



BUILDING GUARANTEES

Handover & Warranty Guide



canberragrannyflatbuilders.com.au





COMPLETION & HANDOVER

Practical Completion & Walkthrough

Practical Completion

Per the HIA website, **Practical Completion** defines the milestone when the building works are complete, except for minor omissions and defects that do not prevent the building works from being fit for purpose.

We will notify you in writing of this important milestone advising a date and time to inspect the building works with you, and attach your final progress payment claim.

Walkthrough Meeting

We will meet you on site for the final walkthrough to inspect the building works. The meeting can be recorded and takes about an hour to complete. (This will occur within 5 days of Practical Completion.)

During the walkthrough any unresolved defects are documented using a checklist for prompt action by our Warranty team.

You will receive a Certificate of Occupancy and Use directly from the ACT Planning Department within 2-3 weeks of Practical Completion.

A full walkthrough inspection checklist can be found at the end of this document (Appendix A)

HIA Agreement Points

Upon completion, Clause 23 of the HIA building agreement covers handover and defects including (summarised) below:

Clause 23. Practical completion

- Upon construction, the owner receives notice of practical completion. **Within 5 days**, the owner and the builder must meet together to inspect the works, where the owner must give the builder a written and signed list of any work deemed defective or unfinished.
- The work is promptly rectified (if applicable), and the owner must pay the final payment in full within 5 days of receiving notice of practical completion/rectification.
- **Within 65 business days** after the date of practical completion, the owner must provide the builder with a written list of ongoing defects (if any). The builder must **within 15 days** after the expiry of the 65 day period rectify the defects resulting from work or materials not being in accordance with the agreement.



COMPLETION & HANDOVER

Key Handover & Defect Reporting

Final Payment & Key Handover

Your final payment is due following the walkthrough meeting, ie. within 5 days of receiving notice of Practical Completion.

After paying your final installment you may take occupancy of the property. A lockbox with a spare key, which is removed and returned to you once the work is complete, can be used to facilitate the repairs of any minor defects.

In the rare case of a major defect preventing the Certificate of Occupancy being issued, this will be repaired and a new notice of Practical Completion issued.

Until your Certificate of Occupancy is received from the ACT Planning Dept, the property may not be eligible for insurance or lease agreements- we encourage you to seek any appropriate legal advice.

Defect Period (Post-Handover)

During the 3 months from practical completion (65 working days), it is the owner's right to log and report any ongoing defects for repair. Workmanship issues to be rectified may include:

- Cracks > 5mm
- Incomplete finishes
- Sticking doors or windows
- Fixtures or fittings that don't operate as expected
- Any general poor quality in workmanship

These issues must be logged electronically for action by our Warranty team, and rectified within 15 working days of the defect period expiring.

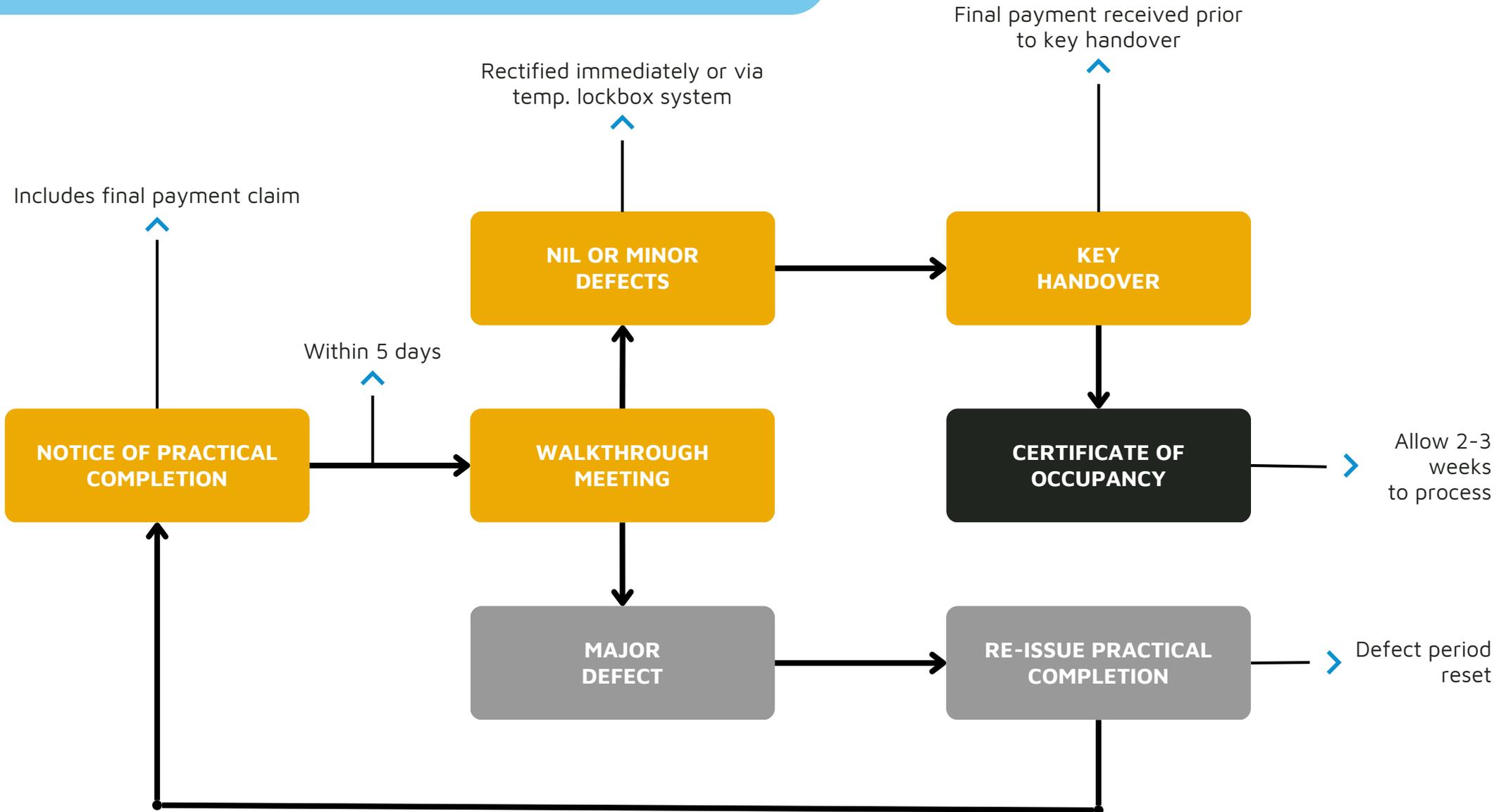
Product Issues

Defects arising from hot waters systems, air conditioners or other appliance repairs are not covered by the builder during the defect period. The appliance manufacturers are responsible for these issues directly under Australian Consumer laws.

SUMMARY OF BUILDING COMPLETION

CANBERRA
GRANNY FLAT
BUILDERS

FIXED
PRICE
EXTENSIONS



ONGOING SUPPORT

Warranty Period & Logging

After-Sales Warranty

Completed project structural and non-structural warranties are covered under our Quality Guarantee.

This includes a **6 year structural warranty** covering foundations and footing, structural floor systems, wall and roof frames, structural steel and weather proofing.

The **2 year non-structural warranty** covers items such as fixtures, flooring, windows, doors or lights, paintwork, joinery and cabinets.

Warranty Manager

Our Warranty Manager and their team will work quickly to resolve any issues or defects as part of your project logged via our Warranty Report website.

All Warranty issues must be logged via this website for prompt action and legal requirements.

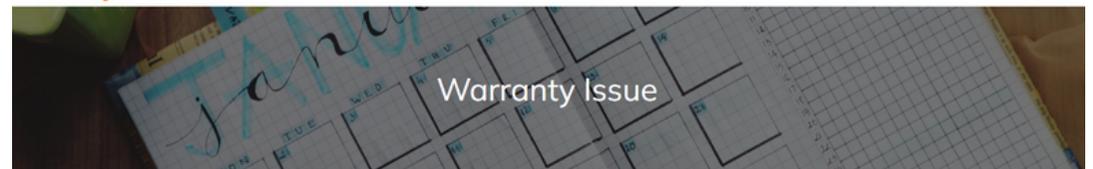


CGFB Warranty Log

[Warranty Report](#) is an interactive portal for our staff, suppliers and clients to manage and coordinate warranty issues. Warranty form submissions create a new warranty issue for follow up.

Customers can review warranty issues, upload photos, submit enquiries, and download a PDF file of the warranty issues summary.

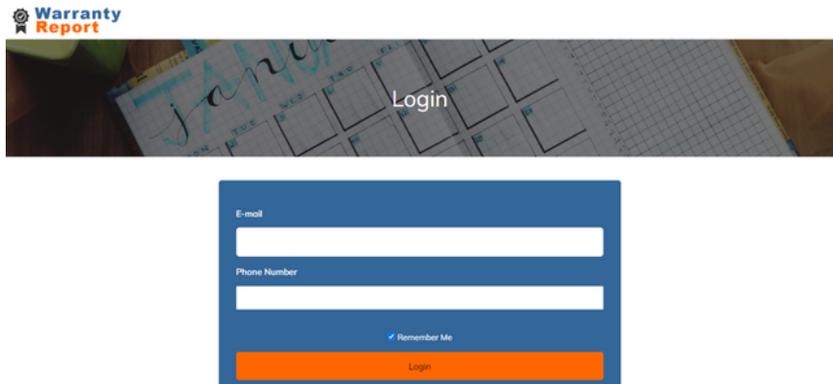
After successful login, the Warranty Form page allows customers to select the project the issue relates to, and select if the property is tenanted, completed or still under construction.



WARRANTY LOG

Reporting Warranty Issues as a Customer

Client Login



Warranty Report

Login

E-mail

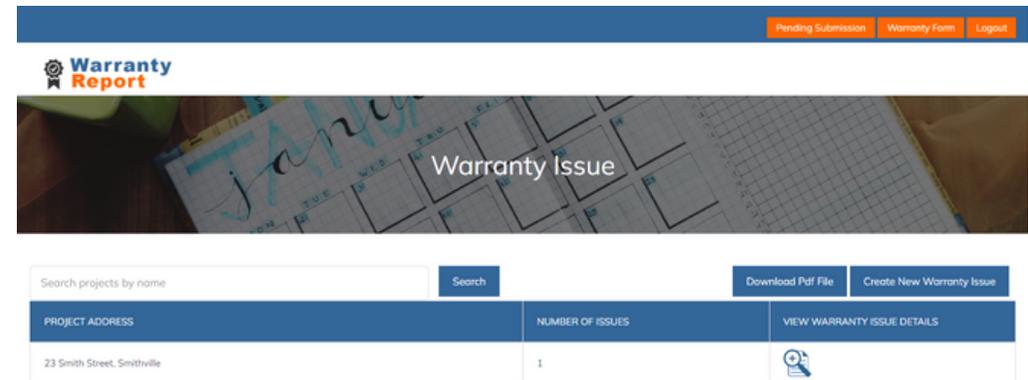
Phone Number

Remember Me

Login

To submit a **warranty form**, log in using your email address and phone number registered with our business. **This process is the same regardless of when the building works were completed.**

Dashboard



Pending Submission Warranty Form Logout

Warranty Report

Warranty Issue

Search projects by name Search Download Pdf File Create New Warranty Issue

PROJECT ADDRESS	NUMBER OF ISSUES	VIEW WARRANTY ISSUE DETAILS
23 Smith Street, Smithville	1	

Upon logging in, you're presented with a list of properties relevant to your client building history.

From here, you can view the progress of current submissions, create a new submission, add an enquiry to a current submission, or download a PDF report of all warranty issues logged.

To create a new submission, click **Create New Warranty Issue**

Create New Warranty Issue



Property Address
23 Smith Street, Smithville

Is The Property Tenanted ?
 Yes No

Is Your Project Completed Or In Construction Phase ?
 In Construction Completed

What is the Problem That You Are Experiencing?
Kitchen window sticking, hard to open/close

Upload Photos
Upload Photo 1
Upload Photo 2
Upload Photo 3
Upload Photo 4
Upload Photo 5

Upload Videos
Upload Video

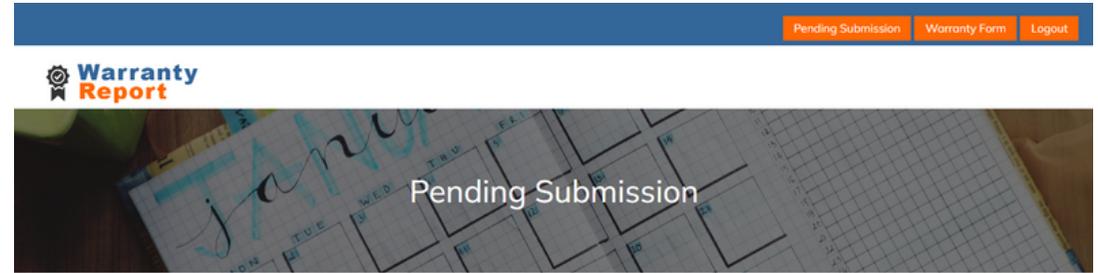
Submit

To log a new warranty issue, simply complete the fields describing the issue, and whether the property is:

- Tenanted (Y/N)
- Completed (Y/N)

Photos and videos can be uploaded at this point, then click submit.

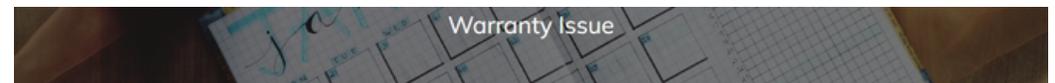
Pending Submission



PROPERTY ADDRESS	IS THE PROPERTY TENANTED?	IS YOUR PROJECT COMPLETED OR IN CONSTRUCTION PHASE?	WHAT IS THE PROBLEM THAT YOU ARE EXPERIENCING?	PHOTO	VIDEO	STATUS
23 Smith Street, Smithville	Yes	Completed	Kitchen window sticking, hard to open/close.			

You will be advised by email notification once your submission has been assessed by our Warranty Team. Until this occurs, your issue will appear under **Pending Submission** and can be viewed from this tab.

Review Logged Issues



REC NO : 2887 [Back](#)

Project Address	23 Smith Street, Smithville
Type	Walkthrough Log
Date	
Problem	test
Days Count	
Problem Photo	
Video Files	
Notes	Show
Responsible Position	
Enquiries	Add Enquiries

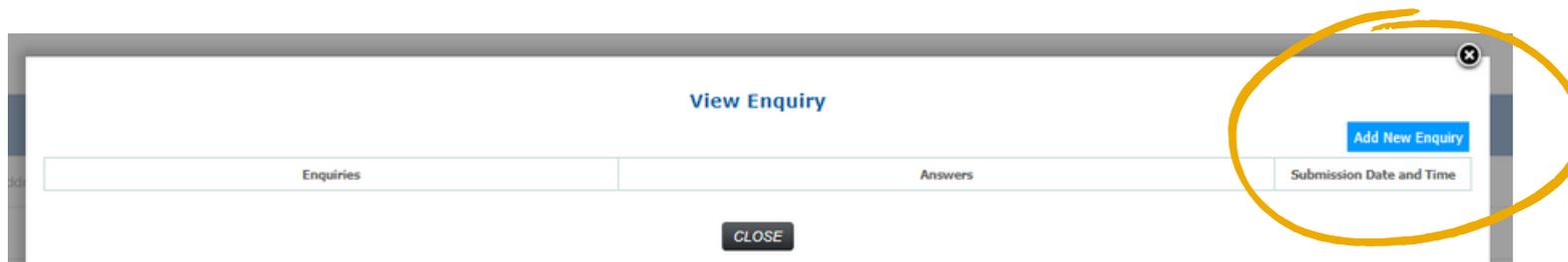
Once approved, your submission will appear on your dashboard and can be viewed as a summary, including notes and updates as they progress.

Specific Enquiries ▼

Notes	Show
Responsible Position	
Enquiries	Add Enquiries

Using your summary from the dashboard, specific enquiries can be added to your existing warranty issue, avoiding the need to re-log or resubmit related concerns.

New enquiries can be made using **Add Enquiries**



Existing enquiries and answers will be shown once clicked, or simply click **Add New Enquiry** to submit your question or update on the warranty issue.

Emails, Downloads & Reports ▼

CANBERRA GRANNY FLAT BUILDERS Warranty issues of you project - 03/12/2023
Canberra Granny Flat Builders

Warranty Issue Report

Project	23 Smith Street, Smithville
Contact Info	
Status	Open
Problem	test
Q. Inspector Contacted Client	No

Pending Submission Warranty Form Logout

Warranty Report

Warranty Issue

Search projects by name Search

PROJECT ADDRESS	NUMBER OF ISSUES	VIEW WARRANTY ISSUE DETAILS
23 Smith Street, Smithville	1	

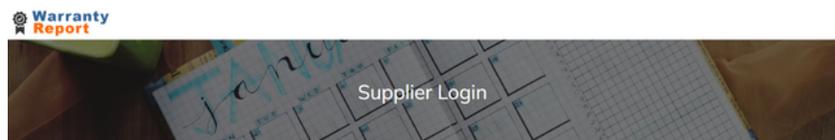
Using your dashboard, you can download a PDF report of your warranty issues at any time. You will also receive a Weekly Warranty Update generated by the online system outlining a summary of your warranty issues.

TRADE PARTNER LOG

Managing Repairs as a Registered Supplier

Our supplier network uses the same system to track and report on logged warranty issues- this is why it's important to use the website for all warranty reports.

Login 



E-mail

Phone Number

Once a warranty issue or repair is allocated within our supplier network, an email will arrive with a link to the login screen above. Suppliers will use their credentials to access the system and see unresolved repairs that have been allocated.

Dashboard 

PROJECT ADDRESS	NUMBER OF ISSUES	VIEW WARRANTY ISSUE DETAILS
Systems Test Project 2	2	
Systems Test Project 3	2	

Upon logging in, suppliers see a list of unresolved warranty issues for each client property.

By clicking on the relevant  icon a detailed summary of the 'number of issues' will be displayed for the property.

Warranty Log Details

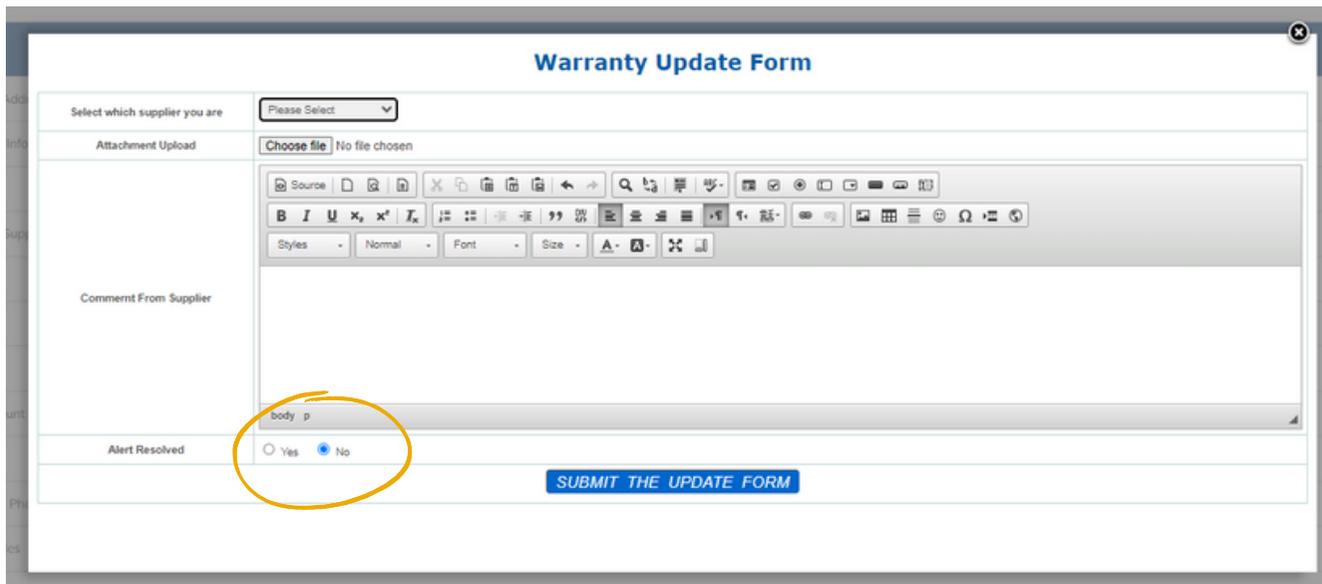
REC NO : 3158	
Project Address	Systems Test Project 2
Contact Info	Yee Kiu Yeung - 0481366749
Date	
Include Suppliers	Others
Type	Walkthrough Log
Priority	
Issue	test
Days Count	
Notes	Show
Problem Photo	
Vidco Files	
If you wish to add comment for this issue, please Click Here	

Details of the issue will be shown, including:

- property address
- other suppliers involved
- nature & date of the issue
- relevant notes from staff or other suppliers
- pictures/videos
- client contact details

Once the issue is rectified, suppliers can close the entry using the **link indicated opposite**. Multiple issues logged for the property will display underneath each other.

Warranty Update Form



Warranty Update Form

Select which supplier you are:

Attachment Upload: No file chosen

Comment From Supplier:
body p

Alert Resolved: Yes No

[SUBMIT THE UPDATE FORM](#)

Clicking the link shown will present the following update form, where suppliers can document their work, progress, and notes regarding the warranty issue.

If the issue is completely fixed, the supplier can click 'yes' to remove the issue from their dashboard, where an email will be sent automatically to update the client and supplier accounts.

GLOSSARY

Please see below for building terms used throughout this guide:

Term	Definition
HIA Building Agreement	HIA- Housing Industry Association- the building agreement to be entered into between the Purchaser and the Builder
Quality Assurance (QA)	An inspection or aspect that ensures the end product meets the highest standards of quality and safety.
Practical Completion	The milestone when the building works are complete, except for minor omissions and defects that do not prevent the building works from being used as normally intended. (www.hia.com.au)
Walkthrough	Meeting in which the builder and property owner inspect the building works. (ie. using checklist in Appendix A)
Certificate of Occupancy and Use	Issued when the building work is complete and is fully built in accordance with approved plans and building laws.
Handover	Keys issued to property owner following final progress payment.
Progress Payment	Amounts due to the builder as part of the payment schedule, based on the percentage of the work that is complete.
Major Defect	A defect in a 'major element' of the building likely to cause an inability to use the building for its intended purpose.
Minor Defect	Cosmetic or simple damages that can affect how a building looks or functions without compromising the integrity of the structure.
Warranty Report	Website used to log any Warranty issues or damages by clients.



APPENDIX A:

WALKTHROUGH CHECKLIST



www.canberragrannyflatbuilders.com.au



Customer Project Walkthrough

Customer Name(s).....

Project Address.....

Date.....

	Room and item	Clean	Undamaged	Working	Comments
Entrance hall					
Entrance hall	Doors				
	Walls				
	Windows/screens				
	Blinds/curtains				
	Ceiling				
	Light fittings				
	Floor coverings				
	Power points				
	Built in cupboard				
	Other				
Lounge room					
Lounge room	Doors				
	Walls				
	Windows/screens				
	Blinds/curtains				
	Ceiling				
	Light fittings				
	Floor coverings				
	TV/power points				
Kitchen / Meals					
Kitchen / Meals	Doors				
	Walls				
	Windows/screens				
	Blinds/curtains				
	Ceiling				
	Light fittings				
	Rangehood fan and light function				
	Floor coverings				
	Power points				
	Cupboards/drawers				
	Bench tops				
	Tiling				
	Sink/disposal unit/taps				

	Room and item	Clean	Undamaged	Working	Comments
	Cooktop/stove top				
	Griller				
	Oven				
	Exhaust fan/rangehood				
	Dishwasher				
	Customer information folder				
Bedroom 1					
Bedroom 1	Doors				
	Walls				
	Wardrobe/drawers				
	Windows/screens				
	Blinds/curtains				
	Ceiling				
	Light fittings				
	Floor coverings				
	Power points				

	Room and item	Clean	Undamaged	Working	Comments
Ensuite					
Ensuite 1	Doors				
	Walls				
	Tiling				
	Windows/screens				
	Blinds/curtains				
	Ceiling				
	Light fittings				
	Floor coverings				
	Power points				
	Bath/taps				
	Shower/screen/taps				
	Wash basin/taps				
	Mirror cabinet				
	Towel rails				
Toilet					
Exhaust fan/heating					
Bedroom 2					
Bedroom 2	Doors				
	Walls				
	Wardrobe/drawers				
	Windows/screens				
	Blinds/curtains				
	Ceiling				
	Light fittings				
	Floor coverings				
	Power points				
Bedroom 3					
Bedroom 3	Doors				
	Walls				
	Wardrobe/drawers				
	Windows/screens				
	Blinds/curtains				

	Room and item	Clean	Undamaged	Working	Comments
	Ceiling				
	Light fittings				
	Floor coverings				
	Power points				
Bedroom 4					
Bedroom 4	Doors				
	Walls				
	Wardrobe/drawers				
	Windows/screens				
	Blinds/curtains				
	Ceiling				
	Light fittings				
	Floor coverings				
	Power points				

	Room and item	Clean	Undamaged	Working	Comments
Main bathroom					
Main bathroom	Doors				
	Walls/ceilings				
	Tiling				
	Windows/screens				
	Blinds/curtains				
	Light fittings				
	Floor coverings				
	Power points				
	Bath/taps				
	Shower/screen/taps				
	Wash basin/taps				
	Mirror/cabinet				
	Towel rails				
	Toilet				
Exhaust fan/heating					
Laundry					
Laundry	Doors				
	Walls				
	Windows/screens				
	Blinds/curtains				
	Ceiling				
	Light fittings				
	Floor coverings				
	Power points				
	Sinks/taps				
	Tiling				
	Plumbing				
General – Inside					
General – Inside	Flooring				
	Visible defects				
	Keys				
	Paint work				

	Room and item	Clean	Undamaged	Working	Comments
	Windows and doors				
	Heating/Air Conditioning				
	Smoke detectors				
	Blinds				
	Manufacturer's instructions				
General – Outside					
General – Outside	Deck/Alfresco				
	Garage/car port				
	Power and Lighting				
	External Cladding				
	Pergola				
	Heating and Cooling				
	Retaining walls				
	Fencing				
	Gates				
	Hot water system				
	Clothes line				
	Landscaping				
	Water tanks				
	Rubbish				
	Downpipes				
	Concreting				
	Windows and Doors				
Sumps and drains					
Exterior plumbing					