



YOUR NEW HOME  
JOURNEY  
*How it all works!*

[www.sunvistahomes.com.au](http://www.sunvistahomes.com.au)

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## INTRODUCTION

### **Welcome to Sunvista Homes**

Thank you for choosing us as your builder in this exciting and prosperous time in your life. Sometimes the building process can be a little daunting, so we've put together this easy to read document to help you on this journey. This folio aims to provide you with the information on what happens next, including key stages during construction and action required by both yourself and Sunvista Homes.

If at any stage you would like further clarification, please don't hesitate to contact your sales consultant or anyone of the people on the following page.

Thank you for choosing Sunvista Homes, and congratulations for this exciting time!

Warm wishes,

The Sunvista Homes Team



## CONTACTS

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**Office Fax**.....(07) 3205 3327

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**Office Opening Hours** .....Monday - Thursday 8:30am - 5:00pm; Friday 8:30am - 4:30pm



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# CONSTRUCTION

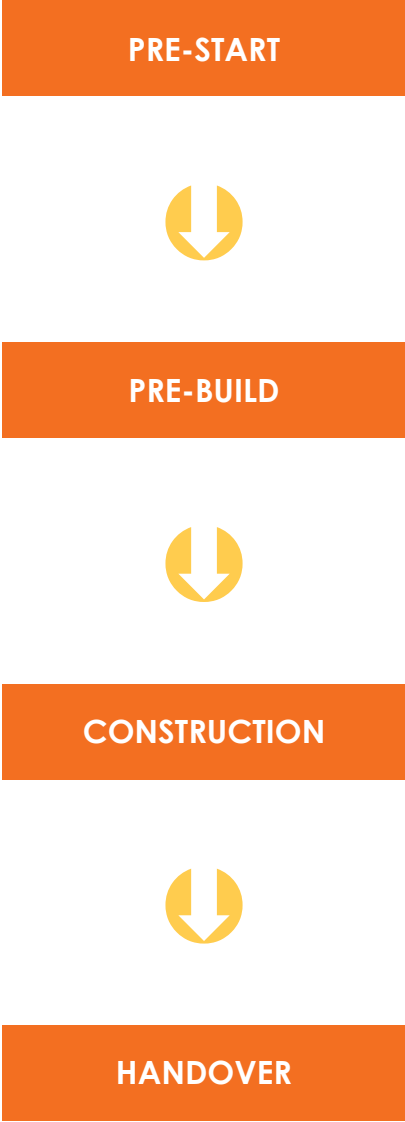


## YOU AND WHO

	You and your family	You and your builder	Your builder	You and the land developer
STEP 1	Think about your needs			
STEP 2	Plan your budget			
STEP 3	Choose your site, plan and package			Check plans and covenant requirements
STEP 4	Sign preliminary contract, pay deposit			
STEP 5	Arrange your finance	Begin Pre-Start meeting	Soil Tests	
STEP 6			Builder prepares plans	
STEP 7				Check plans and covenant requirements
STEP 8	Finalise colours, finishes, fittings and appliances			
STEP 9			Builder revises plans and lodges with Council for approval	
STEP 10	Construction Manager confirms start date of construction			
STEP 11			Base Stage	
STEP 12			Frame Stage	
STEP 13			Enclosed Stage	
STEP 14			Fixing Stage	
STEP 15			Practical Completion	
STEP 16	Final Account			
STEP 17	Handover			
STEP 18	After Sales Service			

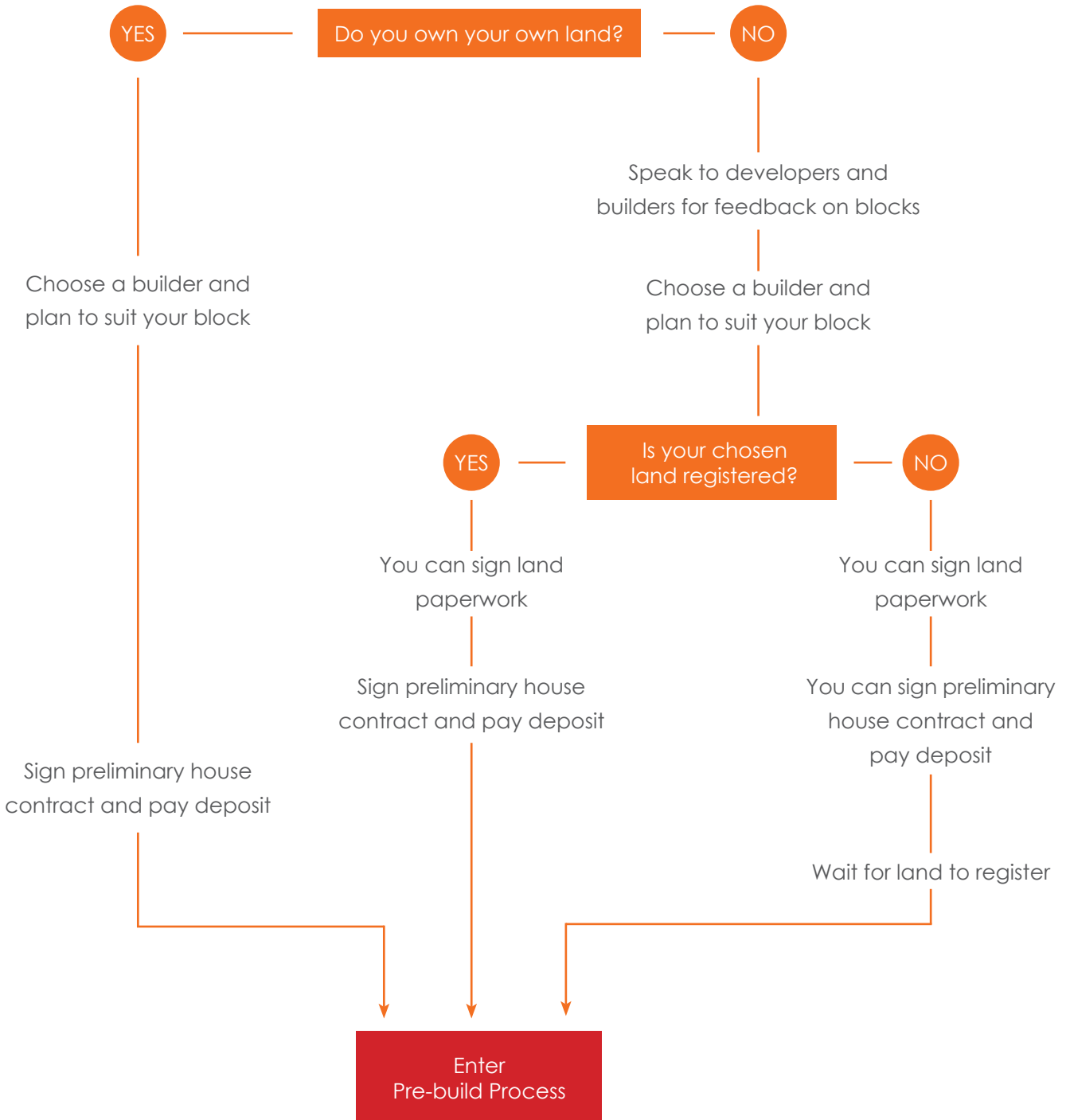
# STAGES TO YOUR HOME

You've decided to build your own home, great! Now where do you start? There are four stages of the building process pre-start, pre-build, construction and handover.



# PRE-START FLOW CHART

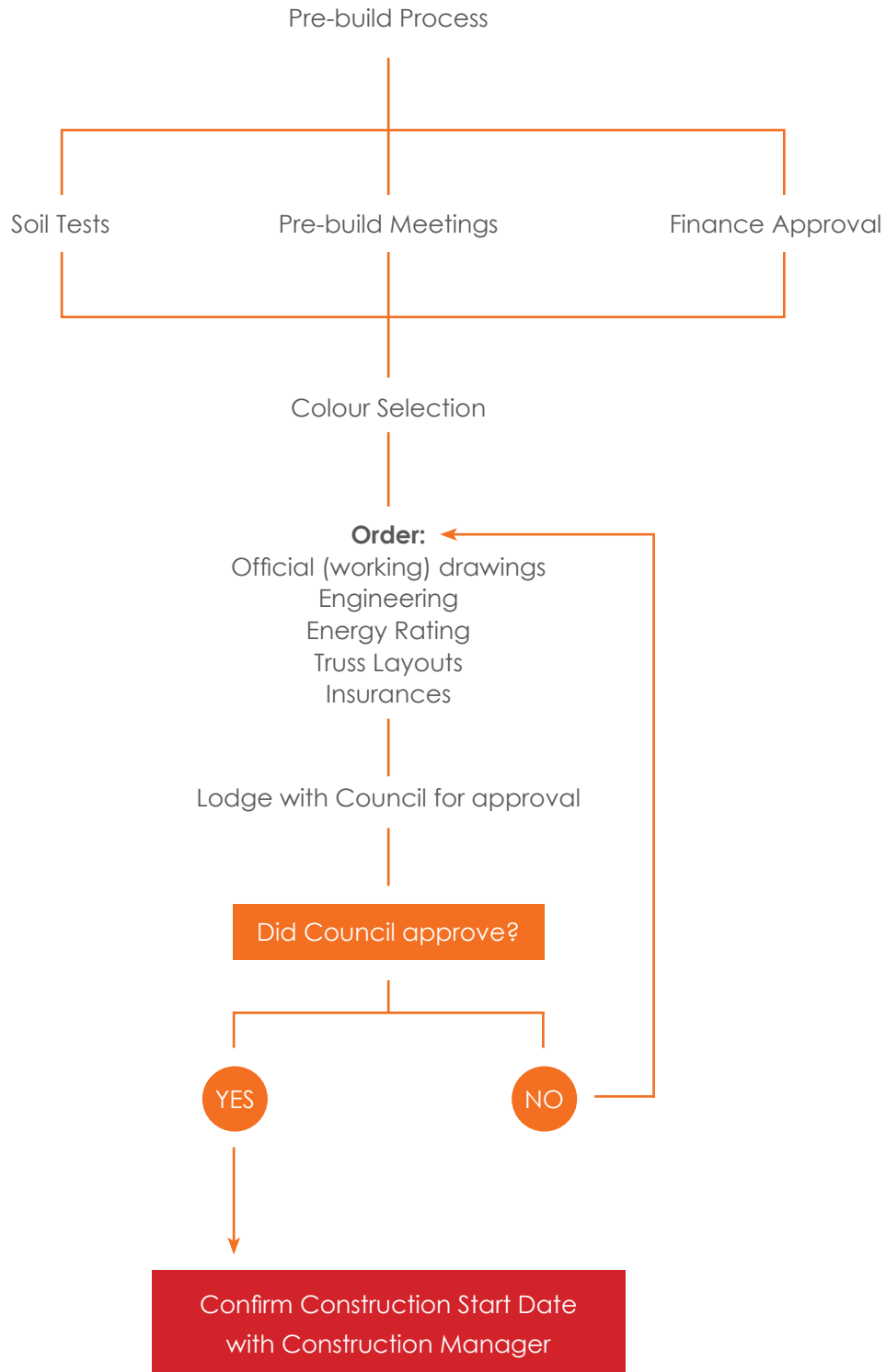
Seek finance options for pre-approval to determine your budget.  
We can assist with providing contacts if you need them.



**REMEMBER:** We cannot move forward until the land has been registered!



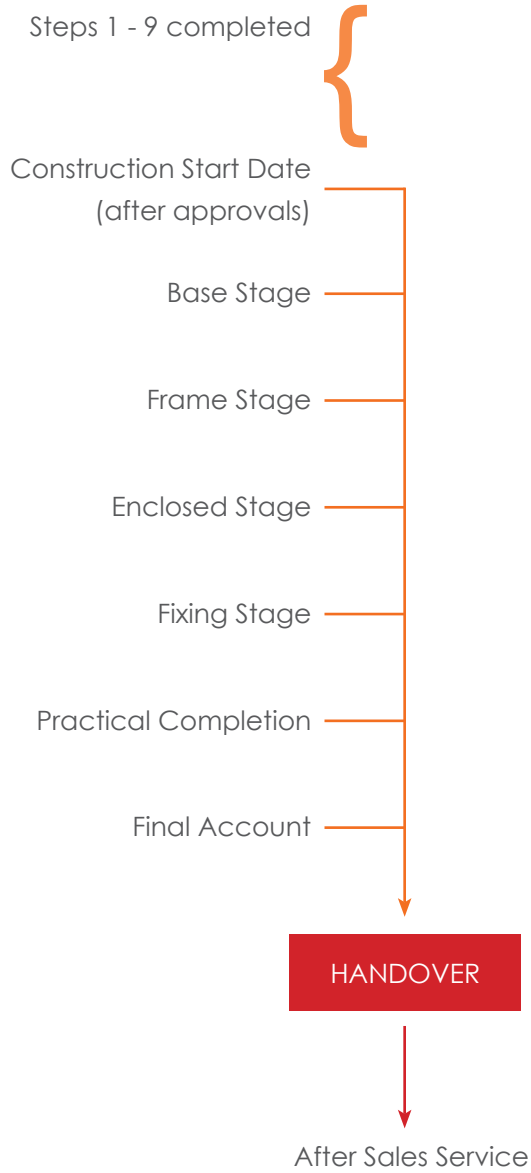
# PRE-BUILD FLOW CHART



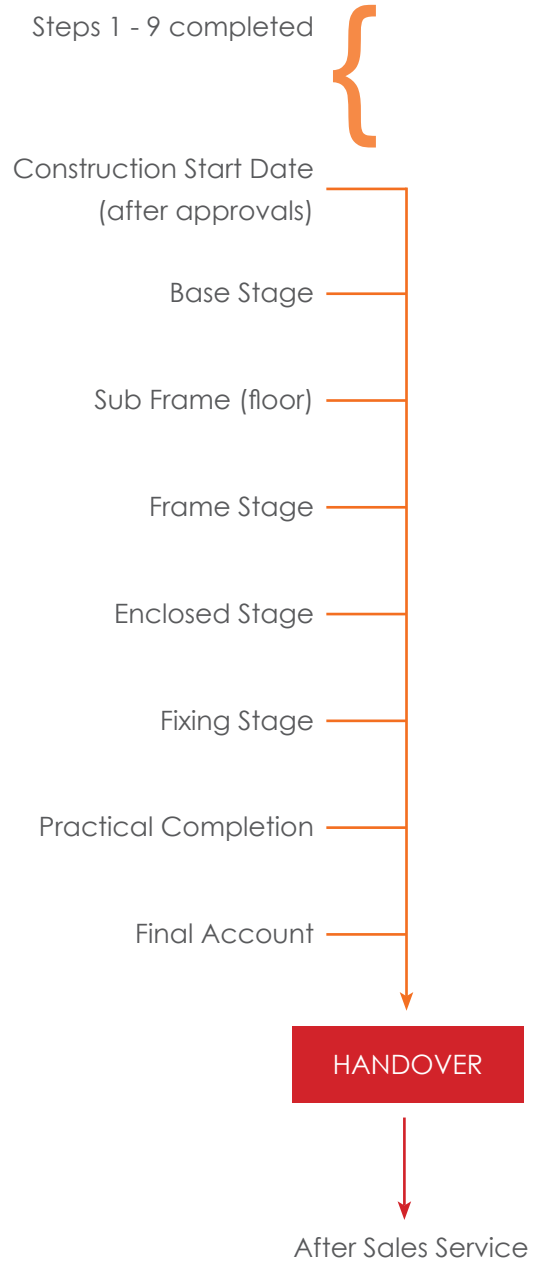
**REMEMBER:** We cannot start building your house unless you own the land and it's registered!

# CONSTRUCTION PROCESS FLOW CHART

## SINGLE STOREY



## DOUBLE STOREY



# HANDOVER FLOW CHART



## CONSTRUCTION PROCESS

As you reach the start of the Construction Process you will have already completed Steps 1 - 3 with your family and the land developer.

### STEP 4

Sign preliminary contract, pay deposit, await or finalise land ownership.

### STEP 5

#### PRE-START MEETING

Colour Selections, confirmation of design & styling requests.

It is extremely important to understand exactly what each stage of construction represents and how this affects you in relation to the payment of each Progress Claim. Please refer to the below information each time you receive a progress claim tax invoice.

#### VARIATIONS

All variations must be signed and dated within 48 hours by the client before any action will be taken. Any delay signing will generate time variations being added to your contract. Please be aware that variations to the contract are an extra cost to the contract price and must be paid at Practical Completion Stage.

It is in your best interest that all changes are confirmed at the start of construction in your Pre-Start meeting with your Client Liaison Officer (CLO), any variations added to your contract during construction can be expensive and add room for error. This is why we set up the Pre-Start meeting so you can confirm the plan and inclusions with your CLO.

### STEPS 6 - 8

During steps 6 - 8 your builder will prepare your plans, you and the land developer will review the plans to ensure they correlate with covenant requirements, and you will finalise your colours, finishes, fittings and appliances.

### STEP 9

Final Drawings are presented to Council for approval.

### STEP 10

Construction Manager confirms start date of construction.

# CONSTRUCTION PROCESS

## STEP 11

### BASE STAGE

Means the stage of the Works when:

- For a home with a timber floor with base block work, when the concrete footings for the floor are poured and the base brickwork is built to floor level and the bearers and joists are installed;
- For a home with a timber floor without base brickwork, the stumps, piers or columns are finished and the bearers and joists are installed;
- For a home with a suspended concrete slab floor, the concrete footings are poured and the form work and reinforcing for the suspended slab are installed, and
- For a home with a concrete floor, other than a suspended concrete slab floor, the floor is finished.

## STEP 12

### FRAME STAGE

Means that stage of the Works when the building's frame is finished.

## STEP 13

### ENCLOSED STAGE

Means that stage of the works when the external wall cladding is fixed; the roof is fixed but without soffit (overhang) linings necessarily having been fixed or for a tile roof, pointing necessarily having been done or for a metal roof, scribing and final screwing off necessarily having been done; and the structural flooring is laid; and the external doors are fixed (even if only temporarily, but if a lockable door separating the garage from the rest of the building has been fixed, without the garage doors necessarily having been fixed, and the external windows are fixed (even if only temporarily).

## STEP 14

### FIXING STAGE

Means that stage of The Works when all the internal linings, architraves, cornices, skirtings, doors to rooms, baths, shower trays, wet area tiling, built in shelves, built in cabinets and built in cupboards are fitted and fixed in position.

# CONSTRUCTION PROCESS

## STEP 15

### PRACTICAL COMPLETION

Means that stage of the Works, when the works are complete in accordance with the contract and all relevant statutory requirements, apart from minor omissions or minor defects, and the works are reasonably suitable for habitation. Where the owner has engaged consultants including the Building Certifier, than practical completion under the contract means the stage of the works when the works are completed, are reasonably suitable for habitation, with minor omissions and minor defects and the contractor only being require to provide support documents to the owner to allow a certificate of completion to be issued.

## STEP 16

### FINAL ACCOUNT

A final account will be processed and presented to you prior to the handover of the property. This account will show the Practical Completion amount as per the contract, and any variation costs are raised, and any other delays or time extensions which occurred during the construction of the property. This is a good time for you to contact Ergon Energy to have the power connected in your name, Telstra to have your phone line connected and the Council to have your Wheelie Bins delivered to your new home.

### **Remember**

Physical handover of the property cannot occur unless the Final Account has been paid in full.

## STEP 17

### HANDOVER

Once all payments have been received in full and the defect process is complete we can arrange a time to hand you your keys and your Handover Pack. This pack contains all relevant warranty information relating to your home as well as copies of your plans, colour selections etc.

## STEP 18

### AFTER SALES SERVICE

Sunvista Homes Customer Liaison Officer will initiate your 6 month defect rectification process, however, if you have any questions prior to this inspection please do not hesitate to call.

## PEOPLE TO CALL

Australia Post	Mail Redirection <a href="http://auspost.com.au/personal/mail-redirection-and-mail-hold.html">auspost.com.au/personal/mail-redirection-and-mail-hold.html</a>
Central Animal Recorders	Pet Microchips 03 9706 3187 <a href="http://www.centralanimalrecords.com.au">www.centralanimalrecords.com.au</a>
Electoral Roll	13 23 26 <a href="http://www.aec.gov.au">www.aec.gov.au</a>
Ergon Energy	13 10 46 <a href="http://www.ergon.com.au">www.ergon.com.au</a>
Gas Supplier	Origin Gas – 13 35 74
Main Roads	13 23 80 <a href="http://www.tmr.qld.gov.au">www.tmr.qld.gov.au</a>
Medicare	132 011 <a href="http://www.medicareaustralia.gov.au">www.medicareaustralia.gov.au</a>
Paper Deliveries	The Courier Mail 1800 630 130
Pay TV Supplier	Foxtel – 1300 785 622 <a href="http://www.foxtel.com.au">www.foxtel.com.au</a>  Austar – 132 432 <a href="http://www.austar.com.au">www.austar.com.au</a>
Internet / Phone Carrier	Telstra – 13 22 00 <a href="http://www.telstra.com.au">www.telstra.com.au</a> Optus – 13 33 45 <a href="http://www.optus.com.au">www.optus.com.au</a>
Brisbane City Council	Wheelie Bins & Animal Registration 07 3403 8888 <a href="http://www.brisbane.qld.gov.au">www.brisbane.qld.gov.au</a>
Moreton Bay Regional Council	Wheelie Bins & Animal Registration 07 3205 0555 <a href="http://www.moretonbay.qld.gov.au">www.moretonbay.qld.gov.au</a>

### **Remember to also tell your:**

- Bank
- Car Insurance
- Doctor
- Dentist
- Super Fund
- Vet
- Work
- Family & Friends
- Gym
- Private Health Fund

## ON SITE AND DEFECTS





# WORKPLACE HEALTH & SAFETY LETTER

Building your home is a very exciting time, and we appreciate that you will want to watch the progress of the build. But as your site will become a construction zone during the build there are a number of legal and workplace health and safety issues that you need to be aware of. This letter is for your records.

Dear Owner,

Thank you for choosing to build with Sunvista Homes. There are a couple of legal and workplace health and safety issues that you need to be aware of before we start your build. If we work together this process won't be a concern for you at all.

**Our Responsibility:** At the commencement of working on building your new home we become what is known as the Principal Contractor (PC) and by law that gives Sunvista Homes certain legal rights over your property for the duration of the work. Sunvista Homes safety policy states in part that we greatly value our customers and strive to maintain their safety.

In effect this places the responsibility of your property in our hands. Part of that responsibility includes Occupational Health and Safety.

An excerpt from the Workplace Health and Safety Act 2011, QLD states:

"The obligations of the principal contractor is to ensure reasonable measures are taken, so far as is reasonably practical to:

- Ensure the workplace health and safety of all persons at work
- Ensure his or her own workplace health and safety and the health and safety of others it not affected by the way the PC conducts the work
- Eliminate and /or control hazards within the workplace etc."

**Children on Site:** In Queensland there is a Code of Practice which specifies certain requirements when children enter a workplace. All children are classed as persons below the age of 18 years. It is a requirement for us to conduct a length safety induction for all children who may enter a Sunvista Homes site. Due to restraints on time we do not intend to induct children on to any of our sites.

**Site Visits:** Anyone else entering a Sunvista Homes site must also undergo an induction in relation to General Housekeeping and Emergency Procedures. They must also be wearing the appropriate personal protective equipment that you must supply. You and anyone else entering the building site must be the holders of a General Safety Induction Card issue by the Queensland Government. Once these conditions are met and a suitably agreeable time has been arranged, only then will visitors be permitted to enter the site accompanied by a Sunvista Homes site supervisor.

Any person entering a Sunvista Homes site outside these parameters does so at their own risk and Sunvista Homes cannot be held responsible for injuries that occur to that person.

Yours truly,  
Sunvista Homes

## DEFECT REQUEST GUIDE

For all defect request forms sent to our office, the minimum requirements that we need to process the request is as follows:

- Street number, lot number, street address, suburb
- Owner Occupier / Tenant Names
- Owner Occupier / Tenant contact details (mobiles, home or work phone numbers)
- Detailed description of maintenance item  
Providing the Builder with a detailed and accurate description of the possible defect item allows the Builder to determine what may have caused the problem
- Photo evidence of defect item (email only – admin@sunvistahomes.com.au)  
This may enable the Builder to identify and define the possible maintenance item quicker and have the relevant trade/s on site sooner to rectify the problem.

Please note that the following items **are** covered under the **6 month** defect period:

- Water leaks
- Faulty electrical fittings
- Roof leaks
- Security issues – i.e. doors and windows
- Faulty garage doors
- Blocked drains (not gutters)
- Cracks to plasterboard
- Inadequate site drainage

Please note that the following items **are not** covered under the **6 month** maintenance period:

- Blown light bulbs
- Dripping taps
- Scratches and chips to surfaces after handover
- Poor TV reception – this is subject to the TV, set-top box, dwelling location etc
- Overland flow issues caused by neighbouring land – i.e. water flowing in from next door
- Garden weeds
- Condition reports carried out after handover
- General wear and tear
- Any theft or damage

Any defects issue that relates to appliances etc (i.e. oven, cook-top, range-hood, dishwasher, air-conditioner, water-tank pump) come under separate individual warranties which will be passed onto the relevant supplier.

**We are endeavouring to speed the maintenance process up however we are finding that there are a lot of illegitimate claims being issued which only waste our Supervisor's and trade's time and slows down the whole process and delays the legitimate claims from being attended to.**

Please note that all the information complies with the Queensland Building Services Authority Act.

# DEFECT REQUEST FORM

Job Address: \_\_\_\_\_

## Tenant | Owner Occupier Details:

Name 1: \_\_\_\_\_ Name 2: \_\_\_\_\_

Phone: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Email: \_\_\_\_\_

Property Manager: \_\_\_\_\_ Company: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Detailed Description of defect item/s **(Please check that the item is covered under the defect period)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If found that the defect item/s are not the responsibility of Sunvista Homes, I /we agree to pay Sunvista Homes a call-out fee of \$120 plus GST – invoice will be provided by Sunvista Homes.

Sign: \_\_\_\_\_ Date: \_\_\_\_\_

*Note: This form must be signed before the maintenance request will be attended to. It is recommended that clear photos be provided of the maintenance item in question for a speedier result.*

Sunvista Homes Action (Sunvista Homes OFFICE USE ONLY):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CONCLUSION:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sign: \_\_\_\_\_ Date: \_\_\_\_\_

(Sunvista Homes Rep)

# AGREEMENT

I, \_\_\_\_\_, agree that \_\_\_\_\_ from Sunvista Homes has shown and explained to me the Work Place Health and Safety letter, and agree to its terms. I also agree that I have been shown the maintenance forms and understand how the process works.

## SIGNED OWNER

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

## SIGNED SUNVISTA HOMES

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

## NOTES AND SOURCES



## DEFINITIONS

<b>Appendix</b>	means the Appendix to the Schedule of this Contract
<b>Authority</b>	means the Queensland Building Services Authority
<b>Business Day</b>	means a Day that is not Saturday, Sunday or public holiday, special holiday or bank holiday in the place in which any relevant act is to be or may be done
<b>Contract</b>	means these general conditions, the Schedule, the plans specifications, and other documents annexed to, or incorporated by reference in, the Contract
<b>Contract Works Insurance</b>	means a policy of insurance providing indemnity to the Contractor, its subcontractors, the Owner and any lending authority against liability for the physical loss, destruction or damage to the Works or to materials and goods upon or adjacent to the Site.
<b>CMB</b>	Concrete Masonry Block
<b>Date of Practical Completion Stage</b>	means the date by which the Works are to reach Practical Completion Stage
<b>Days</b>	means calendar days
<b>Deposit</b>	means the amount to be paid by the owners to the contractor
<b>Fascia</b>	refers to a band running horizontally and situated vertically under the roof edge which forms the outer surface of a cornice and is visible to an outside observe
<b>HC</b>	means Hose Cock or taps. You will see this on your plans, on the exterior of your house where a hose cock or tap is to be installed
<b>MSB</b>	means for Main Switch Board
<b>Soffit</b>	means the overhang
<b>Window X</b>	refers to the sliding section of sliding windows or glass door. You will see this marked on your plan.
<b>Window O</b>	refers to the enclosed or fixed section of sliding windows or glass door. You will see this marked on your plan.

## FREQUENTLY ASKED QUESTIONS

### 1. **When will my house start?**

Starting construction on your home is dependent on when we receive back the relevant plans, insurances and colour selections, however it is approximately 6 to 8 weeks from your Pre-Start meeting.

### 2. **Can I pick up a key to have a look at the house on the weekend?**

Unfortunately Work Place Health and Safety practices prevent us from providing keys for active construction sites to our clients. However, we are more than happy to visit the site with you, please contact your client liaison officer (CLO) to arrange an appointment.

### 3. **What shelves are in my robes and linen?**

Your robes have a top shelf with hanging rails and the linen has four shelves.

### 4. **Where are my smoke detectors and can I move them?**

The smoke detectors are located on the plan, however they could change on site as this is left up to the electrician as he is the one that is qualified in this area and has to put his licence to the work.

### 5. **In the bathroom, do my tiles go to the ceiling on all walls?**

As standard they will stop at 2100mm high, shower screen height and only on the shower recess walls. Above the bath they are placed 600 high, and above the vanity it is 400 high.

### 6. **Can my air-con motor be moved to the other side of the house?**

Yes it can, but if the motor is moved to far away from the unit it can become inefficient. However we can discuss your options with the air-conditioning contractor beforehand.

### 7. **What brand of paint do you use?**

Each of our painters use a different brand, however all of the large paint brands can be matched. The paint suppliers all have the formulas for major brands.

### 8. **Why don't my down pipes go to the street?**

It is not standard for the down pipes to be connected to storm-water, however in certain areas it is required by covenant. If this is the case your sales person will have asked you if you wanted us to quote it or not. If it is not in your covenant we would not assume you are interested unless you had mentioned it to your sales person.

### 9. **Is my house locked up if there is no front door?**

Yes it is actually an enclosed claim and as long as the house is not accessible it is considered enclosed. In the instance that you have upgraded to a timber front door we may not put it on until much later to avoid damage.

### 10. **My house is almost finished can I start doing my landscaping?**

It is not always best to start the landscaping prior to handover as the trades need to access the exterior of the house for the final fit off and will leave foot prints in the very soft turf. The cleaner will also need to clean the exterior of the house with a pressure blaster and may be using cleaning chemicals that could kill your turf.



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