfaces (e.g. corrugated iron or rough plaster) will require more paint.**

## For example

1. To paint the living room walls excluding the ceiling. The walls are 3 metres high, each wall is approx 4 metres in width, and windows and doors make up approx 0.5 of a metre of each wall leaving a paintable surface of 3.5 metres per wall. The surface area to paint is therefore 14 metres (4 walls x 3.5 metres each) x 3 metres high = 42 square metres.
2. The walls are currently painted and are in good condition. Resene Zylone SpaceCote is the selected paint system. The can label and data sheet tells us that it has a theoretical spreading rate of 11 square metres per litre. (You can also get spreading rate information from the Resene website (check out the Product Data Sheet section)).
3. As the walls are previously painted and in good condition, only 2 coats of Resene SpaceCote are required.

**The amount of paint required is therefore:**

Surface area: 42 square metres

**DIVIDED BY**

Spreading rate: 11 square metres per litre

**MULTIPLIED BY**

Number of coats: 2 coats

**EQUALS**

42/11 x 2 = 7.6 Litres



Worksheet	Example	Your Project
<b>Surface</b>	42m <sup>2</sup>	_____ m <sup>2</sup>
<b>Spreading rate per litre</b>	÷ 11m <sup>2</sup> /L	÷ _____ m <sup>2</sup> /L
<b>Number of coats</b>	x 2	x _____
<b>Total paint required</b>	= 7.6 litres	= _____ litres

This tells us that 7.6 litres of paint is required to paint two coats onto the living room walls. The best idea would then be to purchase 8 litres giving enough paint to complete the job and sufficient to go back if touch up is required later.

To make calculating your paint requirements even easier, the Resene website includes a paint calculator. Let your mouse help you with the calculations by visiting [www.resene.co.nz/homeown/probsolv/prob1.htm](http://www.resene.co.nz/homeown/probsolv/prob1.htm).



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