

OCTOBER 2019

SAMPLE

handover manual

Owners Name: _____

Address: _____

AVANT
TOWNHOMES

AT

QUAY2
TORQUAY

SAMPLE

[Owner Name]

[Address - new address!]

Dear [complete]

Re: Handover of [address]

Congratulations on purchasing your new home from Avant Townhomes.

We appreciate the level of trust you have placed in us by purchasing an Avant Townhome and sincerely hope you have had a positive purchasing experience.

Your home is now completed and ready for your occupation and enjoyment, however, from our perspective, your relationship with Avant Townhomes is ongoing as we place value on establishing positive long term relationships with our purchasers.

Completion of your home in readiness for this handover has involved the satisfaction of numerous regulatory requirements and inspection processes. It is our objective to hand your new home over to you in a perfect condition. However, if defects arise in the future we will remedy them. The procedure for notifying us to manage their resolution is set out in Section 3 of the Handover Manual.

The Handover Manual contains hard copies of important documents and information on items installed in your home. You can also view and download a copy of this document from our website. Refer to Section 3 for log in details.

Beyond the management of matters related to the completion and function of your home we want you to be a satisfied customer, proud of your new home and happy in your relationship with Avant Townhomes.

If the need arises please contact me on (03) 9207 8000.

Yours Sincerely



David Lunardi
General Manager
Avant Townhomes



1. Customer Dashboard

2. Handover Items

- a. Hardware
- b. Documentation
- c. Spare Materials

3. Immediate Actions

- a. Service Connections
- b. Opticomm Fibre Connection
- c. Solar System Commissioning

4. Care and Maintenance

- a. Procedures
- b. Guidelines

Attachments:

- A. Occupancy Permits and Associated Certificates
- B. Insurance
- C. Paint Colours
- D. Product Manuals
- E. Opticomm Connection Brochure
- F. Maintenance Diagram

1. Customer Dashboard



Once you have moved into your new Avant Townhome you will have access to your own private Customer Dashboard.

You can use the Customer Dashboard to: send us details of anything that needs attending to, monitor the progress of any outstanding items and to access stored documents related to your home.

To access your Customer Dashboard go to the Avant Townhomes website:

www.avantth.com.au

and click the LOG IN button on the top right hand corner of the home page.

Your unique Customer Dashboard log in details are:

Username: [insert details]

Password: [insert details]

When you log in to the Avant Customer Dashboard for the first time, you will have the option to reset your password.

2. Handover Items



At handover of your new home you will receive the following items:

a) Hardware

ITEM	NUMBER
Front Door Keys	2
Letterbox Keys	2
Garage Remotes	2
Window and Door Keys	2 sets
Air Conditioning Remotes	1 per indoor unit
Recycled Water Tap Handle	1

b) Documentation

This Handover Manual and a list of any items to be rectified that have been agreed and have not been rectified at the time of handover.

c) Spare Materials

To assist with any future works you may want to do on your home, we have left the following items for you:

- Tin of paint for internal wall and ceilings
- Replacement Tiles
- Spare Carpet

Owners will be asked to sign a document at handover confirming receipt of the Handover Items.

3. Immediate Actions



a. Service Connections

In preparing your home for completion, services were connected via the following listed providers:

SERVICES	RETAILER	METER NO:
Electricity	Energy Australia	
Gas	Energy Australia	

Invoices payable for services up to handover will be paid by Avant Townhomes.

You should have already arranged for services to be changed to your account from the date of handover. If you have not attended to this matter you should do so immediately to ensure continuity of supply.

There are two broad options for you to choose from:

(i) Transfer Account with Existing Provider:

Contact Energy Australia ASAP on 1800 754 313
or via email on EAMajorPartners@energyaustralia.com.au

(ii) Arranging for Services from a New Supplier:

If you would like to purchase your services from alternate providers, then you must make arrangements for this as a matter of urgency.

If you encounter any difficulty with the above please contact our partner builder, SAW Constructions during business hours on (03) 9550 0700.

b. Opticomm Connection

Opticomm are the infrastructure provider responsible for installing the fibre connection to QUAY2 estate. Avant Townhomes has already arranged the connection with Opticomm to your dwelling. In addition, Avant Townhomes have arranged for a four week internet subscription with Harbour.ISP to be active upon your settlement.

Avant Townhomes aim to relieve some of the pressures of moving in to a new home and as such, there is no continued obligation on your behalf to continue with the service. On completion of the four week trial, Harbour.ISP will make contact with you to either opt-in or opt-out of the service.

If you wish to no longer proceed with Harbour.ISP you will need to select a network provider from the list of approved Opticomm providers. Please visit Opticomm's website at www.opticomm.net.au and select "Find a Service Provider".

3. Immediate Actions

SAMPLE

c. Solar System Commissioning

The solar power system in your home does not require any further commissioning after you have moved in. For optimum performance an operational internet connection is required as this facilitates real time monitoring.

Once you have moved in, you will need to notify your electricity retailer that an active solar system is operational on your dwelling. This will allow your energy retailer to change your billing arrangements so that you can receive a credit for your surplus power you feed back into the grid. Your supplier should automatically facilitate this change.

If you want to learn more about your solar system, go to redbacktech.com.au

There is also a Redback app. you can download from the app. store (select the app. with the red background abd the white spider).

Note: Please ensure you carefully read through all your warranties provided. Often, manufacturers require the end user to activate and electronically lodge the details of their product to register the warranty.

4. Care & Maintenance



This section sets out the procedures Avant Townhomes has in place to fix any problems there may be with your new home.

a) Procedures

i. At Handover

If there are any outstanding defects at handover, Avant Townhomes will manage the completion of these items, including contacting you to arrange access. You are not required to do anything more.

ii. After Handover

If any defects arise within 12 months after the Occupancy Permit is issued, Avant Townhomes will have them rectified. The process for reporting and managing these items depends on the nature of the issue:

1. Non-critical

Defects rarely affect the occupation and function of your home. These are non-critical defects and are best managed through the following process:

- Go to the Avant Townhomes website: avantth.com.au
- Click on the Customer Portal button and enter the following details:
Owner number [complete]
Password [complete] (this can be changed by you):
- Enter a description of the defect and a photo or two:
- The matter will then be addressed by Avant Townhomes.

All non-critical defects will be completed by the end of the defect liability period.

2. Critical

If a fault occurs that materially limits the occupation or function of your home then it may be necessary for you to treat it as a critical defect. In this situation, to get urgent attention:

During Normal Business Hours - Call (03) 9550 0700

This is the business hours office number for SAW Constructions.
SAW is Avant Townhomes building partner.

Outside Normal Business Hours - Call RACV Emergency Assist 13 72 28

To deliver the best possible customer support, Avant Townhomes has gifted you a twelve month membership of RACV's 24 hour home emergency program. The details and benefits of this gifted support system are set out in the brochure provided at handover.



OCCUPANCY PERMIT AND ASSOCIATED DOCUMENTATION

Included in this section is the Occupancy Permit for your property, issued by the relevant Building Surveyor and the following supporting certificates.

- **Certificate of Electrical Safety**
- **Plumbing Industry Commission Compliance Certificate**
 - Roof Plumbing
 - Sanitary Plumbing
 - Drainage
 - Hot and Cold Water
 - Mechanical Services, Air Conditioning and Ducted Heating
 - Solar Installation – If applicable
 - Rainwater Tank – If applicable
- **Certificate of Compliance for Termite Treatment** – if applicable
- **Certificate of Compliance for Windows and Doors**
- **Certificate of Compliance for Waterproofing**
- **Certificate of Compliance for Insulation**



Building Surveyors & Consultants

Suite 3, 55-57 Wangara Road

Cheltenham Victoria 3192

T: 8770 9900 F: 8786 3866

www.buildingstrategies.com.au



OCCUPANCY PERMIT

Permit No:

Form 6

Building Act 1993 Building Regulations 2006 :- Regulation 1005

DESCRIPTION OF BUILDING WORK

BCA Class: 1a, 10a

Allowable Live Load: 1.5kPa

Persons Accommodated For: N/A

CONDITIONS: THIS OCCUPANCY PERMIT RELATES TO LOT 85 AKA NO 15 TALISKER ST

1. The owner(s) of the building(s) is responsible for the maintenance of the buildings foundations. Attention is drawn to the CSIRO Building Technology File 18 named '*Foundation maintenance and Footing Performance: A home Owners Guide*'.
2. The owner(s) of the building(s) is responsible for maintaining the buildings construction requirement and vegetation to satisfy the Bushfire Attack Level (BAL) of the building permit in accordance with AS3959-2009 – '*Construction of buildings in bushfire areas*' and in a state which enables them to fulfill their purpose.
3. The owner(s) of the building(s) is responsible for maintaining the buildings termite barrier(s) in accordance with AS3660.1-2000. (if applicable)
4. The owner(s) of the building(s) is responsible for maintaining the buildings smoke detectors in a state which will enable them to fulfill their purpose.
5. This Occupancy Permit is issued subject to the power, gas and water supplies being connected (as applicable).
6. All landscaping to ensure the slab's vapour barrier is maintained at the external side of the edge beams. The vapour barrier must extend above the height of any adjacent ground level
7. All landscaping must maintain a clearance below the building's damp proof course (i.e. base of weep holes) of 150mm above the adjacent finished ground level; 75mm above the finished paved, concreted or landscape areas that slope away from the building; or 50mm above finished paved, concrete or landscaped areas that that slope away from the wall and protected from the direct effect of weather by a carport, verandah or the like

SUITABILITY FOR OCCUPATION:

The building or part of a building to which this certificate applies is suitable for occupation

SIGNED:

Final Inspection Date:

Registration Number:

Issue Date:

CERTIFICATE OF ELECTRICAL SAFETY for Prescribed Electrical Installation Work

ELECTRICITY SAFETY ACT 1998, ELECTRICITY SAFETY (INSTALLATIONS) REGULATIONS 2009

CERTIFICATE OF COMPLIANCE

1 Responsible Person (eg. electrical contractor, supervising electrician, electrician)

REC reg./licence no. Telephone no.

Name

Address

2 Licensed Electrical Installation Worker (eg. electrician)

Licence no.

Name

3 Details of Electrical Installation

Name of customer

Address of installation (include lot no. if required)

Suburb or town Postcode

Telephone

NMI (if available)

4 Electrical Work Undertaken

No. light points No. single Socket outlets No. doubles Have you installed Air Conditioning? Yes ☐ No ☐

Maximum demand in amps per phase on completion Consumers mains capacity in amps

Description of work undertaken (if insufficient space, please attach list)

5 Has this **prescribed electrical installation work** failed a previous inspection? Yes ☐ No ☐

If yes, quote previous certificate number

6 Type of prescribed electrical installation work (refer back of certifi cate for types) 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐

7 Does this installation work include **non-prescribed electrical installation work**? Yes ☐ No ☐

8 Type of property where the electrical installation work is carried out: (refer back of certificate for types)

1 Domestic ☐ 2 Non Domestic ☐ 3 Construction ☐

I, the licensed electrical installation worker named above, who carried out the electrical installation work described above, certify that the electrical work has passed all the required tests and complies in all respects with the Electricity Safety Act 1998 and the Electricity Safety (Installations) Regulations 2009.

Signature

9 Date of completion of work 10 Date Certified

Certificate no.



CERTIFICATE OF INSPECTION

Details of Licensed Electrical Inspector (LEI)

Name

Licence no.

Inspector's Employer

Name (if applicable)

Details of Defects

Please supply defect code(s)

I, the Licensed Electrical Inspector named above, have inspected the prescribed electrical installation work as described in the certificate of compliance and certify that the work

complies ☐ **does not comply** ☐

with the Electricity Safety Act 1998 and the Electricity Safety (Installations) Regulations 2009

Signature

Date inspected

Date certified

Safety Statement

In accordance with Regulation 242 (d) this electrical installation appears to be electrically unsafe

unsafe ☐

energysafe
VICTORIA



CERTIFICATE OF ELECTRICAL SAFETY for Non-Prescribed Electrical Installation Work

ELECTRICITY SAFETY ACT 1998, ELECTRICITY SAFETY (INSTALLATIONS) REGULATIONS 2009

CERTIFICATE OF COMPLIANCE**1 Responsible Person** (eg. electrical contractor, supervising electrician, electrician)

REC reg./licence no.	<input type="text"/>	Telephone no.	<input type="text"/>
Name	<input type="text"/>		
Address	<input type="text"/>		

2 Licensed Electrical Installation Worker (eg. electrician)

Licence no.	<input type="text"/>
Name	<input type="text"/>

3 Details of Electrical Installation

Name of customer	<input type="text"/>		
Address of installation (include lot no. if required)	<input type="text"/>		
Suburb or town	<input type="text"/>	Postcode	<input type="text"/>
Telephone	<input type="text"/>	<input type="text"/>	<input type="text"/>
NMI (if available)	<input type="text"/>		

4 Electrical Work Undertaken

No. light points	No. single	Socket outlets	No. doubles	Have you installed Air Conditioning?
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Maximum demand in amps per phase on completion		Consumers mains capacity in amps		
<input type="text"/>		<input type="text"/>		

Description of work undertaken (if insufficient space, please attach list)

5 Has this *electrical installation work* failed a previous audit?Yes ☐ No ☐

If yes, quote previous certificate number

6 Type of property where the electrical installation work is carried out: (refer back of certificate for types)
☐ 1 Domestic
 ☐ 2 Non Domestic
 ☐ 3 Construction

I, the licensed electrical installation worker named above, who carried out the electrical installation work described above, certify that the electrical work has passed all the required tests and complies in all respects with the Electricity Safety Act 1998 and the Electricity Safety (Installations) Regulations 2009.

Signature

(Licensed Electrical Installation Worker)

7 Date of completion of work

8 Date Certified

Certificate no.



SAMPLE

Certificate of Electrical Safety

energysafe
VICTORIA


Certifier's Name		Licence No.		Compliance Cert No.	Compliance Cert PIN
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SAMPLE

INSTALLATION ADDRESS

Site Address			
Town/Suburb		Post Code	

PLUMBING WORK INFORMATION

BELOW GROUND SANITARY DRAINS

Date of completion of plumbing work		'As Laid' plans lodged	
Value of plumbing work		Water Authority 'Consent to Connect' number	

TYPE OF WORK

GAS METER / LPG

Residential / Commercial	Residential	Authorisation number	
--------------------------	-------------	----------------------	--

SPECIALITY DETAILS

Modification details		Recreational vehicle's chassis number	
Cooling tower		Performance solution	
6 Star Sustainability			

INSTALLATION INFORMATION

Roofing (stormwater)

INSTALLATION DETAILS

Fascia and Gutter

Box Gutter and Capping

Deck Roofing

Downpipes and Rainheads

This plumbing work has been installed to meet the performance requirements of DP1.1 through to DP1.5 using the verification method DV1.1 (a) or (b) of the Plumbing Code of Australia.

APPLIANCE/PRODUCT INFORMATION

Certifier's Name		Licence No.		Compliance Cert No.	Compliance Cert PIN

SAMPLE

INSTALLATION ADDRESS

Site Address			
Town/Suburb		Post Code	

PLUMBING WORK INFORMATION

BELOW GROUND SANITARY DRAINS

Date of completion of plumbing work		'As Laid' plans lodged	
Value of plumbing work		Water Authority 'Consent to Connect' number	

TYPE OF WORK

GAS METER / LPG

Residential / Commercial	Residential	Authorisation number	
--------------------------	-------------	----------------------	--

SPECIALITY DETAILS

Modification details		Recreational vehicle's chassis number	
Cooling tower		Performance solution	
6 Star Sustainability		Solar installation Recycled water installation	

INSTALLATION INFORMATION

Sanitary
Water supply

INSTALLATION DETAILS

All internal plumbing to new dwelling

APPLIANCE/PRODUCT INFORMATION

DECLARATION

I certify that the above plumbing work complies in all respects with the plumbing laws as defined in Part 12A of the *Building Act 1993*.

SAMPLE

The plumbing work was carried out by me or under my supervision			
I have inspected and tested the work started by another licensed practitioner. Any necessary further work was carried out by me or under my supervision			
The above compliance certificate details are correct and ready to be lodged with the VBA			
I provide this compliance certificate in accordance with 221ZH(2)(a) of the Building Act 1993 initiating the status of a signed document			
Compliance Certificate Status		Date Lodged	

IMPORTANT NOTE TO PRACTITIONERS

A misstatement of fact, including an omission, is an offence under the *Building Act 1993*.

This Compliance Certificate must be given to the owner/consumer (or if issued to a building practitioner or person other than the owner/consumer), then that person must give it to the consumer within five (5) days of receipt.

IMPORTANT NOTE TO CONSUMERS

Information on this Compliance Certificate has been given to the Victorian Building Authority (VBA) in accordance with the *Building Act 1993*. The information also assists the VBA for its statutory functions to monitor and enforce compliance under that Act and for statistical purposes in a way that does not identify consumers. At www.vba.vic.gov.au you may view the details of this Compliance Certificate by using the Compliance Certificate number and PIN number in the top right corner of this Compliance Certificate, and also view the VBA's Privacy Policy. All work subject to a Compliance Certificate carries insurance to protect the owner/consumer against defective work by a plumbing practitioner. You should retain your Compliance Certificate for six (6) years as evidence of your cover.

Certifier's Name		Licence No.		Compliance Cert No.	Compliance Cert PIN

SAMPLE

INSTALLATION ADDRESS

Site Address			
Town/Suburb		Post Code	

PLUMBING WORK INFORMATION

Date of completion of plumbing work		'As Laid' plans lodged	
Value of plumbing work		Water Authority 'Consent to Connect' number	

BELOW GROUND SANITARY DRAINS

TYPE OF WORK

Residential / Commercial	Residential	GAS METER / LPG	
		Authorisation number	

SPECIALITY DETAILS

Modification details		Recreational vehicle's chassis number	
Cooling tower		Performance solution	
6 Star Sustainability		Recycled water installation	

INSTALLATION INFORMATION

Drainage
Water supply

INSTALLATION DETAILS

Install all below ground sewer drains connected to LPD. Install all below ground stormwater drains, taken to front with final connection by others. Install water lead in from both potable and recycled water meters to the house.

APPLIANCE/PRODUCT INFORMATION

DECLARATION

I certify that the above plumbing work complies in all respects with the plumbing laws as defined in Part 12A of the *Building Act 1993*.

SAMPLE

The plumbing work was carried out by me or under my supervision

I have inspected and tested the work started by another licensed practitioner. Any necessary further work was carried out by me or under my supervision

The above compliance certificate details are correct and ready to be lodged with the VBA

I provide this compliance certificate in accordance with 221ZH(2)(a) of the Building Act 1993 initiating the status of a signed document

Compliance Certificate Status

Date Lodged

IMPORTANT NOTE TO PRACTITIONERS

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Hot and Cold Water
Certificate to come

SAMPLE

Certifier's Name		Licence No.		Compliance Cert No.	Compliance Cert PIN

SAMPLE

INSTALLATION ADDRESS

Site Address			
Town/Suburb		Post Code	

PLUMBING WORK INFORMATION

BELOW GROUND SANITARY DRAINS

Date of completion of plumbing work		'As Laid' plans lodged	
Value of plumbing work		Water Authority 'Consent to Connect' number	

TYPE OF WORK

GAS METER / LPG

Residential / Commercial	Residential	Authorisation number	
--------------------------	-------------	----------------------	--

SPECIALITY DETAILS

Modification details		Recreational vehicle's chassis number	
Cooling tower		Performance solution	
6 Star Sustainability			

INSTALLATION INFORMATION

Gasfitting
Mechanical services – restricted to duct fixing
Refrigerated air-conditioning – restricted to basic systems

INSTALLATION DETAILS

Supply and install gas ducted heating to 7 outlets with 2 drops and
a refrigerated split system air conditioner

APPLIANCE/PRODUCT INFORMATION

Bonaire MB320e heater
York 24 (7kw) unit

DECLARATION

I certify that the above plumbing work complies in all respects with the plumbing laws as defined in Part 12A of the *Building Act 1993*.



The plumbing work was carried out by me or under my supervision

I have inspected and tested the work started by another licensed practitioner. Any necessary further work was carried out by me or under my supervision

The above compliance certificate details are correct and ready to be lodged with the VBA

I provide this compliance certificate in accordance with 221ZH(2)(a) of the Building Act 1993 initiating the status of a signed document

Compliance Certificate Status

Date Lodged

IMPORTANT NOTE TO PRACTITIONERS

A misstatement of fact, including an omission, is an offence under the *Building Act 1993*.

This Compliance Certificate must be given to the owner/consumer (or if issued to a building practitioner or person other than the owner/consumer), then that person must give it to the consumer within five (5) days of receipt.

IMPORTANT NOTE TO CONSUMERS

Information on this Compliance Certificate has been given to the Victorian Building Authority (VBA) in accordance with the *Building Act 1993*. The information also assists the VBA for its statutory functions to monitor and enforce compliance under that Act and for statistical purposes in a way that does not identify consumers. At www.vba.vic.gov.au you may view the details of this Compliance Certificate by using the Compliance Certificate number and PIN number in the top right corner of this Compliance Certificate, and also view the VBA's Privacy Policy. All work subject to a Compliance Certificate carries insurance to protect the owner/consumer against defective work by a plumbing practitioner. You should retain your Compliance Certificate for six (6) years as evidence of your cover.



AJELD WEN Company

Trend Windows & Doors Pty Limited
ABN 96 000 433 492

COMPLIANCE CERTIFICATE AS2047-2014 & AS1288-2006

13.03.18
Saw Constructions
15 / 45 Normanby Road
Notting Hill VIC 3168

RE:

This is to confirm that the windows and doors supplied by Trend Windows & Doors Pty Limited ("Trend") to the above job, were manufactured to comply with AS2047-2014 and glazed in accordance with AS1288-2006 as per details supplied to Trend Windows at the time of order.

Details of any warranty applicable to the above products are available from Trend's website - www.trendwindows.com.au/terms.html.

Yours faithfully

SAMPLE

28th May 2018
Saw Constructions

CERTIFICATE OF COMPLIANCE

This is to certify that membrane works have been carried out on the wet areas at the above address. Please note that the showers have also been done over screed.

Australian Standards 3740 2010

Materials used comply with AS 4858 2004

Materials used: Aquaproof 201 PU

All joints sealed with polyurethane sealant

All corners reinforced with polyester

Regards

HOME INSULATION INSTALLATION

SAMPLE

Warranty

Name of Installer: JD'S INSULATION

Address of Property: U

Insulation Batts Installed:

- R2.5 high density sound batts to all external walls, including party walls.
- R2.5 high density sound batts to internal walls of laundry, bathroom and toilet.
- R6 fibreglass roof batts to upstairs and downstairs main ceiling.
- R4.1 fibreglass roof batts to entire sub floor, including garage overhang.

Subject to the conditions set out in this warranty, the Installer warrants that:

- a) The Batts have been installed at the property in accordance with requirements of Australian Standards AS3999- 1992; and
- b) The Installer will rectify any immediate physical damage caused directly to the Property by the installer in the course of installing Batts.

Signed

For and on behalf of the Installer

Dated 01/ 03 /2018



INSURANCE

Included in this section is the Domestic Building Warranty Insurance certificate and policy for your property. This insurance is provided in accordance with the Domestic Building Contracts Act 1993 (Vic).

**Domestic Building Insurance
Certificate of Insurance**

Policy Number 420068108BWI-28

QBE Insurance (Australia) Ltd
628 BOURKE STREET
MELBOURNE VIC 3000
Phone: (03) 9246 2666
Fax: (03) 9246 2611
ABN: 78 003 191 035
AFS License No: 239545



SAMPLE

Name of Intermediary

Account Number
42HIAVMIA
Date Issued
05/12/2016

Policy Schedule Details

Certificate in Respect of Insurance

Domestic Building Contract

A contract of insurance complying with the Ministerial Order for Domestic Building Insurance issued under Section 135 of the Building Act 1993 (Vic) (Domestic Building Insurance) has been issued by QBE Insurance (Australia) Limited ABN 78 003 191 035 for and on behalf of the insurer Victorian Managed Insurance Authority a Statutory Corporation established under the Victorian Managed Insurance Authority Act 1996 (Vic), in respect of the domestic building work described below.

Domestic Building Work

At the property

Carried out by the builder

! Important note: If the builder's name and/or its ABN/ACN listed above does not exactly match with the information on the domestic building contract, please contact QBE **IMMEDIATELY**. If these details are incorrect, the domestic building work will not be covered.

For the building owner

Pursuant to a domestic building contract dated

For the contract price of

Type of cover

Cover is only provided if SAW CONSTRUCTIONS PTY LTD has died, becomes insolvent or has disappeared or fails to comply with a Tribunal or Court Order*

Period of cover

Cover commences on the earlier of the date of the domestic building contract or date of building permit for the domestic building work and concludes:

- Two years from completion of the domestic building work or termination of the domestic building contract for non structural defects*
- Six years from completion of the domestic building work or termination of the domestic building contract for structural defects*

The maximum policy limit for all claims made under this policy is

\$300,000 all inclusive of costs and expenses*

The maximum policy limit for all claims for non-completion of the domestic building works is

20% of the contract price*

*The cover and policy limits described in this Certificate are only a summary of the cover and limits and must be read in conjunction with, and are subject to, the terms, limitations and exclusions contained in the policy terms and conditions.

**Domestic Building Insurance
Certificate of Insurance**

Policy Number 420068108BWI-28

QBE Insurance (Australia) Ltd
628 BOURKE STREET
MELBOURNE VIC 3000
Phone: (03) 9246 2666
Fax: (03) 9246 2611
ABN: 78 003 191 035
AFS License No: 239545



SAMPLE

Subject to the Building Act 1993, and the Ministerial Order and the conditions of the insurance contract, cover will be provided to the Building Owner named in the domestic building contract and to the successors in title to the Building Owner in relation to the domestic building work undertaken by the builder.

Issued by QBE Insurance (Australia) Limited for and on behalf of

Victorian Managed Insurance Authority (VMIA)

Domestic Building Insurance Premium and Statutory Costs

Base DBI Premium	\$981.00
GST	\$98.10
Stamp Duty	\$107.91

Total **\$1,187.01**

IMPORTANT:

This certificate must be read in conjunction with the policy terms and conditions and kept in a safe place. These documents are very important and must be retained by you and any successive owners of the property for the duration of the period of cover.

Domestic Building Insurance Certificate of Insurance

Policy Number 420068108BWI-28

QBE Insurance (Australia) Ltd
628 BOURKE STREET
MELBOURNE VIC 3000
Phone: (03) 9246 2666
Fax: (03) 9246 2611
ABN: 78 003 191 035
AFS License No: 239545



QBE

SAMPLE

If the information on this Certificate does not match what's on your domestic building contract, please contact QBE IMMEDIATELY on 1300 790 723

Below are some examples of what to look for:

CERTIFICATE OF INSURANCE		YOUR DOMESTIC BUILDING CONTRACT
<p>Owner: _____</p> <p>Carried out by the builder: → ACME CONSTRUCTIONS PTY LTD → ACN: 12 345 678</p>	<p>MATCH</p> <p><i>Both name of builder and ACN or ABN match</i></p> <p>✓</p>	<p>Owner: _____</p> <p>Builder: → ACME CONSTRUCTIONS PTY LTD → ACN: 12 345 678</p>
<p>Owner: _____</p> <p>Carried out by the builder: → JOHN CITIZEN ABN: 12 345 678 910</p>	<p>NO MATCH</p> <p><i>Call QBE, name of builder does not match</i></p> <p>✗</p>	<p>Owner: _____</p> <p>Builder: → CITIZEN CONSTRUCTIONS PTY LTD ACN: 12 345 678</p>
<p>Owner: _____</p> <p>Carried out by the builder: ACME CONSTRUCTIONS PTY LTD → ACN: 12 345 678</p>	<p>NO MATCH</p> <p><i>Call QBE, ABN or ACN does not match</i></p> <p>✗</p>	<p>Owner: _____</p> <p>Builder: ACME CONSTRUCTIONS PTY LTD → ACN: 87 956 123</p>



Attachment C

PAINT COLOURS

This section lists the paint colours used on the major areas of your home.
This information is provided to assist with colour matching in the future.

Internal	Walls
	Dulux Wash & Wear Low Sheen
	Snowy Mountains (Half Strength)
	Ceiling
	Dulux Wash & Wear Low Sheen
	Ceiling White (Half Strength)
External	Dulux Milton Moon
	Dulux Scilly White
	Dulux Vivid White
	Dulux Medlar (Half Strength)
	Dulux Warm Neutral
	Dulux Monument
	Dulux Lexicon
	Dulux Hog Bristle Half

(Note: Not all external colours will be relevant to your home)



PRODUCT MANUALS

This section includes copies of manufacturers manuals including operating and maintenance advice for the following items in your new home:







- Oven
- Cooktop
- Range hood
- Dishwasher
- Air-conditioner
- Windows
- Garage door
- Hot water unit
- Clothes line



OPTICOMM CONNECTION BROCHURE

HOW TO GET CONNECTED...

To connect your new home to the fibre optic network that will enable your TV**, broadband, telephone and other services, you will need to:

- ☐  Check that your property has OptiComm fibre available at www.opticomm.net.au
- ☐  Register your property with OptiComm online or call 1300 137 800
- ☐  Confirm your connection with the return of documentation to OptiComm
- ☐  Make payment of your connection fee
- ☐  Agree to appointment time and date for connection
- ☐  Call your preferred telephone, internet or pay TV** service provider to request connection or find a participating service provider at www.opticomm.net.au



CONNECTING

Online: www.opticomm.net.au
Customer Connection Information
Desk: 1300 137 800
Email: ccid@opticomm.net.au

FOLLOWING CONNECTION

Technical support, queries and fault reporting contacts for the following;

Freeview*: 1300 044 319

Foxtel*: 131 999

Internet: Your retail service

Telephone: Your retail service

IMPORTANT NOTE: All installation and service issues/faults should always be directed to your Retail Service Provider. OptiComm staff will not accept any direct calls or Emails for service installation and/ or faults from residents. Your RSP will work with OptiComm to resolve any issues you may be encountering.

*Please check with your developer to be sure of the services provided at your estate.

GETTING
CONNECTED TO



FTTP
BROADACRE



www.opticomm.net.au

OPTICOMM FIBRE CONNECTED COMMUNITIES

THERE ARE MANY FEATURES AND
SERVICES PROVIDED ACROSS
OPTICOMM'S FIBRE NETWORK

TELECOMMUTING

Access to superfast internet speeds ensures a great working experience from home.

SCHOOLING

Enter a new world of learning by readily accessing content for school assignments and further education. University study just got easier with the ability to collaborate online promptly and securely across the globe.

TELEPHONY

Using the phone at home will be the same as it is today.

KEEPING IN TOUCH

Family and friends will never be far away when you can stay in touch via high definition video calls and live chats.

PLAY IT YOUR WAY

Family entertainment on your terms – watch what you want, when you want with the capacity to view television** in High Definition.

ELECTRONIC GAMING ONLINE

With speed capabilities enabling multiple players worldwide enjoy high speeds connecting you to a new gaming experience.

ASK YOUR BUILDER...

☐ Has your home been prepared in accordance with OptiComm's Cable Entry Guidelines?

☐ Has your in-home wiring for broadband, telephone, Freeview** and Pay TV** been installed in accordance with industry standards?

Note: The OptiComm Cable Entry Guidelines are available online at www.opticomm.net.au, should you require assistance with the information provided contact the OptiComm Customer Connection Information Desk by phoning 1300 137 800 or emailing ccid@opticomm.net.au.

It is very important that all in home wiring and cable entry work has been completed by your builder to avoid delays in getting connected.

