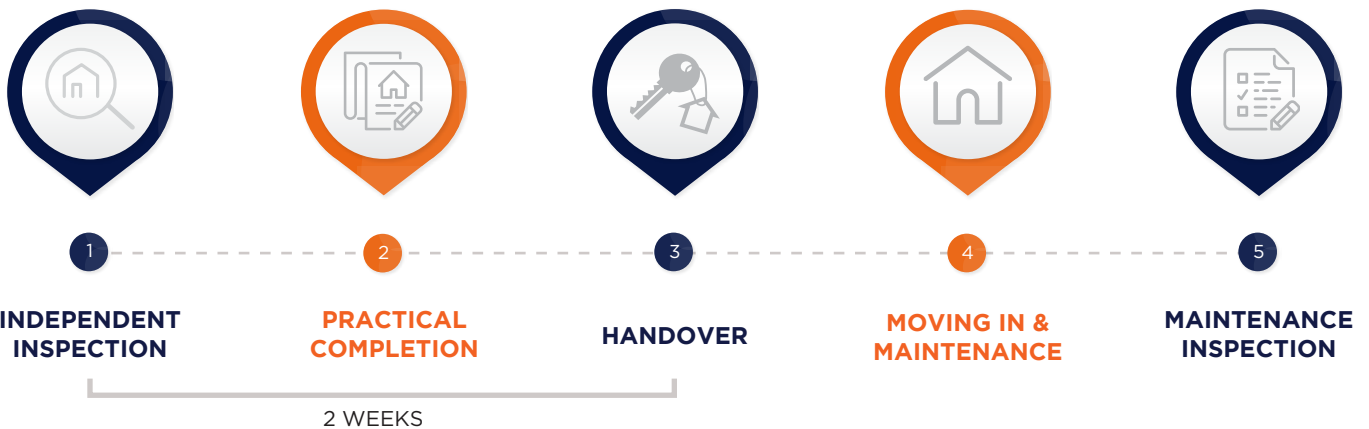


KEIBUILD HOMES 12 MONTH MAINTENANCE GUARANTEE

When you build your new home with Keibuild Homes, we're dedicated to ensuring that it's built to last. That's why, on top of our 6 Year Structural Guarantee, we also offer our clients a 12 Month Maintenance Guarantee. We know that some homes experience minor omissions that can occur when your new home settles, so we have an easy-to-follow process to ensure that your maintenance is managed as simply as possible.

MAINTENANCE PROCESS



Contact our team today for more information.

(07) 3886 4449
info@keibuildhomes.com.au
www.keibuildhomes.com.au

KEIBUILD HOMES
UNLOCK YOUR DREAM

KEIBUILD HOMES MAINTENANCE PROCESS

STAGE ONE: INDEPENDENT INSPECTION

Practical Completion is where the work is, for all practical purposes, sufficiently complete for handover, but is not necessarily absolutely complete. **The date your home reaches practical completion is the date your 12 month maintenance guarantee commences.**

Two weeks prior to reaching Practical Completion, your Site Manager will arrange an independent inspection (via Handovers.com) so we can identify and correct any omissions prior to handover. You will be notified of this and will be given the opportunity to attend the inspection with both parties.

STAGE TWO: PRACTICAL COMPLETION

Any omissions that were raised during the inspection will be noted and provided to you in the form of a Certificate on Practical Completion along with the Practical Completion claim. We will advise you of your handover date at this time.

STAGE THREE: HANDOVER

Once we have received receipt of your final payment, handover will be locked in and you will receive the keys to your new home. Any omissions that were raised in stage two will be reviewed and approved by you. At Handover, your Site Manager will also run through the guidelines on how to best maintain your new home and provide you with supporting documentation.

STAGE FOUR: MOVING IN & MAINTENANCE

Now that you've moved in, we recommend that you keep note of any maintenance issues that may occur. Some issues, such as minor cracks in the cornice, may occur due to your house settling.

We will be in touch via email at the following stages. We ask that you raise any maintenance issues at this time via our online webform that we will send to you.

1 Month
6 Months
11 Months

STAGE FIVE: MAINTENANCE INSPECTION

At 11 months, we ask that any and all final maintenance requests are submitted to Keibuild Homes. We will arrange an inspection during the twelfth month to review all requests (usually two weeks after all requests have been received). Once inspected, our service team will provide you with a list of final omissions and will arrange for these items to be rectified. The maintenance period is complete once this list has been provided. Any issues that do not fall within your HIA contract will be discussed with our service team.

Your maintenance period is now complete and your home continues to be covered by our 6 year Structural Guarantee.

Contact our team today for more information.

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