

Home Handover Manual

South Australia



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1. HANDOVER PACKAGE

Dear

Congratulations on your new home!

Included in this folder are your warranties and certificates for your property and a manual which contains some useful information on maintaining your home.

If there are any build defect warranty issues within the first three (3) month period after the Practical Completion date please follow the instructions in Section 7 - "Reporting A Defect".

This manual also includes a list of suppliers with the relevant contact details who should be contacted if reporting an emergency outside of our normal office hours. Please see Section 8
- "Reporting An Urgent Defect".

For any warranty issues relating to any appliances, please refer to Section 9 - "Warranty Information".

Under normal circumstances you are provided with a structural guarantee for your property by the builder for a period of 5 years in SA from the date of practical completion. Homecorp Constructions also offers a lifetime structural guarantee with our homes*.

***This guarantee is subject to certain terms and conditions and only available to those contracts that contains a lifestyle guarantee special condition. If your contract contains this special condition, we refer you to our "lifetime structural guarantee" section to see if the guarantee applies to your property.**

We strongly recommend the use of the contractors listed on the "Warranty Information" page to ensure that all workmanship is upheld to the same standard and any issues are fixed in compliance with suppliers/manufacture's warranty (if applicable). By doing this, warranties are not voided and the maintenance costs for you are potentially reduced. Homecorp Constructions are not liable for costs if the correct process has not been followed.

PLEASE FIND BELOW SOME KEY DATES TO REMEMBER

Date of Practical Completion:

.....

Your Warranty period expiry date:

.....

Your Structural Warranty expiry date:

.....

We trust you have enjoyed building with us and wish you all the best.

HEMOCORP CONSTRUCTIONS PTY LTD



2. MAINTAINING YOUR NEW HOME

MAINTENANCE MANUALS

As part of your handover you will receive a number of maintenance manuals. Please familiarise yourself with these manuals as they contain useful information, warranty documentation and troubleshooting guides.

FOUNDATIONS & FOOTINGS

The foundations and footings have been designed by a qualified engineer to suit the local soil conditions. Concrete surface cracking may occur and does appear in all types of concrete due to the curing process. These cracks do not affect the strength of concrete and minor slab movement over time may lead to some minor cracking. This minor cracking does not affect the structural integrity of your foundations.

FOUNDATION AND SITE DRAINAGE - MAINTENANCE AFTER OCCUPATION

The contractor is not responsible for foundation movements caused by activities that were not evident at the time of entering into the contract or as a variation to that contract, or that are undertaken by the owner. These include paving, landscaping, planting trees and drainage works after the site is handed over to the owner. The contractor is not responsible for foundation movements caused by the owner's failure to maintain drainage systems after the site is handed over to the owner.

Please refer to the CSIRO Foundation Maintenance and Footing Performance: A Homeowner's Guide.

FENCING

COLORBOND Good Neighbour Fencing has been installed as the external fencing of your home. Simple maintenance by periodically washing with clean, fresh water will prolong its life. A soft broom should be sufficient to remove any cobwebs. Do not build up soil or garden fill against the bottom rail of your fence as this will retain water and lead to corrosion. Do not use your fence as a retaining wall as it is not designed for this purpose.

It is important that you note any fence defects on your final Defect checklist before handover takes place. Fencing that moves as a result of land movement is not considered a build defect.

WINDOWS

We use low maintenance aluminium windows. To ensure they function correctly it is necessary to clean the window tracks and occasionally apply lubricant. It is recommended to spray any window lock barrels with silicon spray to maintain smooth operation of your window keys every 6 months.

GLAZING

Within the first 3 months after completion of the work, scratches, fractures, chips or other blemishes on glazing and mirrors are defects if they are caused by the contractor and can be seen from a normal viewing position (3000mm from Window). Minor scratches, fractures,

chips or other blemishes that are not more than 10 mm long and where there are not more than three blemishes per pane, are not defects. If your windows contain a Low-E coating, do not use metallic based cleaning objects such as scourers or abrasive cleaners. Clean with soapy water and carefully clean with a soft lint free cloth.

CONDENSATION

Condensation is a common problem in buildings, particularly in bathrooms and laundries, and can occur on windows, under unlined roofs or elsewhere. Where the requirements of the BCA have been complied with, the responsibility for controlling condensation by maintaining adequate ventilation through the installation and use of exhaust fans or other means is the responsibility of the owner.

CERAMIC TILING

The junctions of wall tiles and bench tops, bath and shower bases have a flexible silicone seal installed to absorb any settlement movement. When the house settles this silicone may need to be replaced in accordance with general maintenance of your home. Use of cleaning agents gradually deteriorates the silicone and is not considered a building defect. Floor tiling grout may experience minor cracking again due to settlement and can be replaced in the cosmetic maintenance of your new home. This is not considered to be a building defect.

In renovation, alteration or repair work where new tiles are to be used to match existing tiles, it may be impossible to match the new to existing work. The use of a tile that is slightly different in colour, size, texture etc. Is not a defect. Where non-matching tiles have to be used, a joint location such as the aluminium channel of a shower screen, a separating doorway, an intersecting wall, a change in wall direction or similar should be selected to separate the different tiles.

Within 3 months of completion of the work tiles are defective if they are cracked, pitted, chipped, scratched, or loose unless such cracking, pitting, chipping or scratching has been caused by actions or inactions of the owner or others outside of the contractor's control. Within 5 years from the completion of the work, cracked, pitted, chipped, scratched or loose tiles are defective if they allow water penetration into the building, or compromises the health and safety of those who use the building.

PAINT

Paint is a very important component of your new home and regular maintenance including repainting can add to the longevity of the products supplied.

Internal Painting

Washable paint has been used; do not use harsh abrasives, stiff scrubbing brushes or caustic preparations. These will polish the surface resulting in obvious highlights. Always wash the surface with warm water and only a small amount of mild detergent and use a soft white cloth.

External Painting

To maintain exterior quality it is recommended to wash down regularly. Always use soft bristle brushes, cloths and a mild detergent. Never allow detergent to dry on the house and rinse thoroughly.

SURFACE FINISH OF PAINTWORK

Within the first 12 months after completion of the work, paintwork is defective if application defects or blemishes such as paint runs, paint sags, wrinkling, dust, bare or starved painted areas, colour variations, irregular and coarse brush marks, sanding marks, blistering, uniformity of gloss level and other irregularities are visible in the surface from a normal viewing position (1500mm from wall). Within the first 12 months after completion of the work, excessive over-painting of fittings, trims, skirtings, architraves, glazing and other finished edges is a defect.

PEST CONTROL

We install a termite pest control system in all of our houses. Information on warranty and care is located in the handover folder. Maintenance of the pest control system is crucial and following the below steps is essential:

- Contact the pest control company for an annual check of the system and adopt their recommendations prior to the 12-month warranty expiry date.
- Any landscaping against the perimeter of the property must adhere to specific parameters stipulated by the manufacturer of the termite protection system.
- Do not stockpile timber or firewood against the house.
- Do not place sheds, pet housing or BBQs against the house.

ELECTRICAL

A safety switch is installed in the meter box with the circuit breakers. A faulty appliance may cause the safety switch to shut off the power supply. Please check all appliances if this occurs. There is an isolation switch for the hot plate; this is an extra switch that can be found on one of the power points or light switches in the kitchen. When replacing light bulbs ensure the bulbs are good quality as they will last longer. Blown light bulbs are not a build defect after handover.

GAS

A gas leak, whether it be minor or severe, is a very serious problem. This should be fixed immediately to avoid accidents. Signs of leaking gas include a hissing or whistling sound near gas appliances or gas lines and the presence of strong gas odour.

For gas leak please refer to “Reporting an Urgent Defect” – Gas.

APPLIANCES

The manufacturer’s warranty and guarantee cover all of these goods. Ensure you complete any documentation required and if any problems are experienced with the appliances please contact the manufacturer directly to arrange an appointment.

ROOFING

Roofing requires little maintenance. A roof should be walked on infrequently and only by treading carefully on the overlap edge. If a leak is detected, locate and repair it without delay using a professional tradesperson. For a metal roof, check for lifted flashing or capping.

Gutters must be checked regularly to ensure they are clean and free of blockages. Special attention must be given to box gutters and rain heads.

Please note: Leaks caused as a result of works carried out after handover are not the responsibility of the builder.

PLUMBING

Leaking Tap Washer Due to constant use and small obstacles in the water supply; tap washers deteriorate and require replacement at various intervals. This is considered general homeowners' maintenance.

Hot water system Gas instantaneous - If there is no hot water; the power point near the unit needs to be checked to ensure it is turned on. For further details refer to the manual supplied with the unit.
Electric Heat Pump - Please refer to the troubleshooting section of the maintenance manual provided with the unit.

Toilet Cistern The toilet also has a washer mechanism and if the water flow continues after flushing; the washer will need replacing. We recommend contacting a licensed plumber for this issue.

Sink and Basin Leaks

During early occupation the waste pipes inside the cupboards will experience for the first time the extreme hot water which results in expansion and subsequent loosening of the connection nut. If leaks occur simply tighten the nut by hand which provides effective connection. Do not over tighten with a spanner as the pipe may crack. We recommend using a qualified tradesperson. Please note: Leaks caused as a result of works carried out after handover are not the responsibility of the contractor.

DRAINAGE

Sewer

Where the sewer drains connect to the main sewer line a concrete cover is installed at ground level. Do not landscape or place obstruction over this cover as access will be required in case of blockages.

Stormwater

These drains dispose of the rainwater from the gutters and must remain free from leaf litter and debris. Surface stormwater is directed away from the footings using grated inlets which are located along the perimeter pathway. These must be regularly checked for blockages.

Water Tank

The water tank is fitted with a retention tank. This switches over to mains water when the tank is empty. It is good practice to turn off the power to the retention tank occasionally to make sure it is working (To check this, turn off at the power point and then turn on the rain water tap. If water comes out, the retention tank is working).

Gutters

To ensure efficient disposal of rainwater, remove leaves and debris from the gutters regularly. Do not hose those items into the downpipes and the stormwater drains. If leaves continually build up, a leaf guard should be installed. Continued maintenance will extend the life of the gutters. This is considered general homeowners' maintenance.

Retaining Walls

Once a retaining wall is in place, it is important to keep the area well-drained to prevent moisture sitting at the footings. Water ingress coming from the neighbouring property - this is not a build defect warranty claim and will need to be addressed directly with your neighbours and local council for a resolution.

AIR CONDITIONING

The air conditioning unit needs to have the filters cleaned every 6-8 weeks and be serviced annually. We strongly recommend you follow the manufacturers recommendations, so your warranty isn't voided. This is considered general homeowners' maintenance. Please refer to Section 9 - Warranty Information page additional information; for supplier details in relation to any warranty calls.

GARAGE DOOR

The garage door requires the tracks to be lubricated with a dry lubricant. It is recommended to service the doors once every 12 months and follow the manufacturers recommendations, so your warranty isn't voided. You can contact the supplier found on the warranty sheet for this service. Should your garage door fail please contact your garage door supplier directly. You can manually operate the door until a service technician attends.

CRACKING

Cracking is expected to occur in all new builds as the house settles in. We recommend waiting until your three (3) month warranty period is coming to an end before reporting cracking as a defect issue.

CRACKING IN CONCRETE PAVING & DRIVEWAYS

Cracking in concrete is common and is not always attributable to unsatisfactory workmanship. Common causes of cracking include shrinkage stress, stress due to trees, commercial or heavy vehicle traffic, soil movement due to changes in the moisture content due to garden watering or drainage problems. Cracking not attributable to the workmanship of the builder (e.g. trees planted too close to paving, commercial or heavy-duty vehicle traffic, excessive garden watering, etc.) is not a defect. Any cracking measured at 1.5mm or

under is not considered a defect. Control joints are installed to try and limit and control cracking.

CRACKING IN PLASTERBOARD, HARD PLASTER AND OTHER PLASTER ELEMENTS

Within the first 3 months after completion of the works, cracking in walls, ceilings and bulkheads is a defect if it is visible from a normal viewing position. Within the first 3 months after completion of the works cracking in recessed and butt joints is a defect if it is visible from a normal viewing position. Cracking after the initial 3 month period shall be assessed in accordance with Table 3.2. Category 0, 1 and 2 cracks are not defects. Category 3 and 4 cracks are defects.

CRACKING IN CORNICES

Within the first 3 months after completion of the works, cracking of cornice joints such as butt joints and mitres, and at junctions with walls and ceilings is a defect if it is visible from a normal viewing position. Cracking after the initial 3 month period shall be assessed in accordance with Table 3.2. Category 0, 1 and 2 cracks are not defects. Category 3 and 4 cracks are defects.

TABLE 3.2 CLASSIFICATION OF DAMAGE WITH REFERENCE TO WALLS

DESCRIPTION OF TYPICAL DAMAGE AND REQUIRED REPAIR	APPROXIMATE CRACK WIDTH LIMIT IN FLOOR (SEE NOTE 1)	DAMAGE CATEGORY
Hairline cracks	< 0.1mm	0 Negotiable
Fine cracks that do not need repair	< 1mm	1 Very slight
Cracks noticeable but easily fixed. Doors and windows stick slightly.	< 5mm	2 Slight
Cracks can be repaired and possibly a small amount of wall will need to be replaced. Doors and windows stick. Service pipes can fracture. Weather tightness often impaired.	5mm to 15mm (or a number of cracks 3mm or more in one group)	3 Moderate
Extensive repair work involving breaking-out and replacing sections of walls, especially over doors and windows. Window and door frames distort. Walls lean or bulge noticeably, some loss of bearing in beams. Service pipes disrupted.	15mm to 25mm but also depends on number of cracks	4 Severe

Source: CSIRO

EXAMPLES OF WHAT IS NOT CONSIDERED A BUILD DEFECT IN RELATION TO MOVEMENT CRACKS POST HANDOVER

Subsidence – what to do if you notice cracks in your walls.

When the ground supporting a building moves, cracks may occur. This is sometimes known as subsidence.

It is caused by the ground compressing under load or by clay soils swelling and shrinking with changes in its moisture content.

What amount of movement is acceptable?

It may be possible to design a footing system to accommodate all building movement without causing cracking, but it is extremely costly to do so.

Therefore the Building code of Australia (BCA) has adopted a practical approach where the footing and slab system must be designed and constructed to perform within certain tolerance levels (ref AS 2870)

What are the expectations for footing and slabs in the BCA?

Walls

Hairline cracks that do not need repair and cracks that are noticeable but easily filled and are less than 5mm wide, are acceptable and consistent with expectations of the Standard. Similarly, doors and windows that stick slightly are not unusual. These issues are considered a maintenance responsibility of the owner.

Cracks over 5mm wide that require whole or partial replacement of the wall, noticeably bulging walls, and windows and doors that stick and distort, do not meet the standard.



Examples of cracking which would be deemed the maintenance responsibility of the building owner.

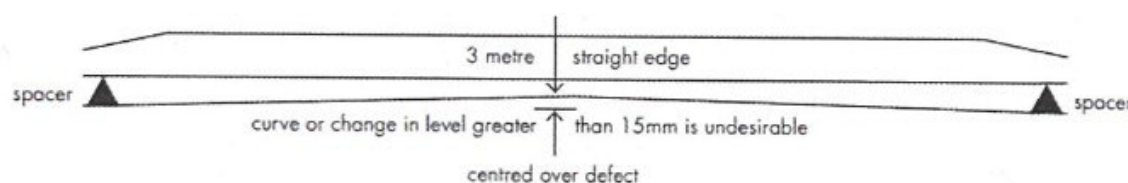
Concrete Floors

Hairline cracks less than 2mm wide meet the expectations of the Standard. Even distinct cracks where the slab has a noticeable level change might be acceptable. The way to test it is to measure the deviation from a 3m straight edge centred over the defect. If it is less than 15mm, the defect is within the acceptable limits of the Standard.



Examples of cracking which would be deemed the maintenance responsibility of the building owner.

Cracks wider than 2mm, or where the deviation from the straight edge is greater than 15mm are not within the Standard – repairing these defects is the responsibility of the builder or contractor responsible.



Source: VBA

CONCRETE

Cracks In Concrete Slabs

Refer to below Table 2.10 for descriptions of categories of cracks. Category 3 and 4 cracks to slabs are defects. Category 1 and 2 cracks to slabs are not defects.

Table 2.10 Classification of Damage to Concrete Floors

DESCRIPTION OF TYPICAL DAMAGE	APPROX. CRACK WIDTH LIMIT IN FLOOR	CHANGE IN OFFSET FROM 3M STRAIGHT EDGE PLACED OVER DEFECT (SEE NOTE 1)	DAMAGE CATEGORY
Hairline cracks Insignificant movement of slab from level.	< 0.3mm	< 8mm	0 Negotiable
Fine but noticeable cracks. Slab reasonable level.	< 1.0mm	< 10mm	1 Very slight
Distinct cracks. Slab noticeably curved or changed in level.	< 2.0mm	< 15mm	2 Slight
Wide cracks. Obvious curvature or change in level.	2mm to 4mm	15mm to 25mm	3 Moderate
Gaps in slab. Disturbing curvature or change in level.	4mm to 10mm	> 25mm	4 Severe

Source: VBA

Repairs To Exposed Concrete Slabs

Repairs, where failure has been due to cracking and/or movement, may involve the removal of the affected area. Within the first 3 months of completion of the repair work, the repair is defective if it does not, as closely as practicable, match the existing work in appearance, colour and texture. Minor variations in finish are not considered defective.

ENGINEERED AND LAMINATE BENCH TOPS

Engineered materials are susceptible to cracking. Polished surfaces can be porous and subject to staining. Please ensure you do not overload bench top with unnecessary weight.

Placing portable cooking devices on your bench top can potentially cause your bench top to crack due to the heat they can generate. If using such devices, please ensure you are protecting your bench top accordingly.

To keep your bench top clean, simply wipe with a soft cloth and a PH neutral household liquid detergent.

Avoid exposure to paint strippers, paint removers, red wine, beetroot, citrus juices, bleach and nail polish remover. Rinse immediately with clean water to neutralise the effects, and then follow usual cleaning procedure. Avoid excessive scrubbing and abrasive cleaning agents such as Jiff as this can cause a visible buff mark on your engineered benchtop.

LANDSCAPING

Landscaping is installed with a natural fall away from the external perimeter of the property to allow surface water drain away from the property. It is important to maintain this fall as part of ongoing homeowners' maintenance. The builder is not responsible for land movement occurring due to factors outside of their control.

RAIN WATER TANKS

Maintaining your water tank is an important responsibility of any homeowner. Maintenance is required to maintain good water quality and to prevent breeding of mosquitoes and other bugs. Please refer to the warranty manual for the manufacturers maintenance and core guidelines.

3. NBN INFORMATION

The NBN cable runs from an exchange up the street to a pit. This is organised by NBN.

From the pit, multiple properties cables run to the side of a property which is then installed into the back of the NBN box of the individual property, usually installed in the garage. This is organised by NBN.

Homecorp Constructions usually provide one data point in the living room as part of their standard design to connect to. This can vary across floor plans however and providing additional connections should be considered a variation.

Generally speaking, having the box installed is coordinated between the occupier and their chosen retailer however Homecorp Constructions organise this directly with NBN during the build process as this can take up to six weeks for a property owner to have installed. Dual Occupancy contract may have Unit 2 to be completed by Homecorp Constructions, please refer to your contract.

Each property should have an individual connection, with a dual occupancy having a box in each garage.

4. OPTICOMM INFORMATION

If Opticomm forms part of your estate, then the cable runs from an interchange and up the street to a Opticomm pit.

From the pit, multiple properties cables run to the side of a property which is then installed into the back of the Opticomm box of the individual property, usually installed in the garage.

Homecorp Constructions usually provide one data point in the living room as part of their standard design to connect to. This can vary across floor plans however and providing additional connections should be considered a variation.

Generally speaking, having the box installed is coordinated between the occupier and their chosen retailer. The owners will need to liaise direction with Opticomm for connection.

This will include completing an online form and payment, dependant on the estate.

Opticomm will send a technician out to connect the box to the property and connection is immediately available through your retailer. Approximate wait time is 1 week after payment is made.

5. BUILDING GUARANTEE

All new homes have a statutory guarantee, which protects homeowners against loss or damage caused by:

- A builder failing to complete the dwelling
- Defective work

The guarantee ensures the builder will rectify any defects; however, the classification of a defect alters as the dwelling ages. For example, a faulty door handle is not considered a defect after three (3) months and as time elapses the guarantee relates primarily to structural items.

Two time periods are relevant when identifying applicable standards and tolerances to identify defective work:

- 3 months from date of completion of the works.
- 5 years from date of completion of the works.

Generally, the 3-month time frame applies to non-structural building work and the 5 year time frame to structural building work.

Generally, the date of practical completion is the day when the work carried out under the contract, is completed in accordance with the terms of that contract, or the day the building owner is given the statutory permit or certificate that authorises the occupation of the building. Alternatively, a definition may be given in the contract associated with the building work.

The dates applicable to your property are noted in Section 1 of this manual.

RESPONSIBILITY TO RECTIFY

Contractors do not have to rectify damage caused by the owner's actions or inactions or those of other people engaged by the owner.

Contractors will be liable to repair any consequential damage caused by, or as a consequence of carrying out building work on a residential building site or to a residential building on an adjacent site.

Contractors will be liable to repair damage caused to property in the course of completing their building work. For example:

- A contractor will not have to repaint a poorly painted wall that was painted by the building owner.
- A contractor will not have to repair a distorted gutter when the damage was caused by an owner placing a ladder against the gutter.
- A contractor will not have to repair a storm water drain that was properly constructed and later blocked by tree roots.
- The builder will not be responsible for the repair of general wear & tear items such as but not limited to; toilet roll holders, toilet seats, towel rails, door handles etc. Fixtures such as these are to be inspected on a case by case basis as they are mostly moving

parts exposed to everyday use by the occupant.

- A contractor will have to repair an existing window in a house that the contractor accidentally damaged when constructing another part of the house.
- A contractor will have to provide a remedy or repair an adjoining residential building suffering from subsidence caused by the lack of shoring or an effective ground retention system on a deep excavation constructed along the property boundary.

RESPONSIBILITY TO RECTIFY WARRANTY TIMEFRAME BY STATE

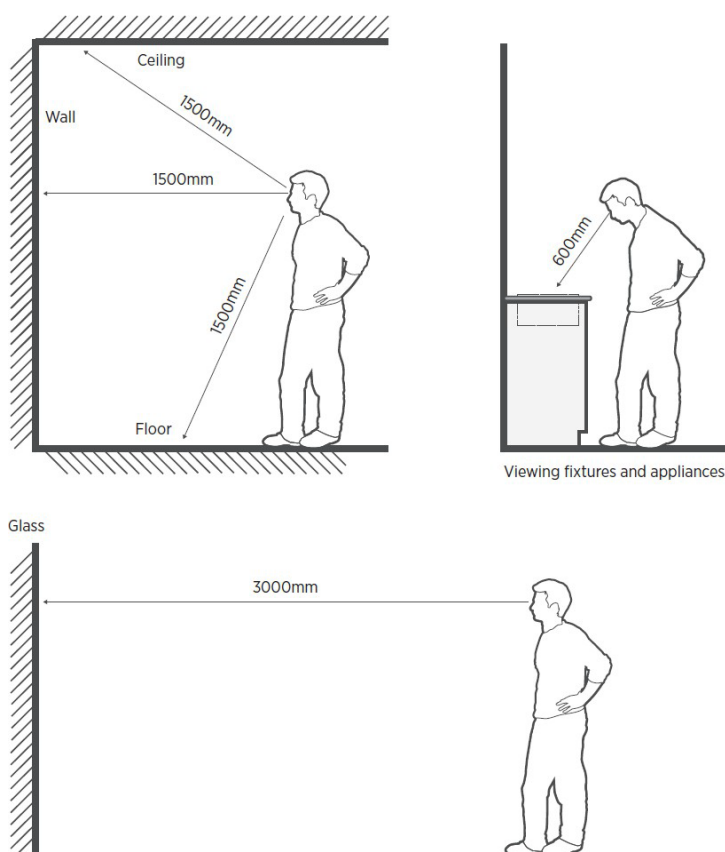
- SA
 - Defect Liability period - 90 days
 - Structural Warranty - 5 years

6. HOW ARE DEFECTS DETERMINED

VIEWING AND INSPECTING DISTANCES

Generally, variations in the surface colour, texture and finish of walls, ceilings, floors and roofs, and variations in glass and similar transparent materials are to be viewed where possible from a normal viewing position. A normal viewing position is looking from a distance of 1.5 m or greater (600 mm for appliances and fixtures) with the surface or material being illuminated by “non-critical light”. “Non-critical light” means the light that strikes the surface is diffused and is not glancing or parallel to that surface. Slight variations in the colour and finish of materials do not constitute a defect.

NORMAL VIEWING POSITIONS



7.REPORTING A DEFECT

The hours of operation for the Warranty Team are 8am to 4pm Monday – Friday. Closed on public holidays. Please refer to Section 1 for dates associated with warranty periods.

THE CLASSIFICATION OF A DEFECT ALTERS AS THE DWELLING AGES. FOR EXAMPLE, AFTER INSPECTION A LOOSE DOOR HANDLE MAY NOT BE CONSIDERED A DEFECT AFTER THREE (3) MONTHS AND AS TIME ELAPSES THE GUARANTEE RELATES PRIMARILY TO STRUCTURAL ITEMS.

*****IMPORTANT*****

PLEASE CHECK YOUR NEWLY HANDED OVER PROPERTY FOR DEFECTS AND SEND YOUR LIST AS PER STEPS 1 - 6 BELOW AT THE END OF THE 90 DAYS OF OCCUPATION.

IF DEFECTS ARE NOTICED AFTER THE INITIAL 90 DAY PERIOD, THEY WILL BE ACTIONED ACCORDINGLY IF THEY ARE DEEMED TO BE A GENUINE WARRANTY DEFECT. THE EXCEPTION TO THIS RULE IS STRUCTURAL MOVEMENT CRACKS WHICH WILL BE INSPECTED AND WHERE APPLICABLE WILL BE ADDRESSED.

1. Complete the defect list on the last page of this document. Please note: Routine inspection/entry reports from Property Managers are not accepted as defect lists.
2. Ensure the lot number, house number and all contact details are provided.
3. Send the defect list as an email attachment to your Property Manager. Defect lists must be provided in writing to be actioned and for tracking purposes. Please send pictures to support your request as detailed on page 21 "Photo Requirements"
4. The list will be assessed and items deemed to be a genuine warranty issue will be actioned accordingly.
5. The Warranty Team will communicate by email advising you of progress.
6. A Warranty team member or the relevant trade will be assigned to carry out the rectification works.

PLEASE NOTE

- It is your responsibility to ensure any defect issues are reported as detailed above within the relevant warranty timeframe. Homecorp Constructions are not obliged to action any defect issues raised outside of the warranty period.
- If you are renting then your point of contact is your Property Manager.
- Homecorp will deal directly with Property Managers when access to tenanted properties is required.
- If following the contractor attendance, it is determined that the reported defect occurred as a result of the occupants' actions or inactions then the occupant will be liable for all associated costs.
- Clear, unobstructed access to carry out works must be provided by occupants 7am to 4pm Monday to Friday.

- If the property is tenanted please provide contact details for the relevant party to arrange access.

8. REPORTING AN URGENT WARRANTY DEFECT

The hours of operation for the Warranty Team are 8am to 4pm Monday – Friday. Closed on public holidays.

IN CASE OF AN EMERGENCY PLEASE CONTACT CONTRACTORS & SUPPLIERS LISTED AS PER OPTIONS A, B & C UNDER SECTION 9 – WARRANTY INFORMATION. ONCE YOU HAVE READ AND UNDERSTOOD THE SECTIONS HEADED “COSTS” AND “WHAT IS CONSIDERED AN EMERGENCY”

Costs

It is important that you follow the instructions listed on the “Warranty Information” pages when reporting urgent warranty related defects. Homecorp Constructions are not liable for any costs associated if the correct procedure for reporting urgent defects hasn’t been followed. A written report of works undertaken by the attending contractor during the call out is required to be sent to Homecorp Constructions at samaintenance@hcorp.com.au once works have been completed. Supporting photos are required with each claim, please send pictures to support your request as detailed on page 21 “Photo Requirements”

Please Note: If following the contractor attendance, it is determined that the reported emergency defect occurred as a result of the occupants’ actions or inactions then the occupant will be liable for all associated costs.

GUIDELINES FOR WHAT IS AND ISN’T CONSIDERED AN EMERGENCY

Major Water Leak

A leak that will cause major damage to the property if not rectified immediately is an emergency. Examples include; a broken tap or a burst pipe.

TURN OFF WATER AT THE MAINS IMMEDIATELY.

For example:

- A dripping tap or plumbing fitting is not deemed an emergency leak.
- A toilet that leaks internally into the bowl only when flushed is not considered an emergency leak if there is another operational toilet in the property.
- A single blocked toilet is not considered an emergency if there are other operational toilets within the property. If the toilet is blocked as a result of occupant’s actions, this is not considered a build defect and is not covered under warranty.
- A leaking shower base occurring only when the shower is in use is not considered an emergency leak. An alternative shower should be used where possible until the leaking shower base can be fixed.

- Air conditioning leaks only occurring while the A/C unit is in use are not considered an emergency leak as the A/C unit can be isolated. Appliance faults are not build defects. Please contact the manufacturer directly for assistance as your first point of contact.

Sewerage Leak

Water backing up through multiple drains/ toilets and sewerage system is considered an emergency call out.

Loss of Hot Water

Please refer to the hot water trouble shooting guide provided for your particular hot water service. If after you have actioned the steps on the troubleshooting guide but are still not receiving hot water then an emergency call can be placed.

Gas Leak

If you detect a leak, turn off all gas appliances and the main gas lever. The gas lever is located at your gas meter/ bottles.

Contact the relevant authority as per 'Section 9'.

Electrical

- Ensure there isn't a power outage in your area.
- We strongly recommend engaging a qualified electrician to troubleshoot electrical faults. Please refer to "Maintaining for New Home" - Electrical
- Ensure you do not have a faulty appliance which could be causing the circuit breaker in your main switchboard to trip. A process of elimination may be required to identify the faulty appliance.
- Appliance faults are not considered a build defect and you will need to contact the appliance manufacturer directly for assistance. Please refer to your handover documentation for contact details.

Door Lock Issues (directly affecting security of property)

Contact a locksmith directly. Homecorp will cover the cost of the attendance and rectification if the issue is deemed to be a genuine build installation defect only.

A full technicians report of the Warranty issue attended to is to be supplied with the invoice. Supporting photos will also be requested.

PHOTO REQUIREMENTS

It is a requirement that all Warranty/service requests are accompanied by supporting photos of any alleged defects to be submitted for review as detailed below;

- 1st photo is of the location of the item you are submitting for review
- 2nd photo is a photo of the actual issue and can be closer if applicable
- Photo is to be of a decent quality (high definition will assist for ease of zooming and tracking) without blurring
- Separate photos are required (jpeg or similar) not embedded in a document (pdf, word or similar format)
- When sending in photos for review, please accompany with a general description of the item you are submitting for review and the location of this item

9. WARRANTY INFORMATION

Contractors & suppliers listed as per Options A & B are to be the direct point of contact for Owners/Property Managers reporting an urgent afterhours warranty defect related issue. By doing this, warranties are not voided and the performed work costs for the homeowner are potentially reduced.

OPTION A - ALWAYS FIRST POINT OF CONTACT

Contractors & suppliers listed as per Option A of your Warranty manual are to be the first point of contact for Owners/Property Managers reporting an urgent afterhours builder related warranty defect issue.

- If the required contractor for your urgent defect isn't listed, then please use Options B as necessary.
- Appliance related defects must be sent to the manufacturer directly.

OPTION B

In the unlikely event that no response has been received utilising option A please contact any contractor of your choice directly to attend. A report of works undertaken by attending contractor is required and is to be sent to samaintenance@hcorp.com.au upon completion. Supporting photos are required with each claim.

PLEASE NOTE

You must make a genuine attempt to contact the contractors/suppliers listed as per option A above before utilising option B. A genuine attempt consists of two (2) phone call attempts, a text message or an email. We may ask for this proof before agreeing to cover the cost of any invoice received by utilising option B.

Option A

SA - ELECTRICAL CONTRACTORS

Bison Electrical	Wade	0433 682 315
Star Electrical	Ralph	0419 834 540

SA - PLUMBING CONTRACTORS

Classic Plumbing	Damien	0413 074 483
Plumb-Tech Plumbing & Gas	Christian	0409 900 706

SA GAS CONTRACTORS

Southern Gas	Matthew	0413 756 513
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** Please note chargeable to the Homeowner if not a Warranty Defect*

WARRANTY INFORMATION - APPLIANCES

- All faulty appliance & manufacturer warranty claims following handover of a property are to be addressed directly between the Owners/Property Manager and the manufacturer. The first point of contact for all Owners/Property Managers when reporting an appliance fault will be the manufacturer. See contact details listed as per Option A above.
- The documentation required to lodge a warranty claim will be provided to the Owner/Property Manager as part of the handover process.
- Homecorp can provide the manufacturer details to the Owner/Property Manager if required. Please contact the Warranty Team on 08 7094 0150 or by email on samaintenance@hcorp.com.au during our business hours to receive manufacturer details.
- Troubleshooting on some appliance issues may be provided over the phone by the Homecorp Warranty Team in some instances.
- If a manufacturer assigned technician attends and provides a written report stating that the issue being experienced is install related then the builder will take over the repairs from that point by sending a work order to the original installer to return and rectify the issue.
- Please be aware that your install warranty may be voided if you haven't followed manufacturers recommendations in relation to scheduled maintenance requirements.
- Homecorp must be notified in writing as per "Reporting A Defect" section.

Signature of Homeowner/Representative:

TO BE COMPLETED AT HANDOVER

Homecorp[®]

P 07 5518 8881

E customerservice@hcorp.com.au

homecorp.com