

Home Renovations

A Tradie's Story

“Challenges, security and satisfaction” are the three elements that keep roofer Mark Bartley coming back to Cape Cod sub-contract jobs above all other builders, and have done so for 33 years.

Mark, who started as a roofer in 1980 and went into business for himself in 1987, firmly believes that anyone trying to decide on a builder only has to talk to the sub-contractors in the industry to sort the wheat from the chaff.

“When a builder is a good payer doing quality work they have no trouble getting good tradesmen,” Mark said, adding that in 33 years he has never been paid late.

“Basically they look after their people because they're smart enough to know they get it back two-fold from the tradesmen. There are no corners cut, either on their part or by the subbies, who know that if they don't perform there's a queue of others waiting to take their place.”

In terms of “challenges”, Mark said that the very nature of renovation work ensures there are always plenty of those.

“First and second floor extensions on every conceivable type of house mean that we never know what we are going to find or have to deal with tomorrow,” Mark said.

“In fact, I'd be one of the few roofers in Sydney with a slater in my team.

”Last year we did a massive roof that included metal roofing, tiles, metal box guttersA bit of everything.

“About 10 years ago we did Paul Hogan's Vaucluse house and the challenge for me personally was to keep my blokes on the roof working because Hoges was there, walking around and keen for a chat. He said he liked talking to real people.”

“Satisfaction” for Mark not only comes from a job well done, but from a job that goes beyond what is expected – often beyond what's in the contract.

“Recently we were finishing off a first floor extension, working on the existing roof, when we found a pre-existing problem. It wasn't Cape Cod's problem but because we were there anyway they just told us to fix it and I'm pretty sure they even wore our costs.

“That's the sort of company they are and because of it I sleep very well at night knowing that there's never a job coming back to bite me.”

With Bartley Roofing completing close to 100 roofing jobs annually for Cape Cod, one could be forgiven for thinking it might all become a bit boring, but Mark said nothing could be further from the truth.

“The company is continually re-inventing itself and challenging us to do things differently, better.

Roofer Reveals How To Choose A Good Builder



“If there's a proven new process you can bet that the Managing Director, Robert Moerman is on top of it, particularly in areas such as heating and cooling.

“In fact, since he and his business partner Paul took over seven years ago, they have taken the company to a whole new level with better work practices, new ways of doing things, more supervisors, more teams of builders and better WHS standards.

“Indicative of Robert's approach is his insistence that we not only treat the clients with respect and courtesy, as you would expect, but that we go out of our way not to disrupt the immediate neighbours of a given project.

“Rob is big on the attitude of his tradesmen. Any sign of disrespect on the job and you're gone.

“Because we are involved in large additions to existing homes, issues such as site access and noise are always going to be a problem, particularly in the eastern suburbs, so you can see how this sort of approach is absolutely essential.

30-year roofing veteran Mark Bartley (above) had trouble keeping his team concentrating when Cape Cod re-roofed Paul Hogan's multi-million dollar Vaucluse House.



“And the fact that a great percentage of Cape Cod's work comes from referrals, or from people who have watched a neighbouring project progress, indicates that it's a policy with tangible benefits as well.”