



Home Care & Maintenance Guide

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Welcome To Your New Home.....

HOME CARE AND MAINTENANCE GUIDE

We thank you for choosing Ideal Homes to construct your new home and trust you will enjoy many years of happiness and prosperity.

To assist you in maintaining your home we have compiled an assortment of useful information which we recommend you read and keep for future reference.

WHAT IS MAINTENANCE?

Any work required to restore a defect to its original condition at time of Hand Over. It is important to note that this is not an opportunity for another Practical Completion Inspection:

Examples are;

What **IS** maintenance..... cracking under cornice in hallway.

What **IS NOT** maintenance..... I don't like the paint finish on the front door.

WHO CAN CONTACT THE BUILDER

If your property is going to be managed by a property manager, please be aware our maintenance department can only liaise with the person stated on the building contract. All minor maintenance is the responsibility of the owner. Please advise your property manager to contact the person stated on the building contract.

WHAT YOUR GUARANTEE COVERS

MAINTENANCE LIABILITY PERIOD (FROM COLLECTION OF KEYS) FOUR (4) MONTHS
(Part of your contractual agreement with Ideal Homes is the four month maintenance period we provide at no cost to yourselves).

The four month maintenance period commences from the date you collect your keys. You have two weeks to return your maintenance form from the end of the four month period.

The failure to complete and return this form will result in the termination of the contractual agreement relating to the maintenance liability period.

NOTE: If there are any problems which are considered to be of an urgent nature, it needs to be reported immediately. An urgent problem is anything that prevents the house being used for its intended purpose.

If an urgent item is required to be attended to prior to the completion of the four month maintenance period we ask you to contact our office during the hours of 8.30am-4.30pm Monday-Friday on 6200 2011.

PLEASE NOTE: Any work carried out by anyone other than an Ideal Homes contractor during construction or after Handover is not covered by Ideal Homes' warranty.

PLEASE READ CAREFULLY – IMPORTANT POINTS TO CONSIDER

Please be aware that many different types of materials have been used in the construction of your home. This means movement is likely to occur and may include the following;

- Natural Settlement of the roof frame
- Different movement of concrete and brickwork
- Ceiling cornice movement

There is however, **no need for concern as your home is not failing structurally**. Please also remember a significant amount of moisture will be retained in the home long after your home has been completed, particularly those homes built during the winter months.

It is **vitaly important that the home be ventilated as often as possible**. This will allow for the appropriate and gradual drying out of the home thus reducing the potential for mould growth.

*Adequate ventilation is best achieved through open windows.

You should also try to keep your built in robe doors ajar to allow ventilation to the robe as moisture is often trapped in these areas.

*Remember, ventilation helps to **prevent** condensation.

**STRUCTURAL GUARANTEE
(FROM COMPLETION)**

Warranty Period – 25 YEARS

**STRUCTURAL GUARANTEE
(FROM COMPLETION – IF TRANSFERED TO NEW OWNER)**

Warranty Period – 7 YEARS

Your structural guarantee, which is a requirement under the Home Building Contracts Act (1991), covers any structural failure of:

- Concrete Foundations
- Structural Brickwork
- Structural Roof

Ideal Homes will rectify at our cost any failure of these items.

IMPORTANT TO NOTE

Damage caused by storm, fire, flood or acts of terrorism are NOT covered by this guarantee.

- Trees located near the concrete footings of your home may cause shrinkage of the soil, particularly in soils 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 half 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 as a result of not complying with the above recommendation, this Guarantee may be rendered void.
- This guarantee does not cover problems caused by misuse or neglect on your part. It is in your interest to ensure that your home receives proper care and maintenance.
- If your home is constructed on a clay site, please refer to the “Clay Fact Sheet”.

TERMITE TREATMENT

Warranty Period – 12 Months

Please refer to information supplied by the Pest Control Company.

CONCRETE FOUNDATIONS

Warranty Period – 25 YEARS

Your concrete foundations have been designed by Structural Engineers and carry a 15 year structural guarantee. Shrinking cracks may occur but are **not** considered structural.

BRICKWORK

Warranty Period – 25 YEARS

Vanadium (discolouration on brickwork)

Vanadium staining to the brickwork can occur on light clay bricks in the form of yellow, green or brown discoloration and as a white colouration on red brick.

There is NO need for concern this is neither permanent nor harmful and is **not** a fault with the bricks or workmanship and will generally wash off or fade with time.

Please contact **BRIKMAKERS** for further information on **1300 360 344**

Weep Holes

Usually, along the bottom course of the external brickwork the builder has left “weep holes”. These are vertical joints in which the mortar has not been laid. They allow the cavity to aerate and it is advisable to not block these holes and ensure garden sprinklers always face away from the brickwork.

ROOF STRUCTURE

Warranty Period – 25 YEARS

ROOF COVER

- BRISTILE ROOFING

Warranty Period – 2 YEARS

As the roof frame to your house may take up to 2 years to settle, hairline cracks may appear in the mortar bed of your ridge capping. These cracks are not related to faulty workmanship and rain will not penetrate these hairline cracks. This is **not** covered under this warranty. **PLEASE CALL BRISTILE ROOFING ON 9261 9999 IF YOU EXPERIENCE ANY LEAKING FROM THE ROOF COVER.**

***Note: Bristile Roofing warranty is only relevant if you have not had any trade person or installation company i.e. Foxtel, antenna or if you have had air conditioning installed after handover.**

IMPORTANT TO NOTE:

Please note: Installation of antennas, pergolas, foxtel, pool heating and/or air conditioning can cause damage to tiles. **ANY** damage caused by the installation of such items will **NOT** be covered by this warranty.

1. Should one of our maintenance contractors be called out to view broken tiles that have occurred as a result of any client installed items, a \$100 call out fee will be charged payable on the day.
2. Under these circumstances any damage to ceilings, paint work and electricity caused by broken tiles will **not** be covered by this warranty.
3. Spare tiles have been left on site in the event of any 'breaks'.
4. Please keep over hanging trees well pruned and clear of all roof covers.

COLORBOND

Warranty Period – 2 YEARS

IMPORTANT TO NOTE:

Installation of antennas, pergolas, foxtel, pool heating and/or air conditioning can cause damage to your roof. **ANY** damage caused by the installation of such items will **NOT** be covered by this warranty.

***PLEASE REFER TO POINTS NUMBERED 1-4 ABOVE**

IMPORTANT NOTE:

- **Ideal Homes will inspect and warrant the roof cover for a period of six months from handover (or one wet season).**

- **It becomes the responsibility of the client to liaise with the manufacturer from this point until the completion of the two year warranty period.**

GUTTERS, VALLEYS AND DOWNPIPES

Warranty Period – 4 Months

It is highly recommended that you clean out all leaves and debris from your gutters and valleys on a regular basis as these will prevent the flow of storm water into your downpipes for dispersion.

NOTE: Failure to keep gutters/valleys clean may result in water being unable to disperse through the downpipes and overflow to the back of the gutter and into the eave space and ultimately down the cavity, potentially causing major damage.

PLASTERING, CEILINGS AND CORNICE

Warranty Period – 4 Months

Cracks in the plaster may occur around the ceiling cornice due to settlement of the roof and shrinkage of the roof timber. These do not pose any serious structural problems. Most cornice cracks are repaired at maintenance time.

***ANY FURTHER SETTLEMENT CRACKS FOLLOWING MAINTENANCE BECOMES THE RESPONSIBILITY OF THE HOMEOWNER.**

PLEASE NOTE: it is the responsibility of the owners to repaint any walls that have been repaired due to cracks in the walls and cornice cracking.

DOORS (EXTERNAL & INTERNAL)

Warranty Period – 4 Months

Timber doors are a natural product and as such are susceptible to changes in the environment such as sunlight, humidity, temperature fluctuations and rain.

Here are some helpful hints on maintaining your timber doors:

- Painted or stained doors require preventative maintenance on a regular basis. The frequency of the maintenance can depend on the amount of direct sun and rain the door is exposed to. An inspection of the entire door, including the edges should be carried out at the end of each summer for signs of wear which may require attention.
- Light reflective colours are recommended for all external doors. Avoid dark colours, especially for doors exposed to direct sunlight. This will reduce the risk of heat absorption that may cause warping.

***External doors painted DARK colours void the manufactures warranty.**

- If the door is exposed directly to rain and wind, you may need to fit additional protection in the way of flashing and weather stripping to the edges of the door and frame.

IMPORTANT TO NOTE:

Internal doors are fitted to a standard height approximately 25mm above the concrete slab. If you choose to have carpet or flooring installed (depending on thickness) the doors may require further trimming down. This is the responsibility of the owner.

CABINET TOPS AND DOORS

Warranty Period – 4 Months

IMPORTANT CARE INFORMATION FOR YOUR LAMINATE SURFACES

All Kitchen, Bathroom, Ensuite and Laundry bench tops were checked and deemed in a satisfactory condition as approved and signed by yourself at your Practical Completion Inspection.

All materials used in the manufacture of these cabinets are of high moisture resistant grade. They are **not** waterproof or marine grade.

Sunlight – Protection from direct sunlight is essential, failure to do so can cause contraction of the laminate surfaces causing joins to open. Installation of blinds or curtains is essential to all windows over bench tops.

Heat – Similarly if the surface is in direct contact with hot items such as kettles, pans or hot food dishes, this may cause surface burns, blistering and delamination. Mats or insulated stands must be used under heat generating electric appliances. E.g. toasters, kettles, frypans, slow cookers.

Water - Do not flood or immerse a laminate surface. Always dry excess water off immediately, (during washing up or showering) water sitting for lengthy periods on laminated surface can seep into and ultimately cause the joins to swell and warp of the substrate material.

CLEANING TIPS – Warm soapy water (mild detergent) is all that is required to clean laminated surfaces and must be dried off immediately.

DO NOT USE ABRASIVE CLEANERS OR ACID BASED CLEANERS AS THIS MAY CAUSE DAMAGE AND VOID YOUR WARRANTY

CERAMIC TILING

Warranty Period – 2 YEARS

(Waterproof membrane to shower recess)

Retain all spare tiles and grout left by Ideal Homes for possible repairs during the post construction warranty period.

The builder will not be responsible for problems resulting from the misuse of tiles (e.g. chips from falling objects) or discolouration (including grout) associated with the use of harsh cleaning agents or detergents. Tile cleaners are available from tile suppliers.

If you intend to lay tiles (of any kind) instead of carpet, please ensure that a flexible adhesive is used. This will compensate for any minor slab movements or shrinkage during the settlement period of your new home.

APPLIANCES

SEE MANUFACTURERS WARRANTY

Appliances supplied and installed by the builders such as stoves, wall ovens, hot plates and hot water systems are covered by the manufacturer's warranty.

***PLEASE NOTE: If any faults do occur you should direct your calls to the appropriate manufacturer and arrange a mutual time for a service person to call. The warranty period on these items are for the extent of the manufacturer's warranty and may differ with some appliances.**

ELECTRICAL (Faults and Fitting)

Warranty Period – 4 Months

If you experience electrical problems after taking possession of your home, please check the following before contacting the builder.

***PLEASE CHECK: If any of the appliances aren't working, it may be that the appliance itself is faulty, rather than the power point, which can trip off the mains power at the circuit breaker switch in the meter box. Power surges also will trip off the mains power. If this is occurring regularly you should direct your inquiries to Synergy on 13 13 53**

If not, this can rectified before 4 month maintenance by ringing the maintenance department at the building company.

HARD WIRED – SMOKE DETECTOR (Battery back-up)

OPERATION & TESTING

IMPORTANT INFORMATION

Test the alarm by pushing the HUSH/TEST button for 5 seconds. The alarm should sound simultaneously. This test should be done at least once a month to ensure that the alarm is operating correctly.

- The green light on the smoke alarm indicates that the unit is operating with alternating current (a.c.) power. If the light is off, this is indicative the a.c. power is unavailable. In this event, the battery backup will operate the unit.
- You will **NOT** be safeguarded if the a.c. power goes off and the unit is not fitted with a working battery.
- The red light should flash once approximately every 60 seconds to indicate that the unit is functioning and alert. The red light will flash rapidly when the unit is activated by smoke. The flashing light and pulsating loud alarm will continue until the air is cleared.

***Never use an open flame of any type to test your alarm. This may cause damage to your alarm or set fire to your home. Operating HUSH/TEST button will check for correct functioning.**

MAINTENANCE & CLEANING

- The smoke alarms are virtually maintenance free. However, vacuuming the unit at least once every six months is recommended to remove dust.
- All smoke alarms are manufactured and tested to rigorous quality standards and have a minimum life expectancy of 10 years. However, for your safety we recommend replacing your smoke alarm with a new unit after 10 years. This will ensure that you are always protected by a smoke alarm that is operating within the limits of its life expectancy.

PLUMBING

Warranty Period – 4 Months

Leaks under your kitchen sink, laundry trough and vanity basins may be the result of shrinkages to the rubber seal in your waste pipe. Extra hand tightening may eliminate an unnecessary service call and damage to shelving. It is important to check inside cupboards periodically.

Replacement of tap washers is the owner's responsibility and is common within the first 12 months due to sand particles wearing on the washer. Keeping spares is recommended especially if your home is one of the first in the subdivision.

If you have a dripping tap, try turning the taps on full for a few seconds to dislodge any particles of sand. This may resolve the issue and avoid any unnecessary changing of washers.

You will notice outside your ensuite, laundry and bathroom dry floor waste gully's with an end flap which also needs to be free of any debris at all times

***Covers for your waste gullies should be in the laundry cabinet and kept inside during construction to avoid theft.**

***Please ensure that no alterations are carried out to plumbing works or fixtures without engaging a licenced plumber or this may void your plumbing warranty.**

PAINTING (External)
(Stained or varnished finish)

Warranty Period – 4 Months
Warranty Period – 4 Months

All entry doors and external timber exposed to weather will require yearly maintenance.

It is recommended painting walls to be delayed until AFTER the four month maintenance period is complete, to allow moisture content to fully disperse and cornice cracking to be rectified.

When painting walls, all light switches and power point covers can be readily removed. It will not be necessary to tape the covers for painting.

Painting concrete floors to minimise dust may create future problems when laying vinyls and ceramic tiles. Professional advice should be sought.

WINDOWS & SLIDING DOORS

(Moving Parts)
(Workmanship)

Warranty Period – 4 Months
Warranty Period – 7 YEARS

It is essential to ensure that all sliding door tracks and window tracks are kept free from sand and dust as the abrasive action will affect the performance of the roller mechanism. Do not use lubricant sprays on window or sliding door tracks (e.g. CSR or WD40)

DRIVEWAYS (Subsidence)

Warranty Period – 4 Months

Your driveway will sustain normal private vehicle traffic. Heavier vehicles may crack or cause subsidence of the driveway

IMPORTANT NOTE: If your driveway has been installed prior to the council crossover it is advisable to place a support prop against the edge of the driveway until it is “locked in” by the crossover. The front edge of the paved driveway should not be driven on until the crossover is installed.

GARAGE DOOR

(Parts & Labour)

D.G.D (Motor)

Warranty Period – From Supplier

Warranty Period – From Supplier

Your new Garage door has many moving parts.

Please ensure all are well lubricated on a regular basis to promote longevity.

Please refer to your operations manual given to you in your key handover 'Trouble Shooting Guide' for any minor adjustment.

CLAY SITES

The following information has been prepared for our clients who have built on clay sites. We recommend this information be adhered to in order to minimise cracking caused by movement from inconsistent content in and around the foundations.

The Do's and Don'ts for homes built on clay sites

This fact sheet is a summary of the do's and don'ts and expectations for performance of houses on clay sites.

- Stabilise all cuts and slopes with a retaining wall or by stone pitching.
- Expect some movement of the foundation, which could result in minor cracking within the home.
- With your garden maintenance, ensure that the moisture content of the ground around your foundations is kept as uniform as possible throughout the year.
- Ensure all paving paths around the house are installed with a fall away from the house.
- Ensure that all subsoil drains are fully maintained and in good working order.
- Ensure that all surface drains are fully maintained and in good working order.
- Ensure that all water does not 'pond-up' or 'flow-up' against the house.
- Pipe all roof water away from the house so it won't pond or cause erosion.
- Generally the most amount of movement, causing cracking in the house will occur in the first couple of years as the site adjusts to the new moisture levels and the new equilibrium point about which moisture variations occur, is established.

Please remember to complete the maintenance form given to you at your key handover and ensure the form is filled in completely.

*Please be aware that the form will only be accepted once. Please remember to sign and return by the due date as **FORMS NOT RECEIVED ON TIME WILL NOT BE ACTIONED.**

If an inspection is requested after the expiry date and the works are not found to be Ideal Homes' responsibility, then a \$100.00 call out fee will apply and payment will be required on the day of the inspection.

Please remember, just like a new car, your house needs regular care and maintenance to keep its potential value.

ANY MINOR MAINTENANCE ISSUES THAT MAY ARISE AFTER EXPIRATION OF YOUR FOUR MONTH MAINTENANCE POST CONSTRUCTION WARRANTY PERIOD BECOMES THE RESPONSIBILITY OF THE OWNER.

We would like to thank you for building with Ideal Homes and hope you enjoy your new home.

*From all the Staff
Ideal Homes*

SERVICE CONTACTS

<i>Alinta Gas</i>	<i>Service Department</i>	<i>13 13 58</i>
<i>*Rheem</i>	<i>Service Department</i>	<i>13 10 31</i>
<i>Gainsborough</i>	<i>Entry door & Shoppers entry</i>	<i>9209 2511</i>
<i>*Tony Alder Tapware</i>	<i>Customer service</i>	<i>9309 4688</i>
<i>*Carpet Call</i>	<i>Show room</i>	<i>9241 1222</i>
<i>Caroma</i>	<i>Vanity Basins</i>	<i>9446 9699</i>
<i>*Sunblock Blinds</i>	<i>Customer service</i>	<i>9249 8085</i>
<i>*Blinds Gallery</i>		<i>9406 1000</i>
<i>AGI Insulation</i>	<i>Insulation</i>	<i>1300 121 200</i>
<i>Champion Pest Control</i>	<i>Termite Treatment</i>	<i>9444 0550</i>
<i>*Designer Garage doors</i>	<i>Warranty Department</i>	<i>9303 4599</i>
<i>Brickmakers</i>	<i>Pavers & Bricks</i>	<i>1300 360 344</i>
<i>Armani Windows</i>	<i>Aluminium windows & sliding doors</i>	<i>9248-1203</i>
<i>Bristle Roofing</i>	<i>Roof Tiles</i>	<i>9261 9999</i>
<i>Osplumb</i>	<i>Plumbers – Office</i>	<i>9409 3477</i>
	<i>Gavin – After Hours</i>	<i>0448 889 041</i>
<i>Electrician</i>	<i>See sticker in meter box.</i>	
<i>Westinghouse</i>	<i>Service Department</i>	<i>13 13 49</i>

**** Denotes items under owners own warranty. These suppliers are to be contacted directly to arrange a convenient time suitable for both parties***