

HOME OWNERS GUARANTEE

The Heran Building Group 6 Years Home Owners Guarantee is in accordance with the Queensland Building & Construction Commissions Regulatory guidelines

URGENT SERVICE

If you have an urgent problem that affects vital things like security, weather-proofing etc. don't hesitate to email our Head Office Maintenance personnel. Our company representative will advise if the item is covered by our Guarantee, in which case the service will be free.

TO OBTAIN SERVICE ON YOUR OVEN, HOT PLATES, HOT WATER SERVICE, SHOWER SCREENS, GARAGE DOORS

The appliances included in your home are covered by the Manufacturer's Guarantee period. To arrange repairs/service of these appliances, please contact the Manufacturer's Service Department directly for assistance in obtaining satisfaction from the Manufacturer.

The QBCC Guarantee extends for varying periods, the longest of which is six years and 3 months of the building work being completed. Should you require us to inspect any major defect items within the terms of the Guarantee please email our Maintenance Personnel to advise us. We will arrange for a tradesman or supervisor to determine what action should be taken.

In order to carry out rectification and maintenance work covered by the Guarantee, tradesmen will need to be given access to your home during normal working hours.

I.e. Easing and adjusting of doors and window sash casing and adjusting cupboard doors and catches. Stopping up and touching up excessive plaster cracks
Note: In a new home, movement due to shrinkage may evidence itself in minor cracking and this is not covered by the Guarantee. Where touching up of paintwork is necessary every attempt will be made to match the existing colours. We will rectify at our expense, reasonable faulty workmanship or materials present in your home.

WHAT YOUR GUARANTEE COVERS

UP TO ONE YEAR AFTER PRACTICAL-COMPLETION

We will rectify at our cost:

Non Structural defective building work i.e.

- * Paint failure
- * Faulty spouting downpipe and storm water drains

UP TO SIX YEARS AND 3 MONTHS AFTER PRACTICAL COMPLETION - MAJOR DEFECTS

We will rectify at our cost structural defective building work

- * Concrete footing
- * Load bearing brickwork
- * Structural timber

ITEMS NOT COVERED

a) Damage caused by storm, fire or flood is not covered by this Guarantee

b) Trees near the concrete footings of your home may cause shrinkage of the soil particularly in soil of high clay composition. As a result of this shrinkage damage to the footings may eventuate.

It is recommended that a clear space equal to at least two-thirds of the trees' mature height be maintained between the external wall of your home and any established or planted trees.

In the event of tree growth causing structural damage to your home by you not complying with the above recommendation this Guarantee may be rendered void. For more information about planning your garden, paving and redirecting of water away from your home, etc., please refer to the publication titled "Care and Maintenance of your New Home".

c) This Guarantee does not cover problems caused by misuse or neglect on your part. It is, therefore, in your interest to ensure that your home receives proper care and maintenance.

A well cared for home should increase in value every year. It's great to watch your investment growing. It's a good feeling.

HAND OVER DATE: _____

PRINT DATE:

QUEENSLAND BUILDING SERVICE AUTHORITY REGULATION 1992

"MAJOR DEFECT" in relation to building work, means a defect-

- (a) that could result in water penetration of a building; or
- (b) that could adversely affect the health or safety of occupants of a building; or
- (c) that adversely affects the structural adequacy of a building.

"MINOR DEFECT" in relation to building work, means any defect that is not a major defect.