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1. Handover Package

Dear ………………………

Congratulations for purchasing your new Privium Home!

You will be provided with a handover folder which includes warranties and certificates for your property and this manual which contains some useful information on maintaining your home.

If there are any defect maintenance issues within the first twelve (12) month period after the Practical Completion date please follow the instructions as per “Reporting A Defect”.

This manual also includes a list of suppliers with contact details who should be contacted if reporting an emergency outside of normal office hours. Please see “Reporting An Urgent Defect”.

For any issues of warranty relating to appliances within the twelve (12) month builders warranty period please report the issue to maintenance@privium.com.au as per “Reporting A Defect”.

For any issues of warranty outside the twelve (12) month builders warranty period not deemed structural defects please deal directly with the relevant manufacturer/supplier.

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/manufacturer’s warranty (if applicable).

By doing this, warranties are not voided and the maintenance costs for you are potentially reduced. Privium 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 maintenance period runs out on the: ………………………

Your structural guarantee runs out on the: ………………………

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

Kind regards,

THE PRIVIUM HOMES TEAM
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 appliance information, warranty documentation, codes relevant to the appliance and troubleshooting guides.

FOUNDATIONS

The foundations have been designed by a qualified engineer to suit the local soil conditions. Concrete surface cracking will occur and does appear in all types of concrete due to the drying out process. These cracks do not affect the strength of concrete and they do not need to be repaired.

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.

Care: Maintain Site Drainage
Keep the garden and trees away from the house
Apply adequate/ moderate garden watering
Repair plumbing and draining leaks

TIMBER

The structural timber in your home has been selected to conform to Australian Standards. Some shrinkage is likely to occur in the frame timber which could result in minor hairline cracks in plaster corners and architraves mitres opening slightly. Your new home has been designed so that any shrinkage will result in even settlement.

All stained timber requires periodical maintenance. It is recommended that this timber should be recoated yearly and in full sun areas it is advised the timber to be recoated more regularly. This includes doors, posts, fences, balustrades and any other feature timber.

Expansion occurs during high rainfall and humidity. A common expansion item is external doors, which may bind against the door jamb, then be satisfactory several weeks after the timber dries out.
FENCING

The timber used on external fences is classed as B Grade timber and doesn’t have any warranty supplied with it. This timber is considered a natural product, it can bow, twist, shrink or split at any time. If an issue hasn’t been picked up at handover stage it will not be deemed a warranty fix after the contractor has handed over the job.

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

GLAZING

Within the first 12 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 (1500mm 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.

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 silicon 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 12 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 6 years and 3 months 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, surface cracks, 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 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 remain a minimum of 75mm below the termite barrier.

Do not stockpile timber or firewood 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 builders defect after handover.

**GAS**

A gas leak, whether it be minor or severe, is a very serious problem. This should be fixed at the very soonest time 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 access date and appointment.

**ROOFING**

Roofing requires little maintenance. Tiled roofs should be walked on infrequently and then only by treading carefully on the overlap edge. If a leak is detected locate and repair it without delay. For a tiled roof search for a broken tile and, for metal roof check for lifted flashing or capping.

Please note: Leaks caused as a result of works carried out onsite after handover stage 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**

1. **Gas instantaneous** - if there is no hot water, the power point
near the unit needs to be checked to ensure it is turned on and that the gas bottle has not run out. For further details refer to the manual.

2. 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.

DRAINAGE

Field Gullies
In the backyard there are gully pits installed to remove the surface water from around the yard when it rains. These pits need to be kept clean and free of debris.

Sewer
Where the sewer drains connects 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. The field gullies also run into these drains. In heavy rain, the field gullies may seem like they are not working due to the large volumes of water coming from the roof. If the water runs away after the rain eases it indicates that there is no blockage. The water tank is fitted with a rain bank. This switches over to town water when the tank is empty. It is good practice to turn off the power to the rain bank 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 rain bank is working).

Gutters
To ensure efficient disposal of rainwater, remove leaves and debris from the gutters annually. 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 builders 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. This is considered general homeowners maintenance. Please refer to the “Warranty Information” page 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. 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 the service technician attends.

CRACKING
Cracking is expected to occur in all new builds as the house settles in. We recommend waiting until your twelve (12) month warranty period is coming to an end before reporting 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. Dummy joints are installed to try and limit and control cracking.
CRACKING IN PLASTERBOARD, HARD PLASTER AND OTHER PLASTER ELEMENTS

Within the first 12 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 12 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 12 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 12 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 12 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>
<thead>
<tr>
<th>Description of typical damage and required repair</th>
<th>Approx. crack width limit in floor (See Note 1)</th>
<th>Damage category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hairline cracks</td>
<td>&lt; 0.1 mm</td>
<td>0 Negligible</td>
</tr>
<tr>
<td>Fine cracks that do not need repair</td>
<td>&lt; 1 mm</td>
<td>1 Very Slight</td>
</tr>
<tr>
<td>Cracks noticeable but easily filled. Doors and windows stick slightly</td>
<td>&lt; 5 mm</td>
<td>2 Slight</td>
</tr>
<tr>
<td>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</td>
<td>5 mm to 15 mm (or a number of cracks 3 mm or more in one group)</td>
<td>3 Moderate</td>
</tr>
<tr>
<td>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</td>
<td>15 mm to 25 mm but also depends on number of cracks</td>
<td>4 Severe</td>
</tr>
</tbody>
</table>
CONCRETE AND MASONRY
CRACKS IN CONCRETE SLABS

Refer to above 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.

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 12 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.

DAMAGE TO MASONRY WALLS

Refer to Table 3.2 for descriptions of categories of damage. Category 3 or greater damage to walls is a defect and requires investigation, stabilisation, monitoring and rectification work, which may include breaking out and replacing sections of the wall. Category 0, 1 and 2 cracks to walls are not defects. Category 2 damage is a defect if identified within 12 months from date of completion and requires minor repair work such as repointing.
BLENDING AND MATCHING OF MASONRY – REPAIR WORK

If matching masonry in alteration and repair work is not reasonably possible, contractors should use a practical approach and where possible incorporate a physical joint, a door or window, downpipes or other similar separating materials, to “break” the visual impact. In the case of alteration and repair work however, failure to match the original masonry units is not considered a defect. Mortar repairs should be carried out to match existing mortar as closely as practicable. A perfect colour match may not be possible and differences may diminish over time. Some variation of masonry features such as colour, texture and pattern are to be expected between batches and are not considered a defect.

MASONRY FACING

Within the first 12 months after completion of the work and unless documented otherwise, masonry faces are defective if they are not cleaned and free of excess mortar or stains when viewed from the normal viewing position.

It is characteristic of some masonry units to have surface cracks or crazing as part of the manufacturing process. These are not defects unless they occur within the first 12 months of completion of the work and they result in the complete fracture of the unit. Within the first 12 months from completion of the work a masonry unit is defective when visible surface cracks exceed a width of 2 mm. Wall surfaces are defective if they have more than one cracked or crazed unit per square metre.

Within 12 months from date of completion of the work, stains, mortar smears and damage caused by cleaning are defects if they are visible from a normal viewing position.

STONE BENCH TOPS

Stone materials are often brittle and may be easily cracked. Polished stone surfaces can be porous and subject to staining.

Please ensure you do not overload bench tops 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.

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.
HOME SEWAGE TREATMENT PLANTS (HSTP)

If your property is fitted with a HSTP system it is important that you as the homeowner ensure that regular maintenance checks are carried out on the system.

All Treatment systems can only be serviced by registered, licensed wastewater service personnel.

Unlicensed personnel are not allowed to service any treatment system anywhere in Australia by State Law.

HSTP’s should be serviced for more important reasons than legislative compliance.

HSTP’s contain trillions of living organisms that make up a complete ecology system. They need monitoring and periodic attention for the well-being of the colony.

After handover of the property has taken place between the builder and the client the ongoing maintenance requirements of the HSTP system are coordinated directly between the homeowner and the HSTP system supplier.

When the HSTP system is installed the tank will be backfilled with soil. This soil is not compacted and will settle over time. Within the 12 month builders defect warranty period the builder will return to top dress any subsidence but any subsequent settlement is the responsibility of the homeowner to address if required.

Further information on HSTP systems can be found here;

3. NBN INFORMATION

- The NBN cable runs from an interchange and runs 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.

- Privium Group usually provide two data points as part of their standard design to connect to.
  - One in the garage
  - One in the kitchen
  - 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 Privium Group organise this directly with NBN during the build process as this can take up to six weeks for a property owner to have installed.

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

- NBN supply a LOC ID for each connection. Privium Group can provide these LOC ID numbers if required.
4. OPTICOM INFORMATION

- The cable runs from an interchange and runs up the street to a pit.

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

- Privium Group usually provide two data points as part of their standard design to connect to.
  - One in the garage
  - One in the kitchen
  - 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 Privium Group organise this directly with Opticom during the build process as this can take up to six weeks for a property owner to have installed.

- The owners completes an online form, makes payment ($330-$500 dependant on the estate). Opticom send a technician out to connect the box to the property and connection is immediately available through their 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:

- 12 months from date of completion of the works
- 6 years and 3 months from date of completion of the works.

Generally the 12 month time frame applies to non-structural building work and the 6 years and 3 month time frame to structural building work.

Generally, the date of 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 on the “Handover Package” page.
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.
- A contractor will have to replace untreated pine in an external deck that was installed by the contractor instead of the durable timber required for this structure.
- 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.
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

Figure 6.4 Normal viewing positions
7. REPORTING A DEFECT

The hours of operation for the maintenance Service Desk are 7:30am to 4pm Monday – Thursday & 7:30am – 3pm Friday. Closed on public holidays.

Please refer to “Handover Package” page for dates associated with warranty periods.

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.

**IMPORTANT** CHECK YOUR NEWLY HANDED OVER PROPERTY FOR DEFECTS AND SEND YOUR LIST AS PER STEPS 1–6 BELOW WITHIN THE FIRST SIX (6) WEEKS OF OCCUPATION. DO NOT WAIT UNTIL THE END OF YOUR 12 MONTH DEFECT WARRANTY PERIOD TO SEND ONE LARGE LIST. IF DEFECTS ARE NOTICED AFTER THE INITIAL SIX WEEK PERIOD, IT IS IMPORTANT THAT YOU SEND THE DEFECTS AS YOU NOTICE THEM AND 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 ADDRESSED AT THE END OF THE 12 MONTH DEFECT WARRANTY PERIOD AS THIS ALLOWS FOR THE BUILDING TO SETTLE.

1. Complete the Form 6 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 list to maintenance@privium.com.au. Defects lists must be provided in writing to be actioned and for tracking purposes.
4. The list will be assessed and items deemed to be a genuine warranty maintenance issue will be actioned accordingly.
5. The Service Desk team will communicate by email advising you of progress.
6. A maintenance team member or the relevant trade will be assigned to carry out the rectification works.
   - Service Desk team will schedule a time for a maintenance team member to attend directly with you.
   - Contractors/supervisors assigned to attend will contact you directly for access.

Please Note:

- It is your responsibility to ensure any defect issues are reported as detailed above within the relevant warranty timeframe. Privium 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.
- Privium will deal directly with Property Managers when access to tenanted properties is required.
8. REPORTING AN URGENT WARRANTY DEFECT

The hours of operation for the maintenance Service Desk are 7:30am to 4pm Monday – Thursday & 7:30am – 3pm Friday. Closed on public holidays.

In case of an emergency please contact contractors & suppliers listed as per Options A, B & C below 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. Privium 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 Privium at maintenance@privium.com.au once works have been completed.

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 homeowner will be liable for all associated costs.

GUIDE LINES FOR WHAT IS AND ISN’T CONSIDERED AN EMERGENCY

1. **MAJOR WATER LEAK** – a leak that will cause major damage to the property if not rectified immediately. 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 and emergency leak.
   - A toilet that leaks when flushed is not considered an emergency leak if there is another toilet in the house.
   - A single blocked toilet is not considered an emergency if there are other toilets within the house. If the toilet is blocked as a result of owner/tenant actions this is not considered a warranty defect and is not covered under warranty.
   - A leaking shower base while the shower is in use is not considered an emergency leak.
   - 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 and attended to on the next working day.
2. **SEWERAGE LEAK**
   Water backing up through multiple drains/toilets and sewerage system **is considered** an emergency call out. Contact the plumbers immediately.

3. **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.

4. **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.
   
   Contact the relevant authority as per "Warranty Information" pages.

5. **ELECTRICAL**
   - Ensure there isn’t a power outage in your area. Please refer to “Maintaining Your 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.

For example:
   - A power point/light switch that has stopped working **is not** considered an emergency callout request.
   - A power point/light switch that has stopped working and is sparking/flashing/noisy or smells of burning **is** an emergency.
   - A range hood that has stopped working **is not** considered an emergency callout request.
   - A faulty garage door **is not** considered an emergency callout as there is a manual override.
   - An A/C unit that has stopped working **is not** considered an emergency call out unless the request is based on medical grounds.
9. WARRANTY INFORMATION

Contractors & suppliers listed as per Options A, B & C are to be the direct point of contact for owners/PM’s reporting an urgent afterhours warranty defect related maintenance issue.

- **(Option A). (Always first point of contact)**
  Contractors/suppliers listed as per Option A of your maintenance manual are to be the first point of contact for owners/PM’s reporting an urgent afterhours builders related warranty defect maintenance issue.

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

- **(Option B)**
  If no response is received from the contractors/suppliers listed as per Option A please refer to Option B as your next point of contact.

- **(Option C).**
  In the unlikely event that no response has been received utilizing options A & B 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 maintenance@privium.com.au upon completion.

***PLEASE NOTE***
You must make a genuine attempt to contact the contractors/suppliers listed as per options A & B above before utilizing option C. 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 utilizing option C.
**OPTION A**

**THIS PAGE IS AN EXAMPLE ONLY.**
For Option A Warranty Information relative to your property please refer back to your handover document.

## Warranty Information

<table>
<thead>
<tr>
<th>ITEM</th>
<th>SUPPLIER</th>
<th>INV NO.</th>
<th>DATE</th>
<th>CERTIFICATE ATTACHED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bricks</td>
<td>Austral Bricks (QLD) (07 3367 211)</td>
<td>662113</td>
<td>12/12/2017</td>
<td>No</td>
</tr>
<tr>
<td>Windows</td>
<td>Southern Star Windows (QLD) (07 5569 0118)</td>
<td>21004</td>
<td>13/12/2017</td>
<td>Yes</td>
</tr>
<tr>
<td>Electrical Items</td>
<td>Harvey Norman Commerical QLD (5297 5700)</td>
<td>954527</td>
<td>01/01/2018</td>
<td>No</td>
</tr>
<tr>
<td>Tiles</td>
<td>NATIONAL TILES CO PTY LTD (0756672601)</td>
<td>2818264</td>
<td>17/01/2018</td>
<td>No</td>
</tr>
<tr>
<td>Water Proofer</td>
<td>Nu Style Bathrooms (5230 4468)</td>
<td>1500</td>
<td>16/01/2018</td>
<td>Yes</td>
</tr>
<tr>
<td>Hot Water</td>
<td>Chromagen Australia Pty Ltd (07 3806 5016)</td>
<td>143855</td>
<td>14/01/2018</td>
<td>No</td>
</tr>
<tr>
<td>Gas Installer</td>
<td>Gasworks Domestic (07 3909 9975)</td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Air Conditioning Installer</td>
<td>John Gordon Electrical (0413 527 135)</td>
<td>333101</td>
<td>11/03/2018</td>
<td>No</td>
</tr>
<tr>
<td>Security Screens</td>
<td>Southern Star Windows (QLD) (07 5549 5615)</td>
<td>2162</td>
<td>27/02/2018</td>
<td>No</td>
</tr>
<tr>
<td>Carpet</td>
<td>Carpet Call (QLD) (5891 1333)</td>
<td>028-757-9109</td>
<td>11/03/2018</td>
<td>No</td>
</tr>
<tr>
<td>Garage Door</td>
<td>Centurion Garage Doors QLD (07 3444 4700)</td>
<td>527544</td>
<td>17/01/2018</td>
<td>No</td>
</tr>
<tr>
<td>Shower Screens</td>
<td>Supreme Shower Screens (07 5967 1038)</td>
<td>00742552</td>
<td>21/02/2018</td>
<td>Yes</td>
</tr>
<tr>
<td>Termite Protection</td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Engineer Slab</td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Set Out House</td>
<td></td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Smoke Certificate</td>
<td></td>
<td>00023555</td>
<td>16/02/2018</td>
<td>Yes</td>
</tr>
<tr>
<td>Water Tank</td>
<td>Kingspan Water (QLD) (30072556)</td>
<td>5INV103520</td>
<td>30/01/2018</td>
<td>No</td>
</tr>
<tr>
<td>Lights</td>
<td>Haymans Electrical QLD (07 3277955)</td>
<td>545500-476</td>
<td>29/11/2018</td>
<td>No</td>
</tr>
<tr>
<td>Plumbing</td>
<td>Daily Plumbing Services (07 3208 8885)</td>
<td>1515</td>
<td>20/12/2018</td>
<td>Yes</td>
</tr>
<tr>
<td>Full Turn Key</td>
<td>Leverings Installations QLD (07 3848 7700)</td>
<td>INV-00036654</td>
<td>28/12/2018</td>
<td>No</td>
</tr>
<tr>
<td>Council Final Cert</td>
<td>Fluid Building Approvals Pty Ltd (07 3793 4444)</td>
<td></td>
<td></td>
<td>Yes</td>
</tr>
</tbody>
</table>
**OPTION B**

**VIC - PLUMBING/DRAINAGE CONTRACTORS – NO SET ORDER**

**Geelong Only**

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Work Type</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Geelong Plumbing &amp; Gas</td>
<td>All work types</td>
<td>0438 985 377</td>
</tr>
</tbody>
</table>

**North/West**

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Work Type</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Geelong Plumbing &amp; Gas</td>
<td>All work types</td>
<td>0438 985 377</td>
</tr>
<tr>
<td>2. Casabene Plumbing &amp; Drainage</td>
<td>All work types</td>
<td>0417 364 912</td>
</tr>
<tr>
<td>3. Metro Drains</td>
<td>Mostly drainage works</td>
<td>03 9365 1100</td>
</tr>
<tr>
<td>4. In Line Drainage</td>
<td>Mostly drainage works</td>
<td>0422 308 255</td>
</tr>
<tr>
<td>5. Attards Plumbing</td>
<td>Rough Ins &amp; Fit Offs</td>
<td>0431 169 392</td>
</tr>
</tbody>
</table>

**South/East**

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Work Type</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cavello Plumbing &amp; Drainage</td>
<td>Drainage works &amp; Rough Ins</td>
<td>0418 356 583</td>
</tr>
<tr>
<td>Todisco Plumbing &amp; Drainage</td>
<td>All work types</td>
<td>0418 353 028</td>
</tr>
</tbody>
</table>

**VIC – GAS CONTRACTORS**

**Geelong Only**

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Work Type</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Geelong Plumbing &amp; Gas</td>
<td>All work types</td>
<td>0438 985 377</td>
</tr>
</tbody>
</table>

**South/East**

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Work Type</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Todisco Plumbing &amp; Drainage</td>
<td>All work types</td>
<td>0418 353 028</td>
</tr>
</tbody>
</table>

**All Other Areas**

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Work Type</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>5. Attards Plumbing</td>
<td>Rough Ins &amp; Fit Offs</td>
<td>0431 169 392</td>
</tr>
</tbody>
</table>

**VIC – ELECTRICAL CONTRACTORS – IN ORDER OF PREFERENCE**

**All Areas**

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Jay Tee Electric</td>
<td>03 9338 0862</td>
</tr>
<tr>
<td>2. CPT Electrical</td>
<td>0413 690 323</td>
</tr>
</tbody>
</table>
### OPTION B

#### NSW - PLUMBING/DRAINAGE CONTRACTORS – NO SET ORDER

**All Areas**

| 1. Rolla Plumbing                      | 0431 600 438 |
| 2. Precision Plumbing                 | 0438 173 963 |

#### NSW - ELECTRICAL CONTRACTORS – IN ORDER OF PREFERENCE

**All Areas**

| 1. DD Enterprises Pty Ltd             | 02 4016 9401 |

### OPTION B

#### QLD - PLUMBING/DRAINAGE CONTRACTORS – NO SET ORDER

**Toowoomba/Ipswich Area**

| 1. Murphy & Mrs. Plumbing             | 0431 164 275 |
| 2. Daly Plumbing                      | 07 3208 8285 |
| 3. David Armstrong Plumbing           | 0412 872 776 |
| 4. Envy Plumbing & Gas Fitting        | 0415 304 672 |

**Gladstone to Maryborough**

| 1. Dynamix Plumbing Pty Ltd           | 0427 598 862 |

**Gympie to NSW Border**

| 1. Daly Plumbing                      | 07 3208 8285 |
**QLD - ELECTRICAL CONTRACTORS – NO SET ORDER**

**Toowoomba/Ipswich Area**

| 1. Mega Men Electrical | 0419 231 187 |

**Gladstone to Maryborough**

| 1. Trent Packer Electrical | 0429 854 969 |

**Bundaberg Area**

| 1. Matt Farrell Electrical Pty Ltd | 0422 504 229 |

**Gympie to NSW Border**

| 1. All Clear Electrical | 0428 736 922 |

*All Clear cover from Sunshine Coast to NSW Border out to Ipswich area*

**QLD GAS CONTRACTORS**

| Gasworks Domestic | 07 3909 9975 |
## 10. HAN.DOVER CHECKLIST

**QUESTIONS FOR HOMEOWNER/REPRESENTATIVE TO COMPLETE**

<table>
<thead>
<tr>
<th>Please tick the appropriate box</th>
<th>N/A</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have completed the handover report</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am satisfied with the backyard</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All lights are in working order</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All doors are functional</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I understand the termite protection (annual inspections required)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am satisfied with the final house clean</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The correct process &amp; relative timeframes for reporting defects has been explained to me by my build Supervisor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have been shown where the water mains shut off valve is located</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have been shown where the gas shut off valve is located</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have been shown where the electrical switchboard is located</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
QUESTIONS FOR SUPERVISOR TO COMPLETE

Please complete the appropriate box | N/A | YES | NO | KEY # | QTY
---|---|---|---|---|---
KEYS - Front door
KEYS - Security screens
KEYS - Windows
KEYS - Glass sliding doors
KEYS – Letter box
REMOTE CONTROLS - Garage door
REMOTE CONTROLS - Air conditioner
HANOVER FOLDER
(Certificates, approved plan etc.)
GAS COMPLIANCE CERTIFICATE
LETTERBOX NUMBER
PLUGS FOR SINKS,
BATH AND LAUNDRY TUB
I have checked that power is connected
I have checked that gas is connected.
There is hot water at the property
I have completed the required photo tasks to record appliance serial numbers
(A/C unit, cooker, hotplate, etc.)

➢ By signing this document I (Homeowner) am satisfied that a thorough handover process has been conducted with me on site.
➢ By signing this document I (Homeowner representative) am satisfied that a thorough handover process has been conducted on site and understand that it is my responsibility to pass all information discussed to the homeowner.

Signed by Owner/Representative Name Date

Signed by the builder Name Date
FORM 6 - Defects List - (List Your Defects Below)

**OWNER NAME/S**

**OWNER ADDRESS**

**OWNER PHONE/S**

**AGENT DETAILS**

**BA NUMBER**

***IMPORTANT STEP*** YOU (Homeowner/Representative) MUST LIST ANY ITEMS THAT YOU ARE NOT SATISFIED WITH BELOW. WE RECOMMEND YOU TAKE THE TIME TO FULLY INSPECT YOUR PROPERTY & POPULATE THIS LIST AS NECESSARY AT HANDOVER OF THE PROPERTY.

I/WE HAVE INSPECTED THE PROPERTY AND ARE HAPPY WITH THE PROPERTY EXCEPT FOR THE FOLLOWING DEFECTS WHICH HAVE BEEN IDENTIFIED:

1. 

2. 

3. 

4. 

5. 

6. 

7. 

8. 

9. 

10. 

11. 

12. 

13. 

14. 

15. 

16. 

17. 

18. 

19. 

20. 

We agree to give Privium 30 days to rectify the above items.