

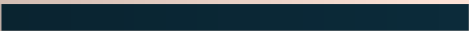
HABITAS AURORA

SOHO HANDOVER GUIDE

A project by



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YOUR PRIVATE ENCLAVE

AURORA'S SOCIAL HEART

WELCOME TO HABITAS

Dear Owners,

Congratulations on your settlement and welcome to Aurora Community.

This guide containing key information has been prepared to assist you with transitioning into your new home.

The soft copy of the same is contained on your Habitas USB.

Additional information is available on the Habitas Aurora [Connect Website](#).

Development Victoria

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AURORA - CONNECTED COMMUNITY

RETAIL & DINING

- 1 Aurora Village
 - A Aurora Village Medical Centre
 - B Erol's Fruit Shop
 - C Aurora Butchers
 - D Hamara Bazaar
 - E Oregano's Bakehouse & Cafe
 - F Diletto
 - G Degani Aurora Epping

- ## 2 Pacific Epping
- ### I Reading Cinemas

- | | |
|---|-----------------|
| 3 | Costco Epping |
| 4 | Bunnings Epping |

- 5 Epping North Shopping Centre
J Jetts 24 Hour Fitness
K Epping North Medical Centre
L Lyndarum Family Dentist

- | | |
|----|-------------------------------|
| 6 | Westfield Plenty Valley |
| 7 | Future Southern Town Centre |
| 8 | Melbourne Wholesale Market |
| 9 | Creeds Farm Convenience Store |
| 10 | Epping RSL & Bowls Club |

EDUCATION

- | | |
|----|---|
| 11 | Edgars Creek Secondary |
| 12 | Edgars Creek Primary School |
| 13 | St Mary of the Cross MacKillop Primary |
| 14 | Harvest Home Primary |
| 15 | Epping Views Primary |
| 16 | Epping North YMCA Early Learning Centre |
| 17 | Wallaby Childcare |
| 18 | Story House Early Learning Centre |
| 19 | One Early Learning Centre |
| 20 | Epping Views Kindergarten |
| 21 | RMIT University Bundoora |
| 22 | La Trobe University Bundoora |

PARKS & NATURE

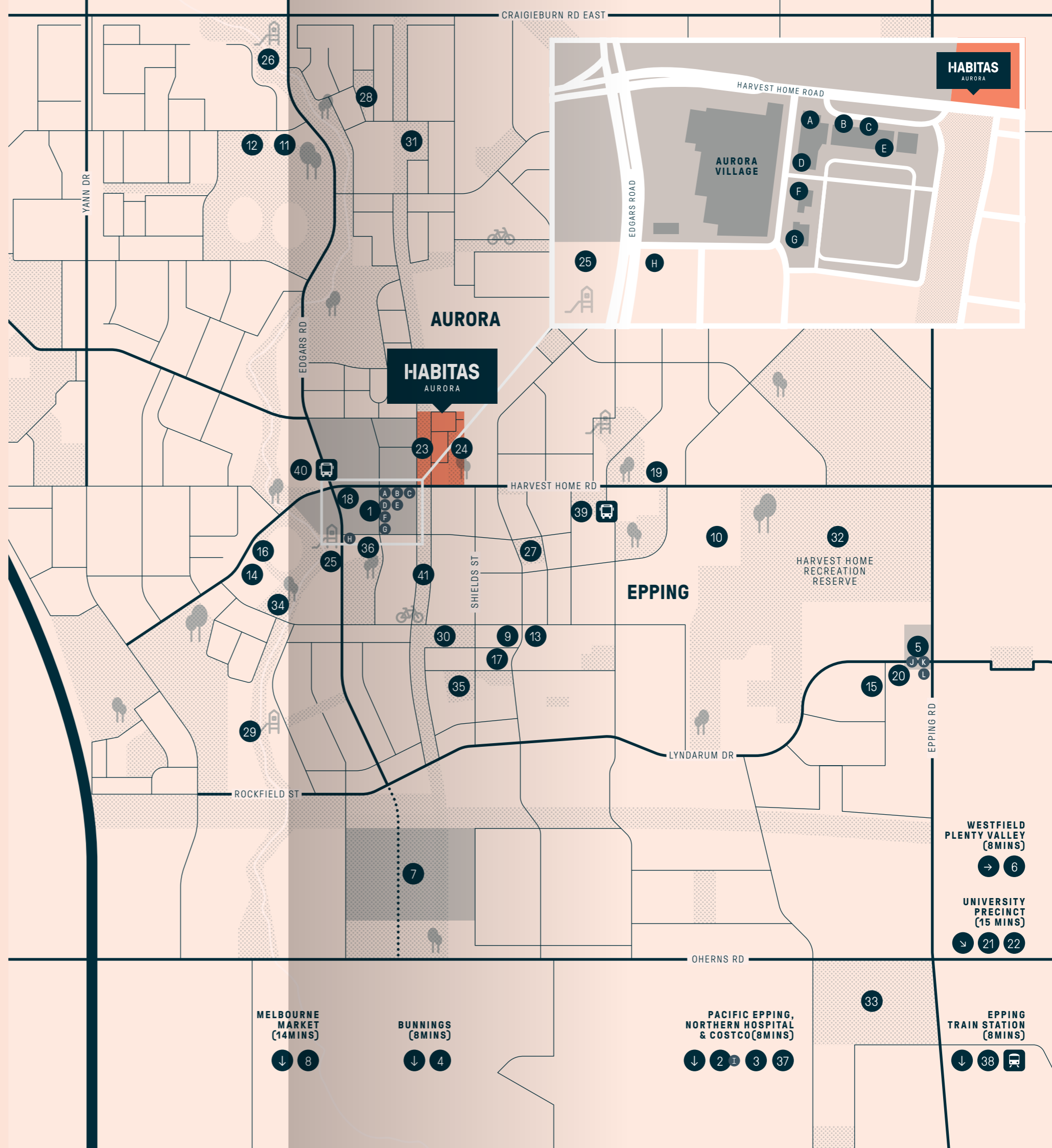
- | | |
|----|---|
| 23 | Linear Park (Future Transport Corridor) |
| 24 | Habitas Conservation Reserve |
| 25 | Aurora Town Centre Park |
| 26 | Aurora Adventure Park |
| 27 | Aurora Park |
| 28 | Gammage Park |
| 29 | Lehmann's Farm Park |
| 30 | Treetops Park |
| 31 | Boardwalk Park |
| 32 | Harvest Home Recreation Reserve |
| 33 | Epping Recreation Reserve |
| 34 | Edgars Creek Reserve |
| 35 | Aurora Tennis Courts |

COMMUNITY & HEALTH

- 36 Galada Community Centre
-
- 37 Northern Hospital Epping

TRANSPORT

- | | |
|----|---|
| 38 | Epping Train Station |
| 39 | Wollert West 357 – Bus Stop |
| 40 | Epping Station 358 – Bus Stop |
| 41 | Hike and Bike Trail (Future Transport Corridor) |





Adventure Playgrounds

Aurora is home to spectacular adventure playgrounds and inclusive play spaces featuring kinetic play equipment. Discover a range of creatively designed playgrounds for curious children to explore, like the impressive Aurora Town Centre Park.

Cycling tracks and walking trails

A 1.4km walking cycling path, an abundance of wide-open spaces and modern sporting facilities form the core of a thriving community.

Explore more than 20km of walking trails and all-age cycle paths, connecting the heart of Aurora with various parks, open spaces and the natural landscape.



AURORA'S SOCIAL HEART

Live where vibrant activity intersects with natural beauty. Your opportunity to embrace the dynamic Aurora lifestyle is now within reach at Habitas. Your own home in a flourishing, established community.



Sports fields and sports courts

No matter your passion – cricket, soccer, lawn bowls, cycling, tennis, basketball, netball or running – you'll find a local club or group to join. AFL football ovals and tennis courts already await you at Aurora. Proposed future recreation facilities include soccer pitches, a sports pavilion, bocce courts and a lawn bowls area.

ESTABLISHED NEIGHBOURHOOD

Aurora Village's thriving hub is located conveniently on your doorstep, complete with employment, education, shopping, dining and lifestyle choices. From a quick weeknight shop to dinner with friends, it's all right here for you.



A one-hectare protected woodland reserve Habitas Conservation Reserve is home to various species of federally protected flora and fauna. The important preservation of this reserve, and others at Aurora, will ensure the biodiversity values of native vegetation and wildlife are protected into the future.

The Aurora masterplan protects 14 conservation reserves across the development. These ecologically significant sites, along with the Edgars Creek Corridor contribute to the sense of place and local character.



GENERAL INFORMATION

NATURE STRIPS AND FENCING

Development Victoria will be completing the streetscape works to the nature strips fronting your home in the second half of 2025. This will include grass and street tree planting.

It is the owner's responsibility to maintain their front nature strip and the owner must comply with guidelines set by the City of Whittlesea.

Please visit the [City of Whittlesea website](#) for more information.

Whilst boundary fencing is being supplied with the delivery of your new home, any modifications to this fencing must comply with local council requirements.

MODIFICATIONS TO YOUR PROPERTY

Any modifications to your property must comply with Memorandum of Common Provisions (MCP) registered against the title of the property. A copy is available in your original contract of sale documentation with Development Victoria or accessible via the [Habitas Connect Portal](#).

If you are unsure, please reach out for clarification.

HOME MAINTENANCE

It is the owner's responsibility to suitably maintain their new home including all fixtures and fittings. General details are supplied within the Handover Guide and detailed product information has been provided on your Habitas Aurora USB to provide guidance on how each product should be maintained.

6-STAR ENERGY SUSTAINABLE LIVING

All Habitas townhouses are efficiently designed with increased insulation, with some sustainable inclusions such as skylights and double glazing (where applicable). By using less energy to maintain a comfortable year round temperature, home owners can minimise their carbon footprint and energy bills.

COUNCIL, WASTE & SERVICES

COUNCIL

Aurora is located in the City of Whittlesea's Southwest Ward. City of Whittlesea has a range of information for new residents available on its website at [whittlesea.vic.gov.au](#).

The council's Civic Centre office is at 25 Ferres Boulevard, South Morang.

Postal address: Locked Bag 1, Bundoora MDC VIC 3083

Hours: 8.30am to 5pm Monday to Friday

p: [\(03\) 9217 2170](#) (24 hours)

e: info@whittlesea.vic.gov.au

WASTE COLLECTION

City of Whittlesea is responsible for waste collection in the Aurora estate.

When you move in OR prior to moving into your home - [please contact the council](#) to arrange for your waste bins to be delivered to you. Council will also be able to provide info on the [rubbish collection days](#).

Aurora property owners can book a free [hard rubbish collection](#) from their nature strip twice a year. Further information is available on the council's website.





ELECTRICITY AND GAS

You will need to set up a retail account with a provider to supply electricity to your home. It is recommended that you visit compare.energy.vic.gov.au to choose and compare energy deals.

Should you lose services to your property please contact your local authorities.

Electricity authority:
[SP Ausnet Services Ausnet](https://www.sp.com.au)
p: [1300 001 001](tel:1300001001)

Gas Authority:
[Australian Gas Networks](https://www.australian-gas.com.au)
p: [1300 360 795](tel:1300360795)

TELECOMMUNICATIONS AND INTERNET

NBN services are available to your property. For further information on connecting to this service please visit nbnco.com.au or phone [1800 687 626](tel:1800687626).

You will need to set up a retail account with your preferred internet provider to arrange for set-up and connection to the NBN network.

Should you lose internet to your property please contact your retail provider to confirm there is no outage or planned maintenance in your area.

WATER AND RECYCLED WATER

Yarra Valley Water is your local water authority.

For general enquiries:
p: [1300 304 688](tel:1300304688)

For water or sewerage emergencies:
p: [132 762](tel:132762)

w: [yvw.com.au](https://www.yvw.com.au)

Your new home is water efficient by design. The amount of water you use can be much less than the average household because of smart features like recycled water and efficient showerheads, taps and toilets.

Recycled water is plumbed directly to your property via the purple third pipe and connected to external irrigation and internal toilet flushing.

Please refer to the documentation for maintenance and care located on your USB. Please refer to [Yarra Valley Water website](https://www.yarra-valley-water.com.au) for more info on recycled water.

PUBLIC TRANSPORT

A regular bus service operates throughout Aurora.

For more information phone the PTV Information Centre on [1800 800 007](tel:1800800007) or visit ptv.vic.gov.au.

COMMUNITY FACILITIES

The Aurora estate is home to a number of parks with playgrounds, exercise stations, seating and barbecue facilities.

The parks within the estate are maintained by the City of Whittlesea council.

To find your nearest park, visit the [City of Whittlesea website](https://www.cityofwhittlesea.vic.gov.au).

Works to deliver the Habitas Linear Park will commence in the second half of 2025 and should be available for resident enjoyment in 2025.

Links to underlined documents can be accessed via the electronic copy on your USB.



WARRANTY & CONTACTS

GENERAL

Your new home comes complete with Builder and statutory warranties. Should something not seem to work as it was intended, please follow this guide to determine next steps.

When you take possession of your home, please read the manuals provided on your USB and ensure you complete any registrations required.

Please note that the Home Owner is responsible for maintenance of the home and footings. For further information please refer to the Handover Guide, your Habitas USB and the [Victorian Building Authority Information sheet: Minimising foundation movement and damage to your house](#) for further information.

YOUR HOME

The table provides an easy guide to assessing items within your home.

	GENERAL ITEMS		MODERATE ITEMS	URGENT ITEMS
What is the item?	Most items will fall under this category		<ul style="list-style-type: none">✓ One toilet is blocked but the others are functioning✓ One shower is leaking during operation but the others are fine✓ Basin and Tapware leaks✓ Minor power fault – for example one power point or downlight not operating	<ul style="list-style-type: none">✓ No power to the property after checking local outages and the safety switch in the switchboard✓ Roof leak✓ All toilets are blocked✓ All heating and cooling not functioning✓ Hot water service not functioning
What should you do?	Keep a note and present at your 90-day inspection (details on page 17)		Email: maintenance@soholiving.com.au and cc habitas@development.vic.gov.au include your address and “MEDIUM PRIORITY REQUEST” in the subject line. Outline the issue and if possible, include photos.	Email: maintenance@soholiving.com.au and cc habitas@development.vic.gov.au include your address and “HIGH PRIORITY REQUEST” in the subject line. Outline the issue and if possible, include photos
Time to action	See 90-day inspection details for timing		24 hours	If you do not receive a response please call the SOHO Living direct (13SOHO during business hours).
Please Note:	The Builder should be contacted in the first instance for all items. Should you engage the trades listed below or any other emergency trade of this nature and the incident is not deemed an emergency or as a result of the Builder’s work, you may be responsible for the relevant call out charges.			

DEFECT LIABILITY PROCESS

While every care was taking during the construction of your home, there can sometimes be minor issues that are not apparent until the home is occupied and operated.

The Builder will book an inspection to review these approximately 90-days after handover.

The below will assist you in preparing for this visit.

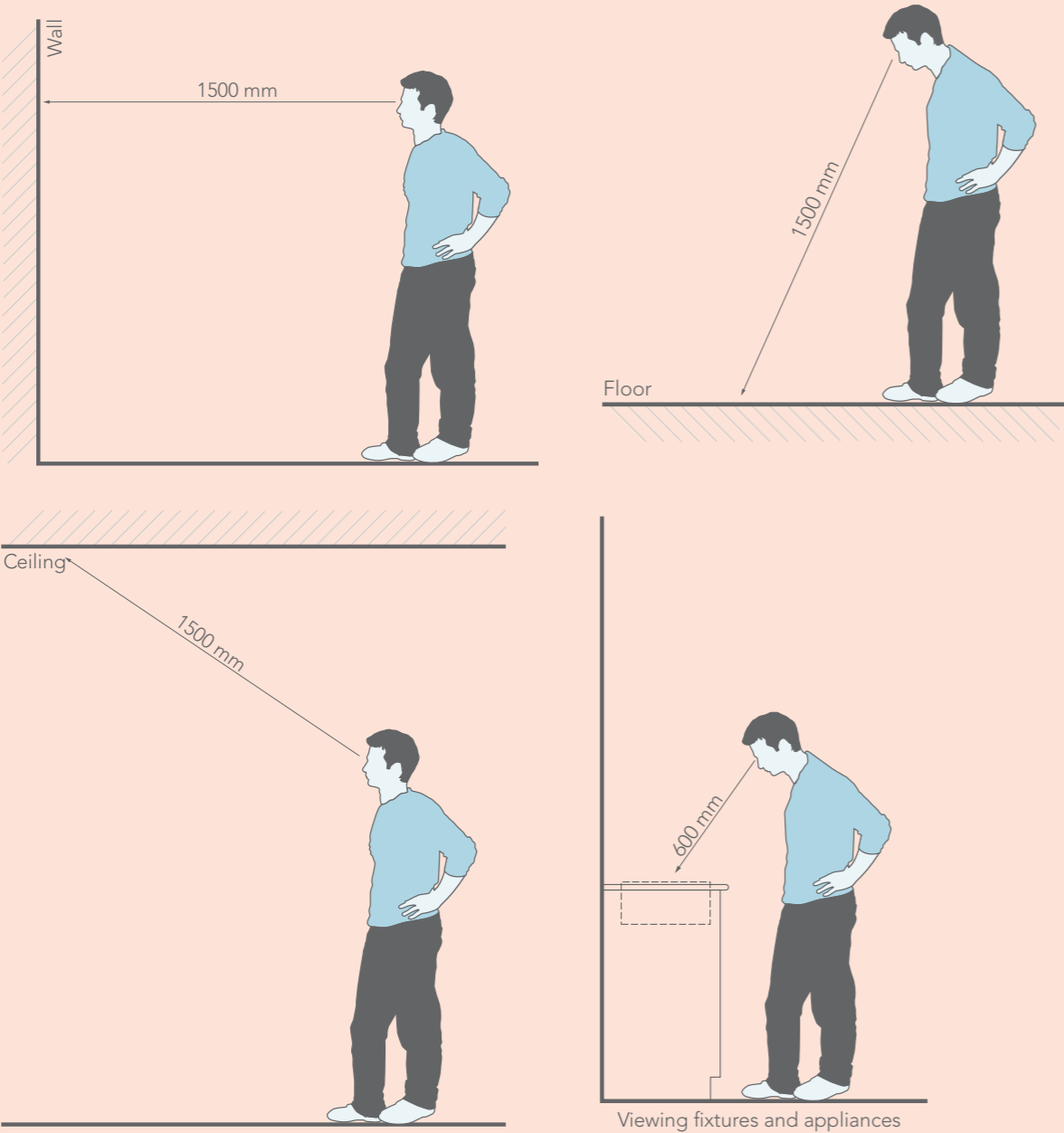
Should you have any further questions please reach out to your builder on [13S0H0](tel:13S0H0) or email maintenance@soholiving.com.au

	1-90 DAYS AFTER SETTLEMENT	76 DAYS AFTER SETTLEMENT	90 DAYS AFTER SETTLEMENT	STEP 1 90-DAY PROCESS	STEP 2 90-DAY PROCESS	STEP 3 90-DAY PROCESS	STEP 4 90-DAY PROCESS	AFTER 90-DAYS
Time	Days 1-90 after settlement	76 days after settlement	90 days after settlement					
What is it?	Getting to know your house period	Email reminder that you have enjoyed your home for almost 90-days and to send your list of concerns in shortly	Email your list of concerns to emails as noted in your Handover Guide	A Builder representative will contact you to book an appointment	A Builder representative will review your list and issue a list of items and trades that will be in contact to organise access	Trades will call directly to organise access to rectify items	Once trades have attended, Builder will notify you to confirm all your items have been attended to	Warranties that remain part of the home.
What you need to have ready	Compile a list of items you would like the Builder to look at. To determine if an issue requires urgent attention, refer to page 19 of this Guide.	Ensure you have your email updated.	List of concerns compiled on provided sheet	Be available for a call or email	Be available to show the Builder your items	Arrange access for trades to undertake works	Your list updated in case any items were missed.	Refer to the following documentation: ✓ VBA Guide to Standards and Tolerances ✓ Product Manuals Supplied on the Habitas USB

HOW TO INSPECT DEFECTS

VIEWING AND INSPECTING DISTANCES

Generally, variations in the surface colour, texture and finish of walls, ceilings, floors and roofs, and variations in glass and similar transparent materials are to be viewed where possible from a normal viewing position. A normal viewing position is looking at a distance of 1.5m or greater (600 mm for appliances and fixtures) with the surface or material being illuminated by ‘non-critical light’. Non-critical light means the light that strikes the surface is diffused and is not glancing or parallel to that surface.



90-DAY MAINTENANCE CHECKLIST

Address (incl. lot no#): _____
Primary contact name: _____
Number : _____
Email: _____
Property Manager details (if applicable): _____

ITEM	LOCATION	DESCRIPTION	BUILDER USE
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MINOR ITEMS THAT GENERALLY MAY REQUIRE REVIEW AT 90 DAY MAINTENANCE INSPECTIONS		
▪ Loose door handles	Door/window operation	Cabinetry adjustments

MAINTAINING YOUR HOME

GENERAL MAINTENANCE

It is very important that you maintain your home to ensure the longevity of its finishes and fixtures. Please review the maintenance information below as well as any owner's manuals in regard to care and maintenance, and always use experienced and licenced tradespeople to carry out repairs and maintenance work.

As the home owner, you are responsible for the cleaning and maintenance of your home and all areas within your lot, including (where applicable) your balcony, terraces, roof and gutters.

PREPARING TENANTS

It is the responsibility of the home owner to provide this document to any property occupants (i.e. tenants) to ensure they understand the necessary safety precautions for completing routine maintenance and are aware of the safety tips and procedures highlighted in this document that are relevant to living in the home and Habitas development.

APPLIANCES

Refer to the manufacturer's instructions / operation manuals for the following appliances:

- Cooktop
- Oven
- Dishwasher
- Rangehood
- Air Conditioner
- Hot Water Service

ELECTRICAL

Should your safety switch trip for any reason, follow these steps:

1. Isolate / turn off all power points and lights and unplug all appliances.
2. Reset the safety switch.
3. If the safety switch cannot be reset, contact a licensed electrician as a fault exists with either the wiring or the switch itself.

4. Turn on the power points one at a time or until the safety switch trips. When it trips, you have found the faulty outlet.
5. Plug your appliances back into power points one at a time or until the safety switch trips. When it trips, you have determined the cause of the fault. Take the faulty appliance to a qualified service centre for repairs.

For safety reasons, ensure an adequate air space is left around the switchboard. Do not store items in front of or in contact with the switchboard.

Please note that a licensed electrician must be engaged to locate and fix any fault with the power supply or the switchboard.

DOOR AND WINDOW HARDWARE

To maintain a high level of function, door hardware must be free from dust and grit. Generally, all components can be cleaned with a soft damp cloth. Grease or oil should not be applied to any hardware.

Maintain door locks and handles every 6-12 months, as necessary:

- Tighten fixing screws;
- Re-align strike plates;
- Lubricate internal mechanism with an aerosol lubricant; and
- Lubricate "sticky" locks with dry powder graphite sprinkled on the key.



CARPET

Carpet in your home (where applicable) has been selected to provide a soft, maintainable, yet durable floor finish. Permanent pile reversal shading "watermarking" may appear at random. This variation in lightening or darkening of the carpet is caused by the reflection of light from pile tufts which lay in different directions. This does not constitute a defect.

Regular maintenance will increase the life span of all types of carpet. The five basic steps of an adequate maintenance program are:

- Protection from damage and prevention of spills;
- Regular vacuuming; Intermediate surface brightening;
- Periodic wet cleaning; and
- Removal of stains and spills.

Light coloured carpets should be professionally cleaned every 6-12 months, to maintain a satisfactory appearance of the carpet.

Please note that "scotch guarding" carpet is not recommended by the manufacturers.





FLOORBOARDS AND LAMINATE FLOORING

Floorboards and Laminate Flooring can be very susceptible to the below:

- Damage from water / moisture
- Damage / scratching from shoes and furniture.

It is strongly recommended that floor protection is installed when moving furniture into the property and that shoes are removed when on the flooring system. Damage from shoes and moving furniture is not a defect.

Water and moisture will significantly damage the flooring system. Any water on the flooring system should be removed immediately. Floors should be cleaned with a dry mop or damp cloth only.

ALUMINIUM WINDOWS AND SLIDING DOORS

Aluminium windows and doors have a powder coated finish, which needs to be cleaned and maintained regularly to ensure the decorative and protective properties of the coating are retained.

Cleaning is recommended every three to six months to remove air born deposits such as salt, dust and dirt.

To clean:

- Remove dust with a wet sponge (rather than risk micro scratching by dry dusting);
- Remove any marks by the use of a warm, mild detergent or mineral turpentine;
- Wash and remove powder deposits from the powder coating surface using a soft bristle brush; and
- Always rinse afterwards with fresh water so that the contact time with the cleaning solution is kept to a minimum.

Do not use abrasive cleaners such as;

- ✗ Solvent based window cleaner
- ✗ Industrial strength cleaner
- ✗ Powder based cleaners
- ✗ Scouring pads or harsh bristle brushes

Always test a small discrete section of a frame to confirm the suitability of the cleaning agent used. This will ensure minimal or no damage to the powder coat colour or surface.

VENTILATION

It is the responsibility of the owner to control moisture and air flow within their home. Please ensure there is regular air flow through the home to avoid issues with condensation and mould.

The exhaust fans in the bathroom and laundry will assist the removal of steam and humid conditions, prolonging the life of the interior finishes.

Leaving a window within your home slightly open will increase the air intake and efficiency of all the internal exhaust mechanisms (including kitchen rangehood) and will aid to minimise any naturally occurring condensation.

To ensure adequate air flow into the laundry exhaust, leave the laundry door open while the dryer is in use and the exhaust fan is on.

STONE BENCHTOPS

The stone featured in your home is a “zero” crystalline silica product that complies with regulatory changes and has been selected for its health benefits, better indoor air quality, warm character, durability, aesthetics and high quality.

The base of the reconstituted stone, being a natural product retains a degree of porosity. However, simple protection measures are the most effective way to ensure the natural beauty and stunning appearance is maintained.

- Use a chopping board, place mats and coasters to protect the surface from scratching, dulling or heat marks.
- Avoid sitting or standing on the benchtops of kitchens and vanities. Wipe up spills immediately, to avoid potential absorption of substances into stone.



- Pay particular attention to substances such as soap, detergents, abrasive or harsh chemicals or cleaners, solvents, cooking oils, toothpaste, tea, coffee, alcohol, vinegar and citrus juices as these may stain, etch or dull the stone. Lipstick, industrial and laundry marker and ink are unlikely to be removable. Avoid resting steel or items which may rust on the stone, to prevent rust markings.

- Do not use acids, wax, sealers, steam cleaners or petroleum products on stone.

Stone in all benchtops is not sealed, as any protection provided by a sealer is not permanent or absolute.

To clean, wipe down after use with a soft dry cloth, or use mild soap with lukewarm water, rinse well with clean water and dry. Do not use abrasives or scouring powders / cleaners (such as Jif, Ajax or Gumption). Heavy use of cleaner may take off the stone surface gloss.

TAPWARE

To prevent damage to the protective finish, avoid cleaning taps and spouts with harsh chemicals. Clean with warm soapy water, rinse well and dry with a soft cloth.

To maintain tapware:

- clean tap filters every two months; and
- check tap washers every two years and replace as necessary.

A licensed plumber is required to undertake any works.

PAINT

As paint colour may change subtly over time, and paint manufacturers may alter colour specifications, we recommend any future painting be based on colour matching a paint sample rather than using the original specified paint product. A paint sample pot has been provided at handover for any minor touch ups that may be required.

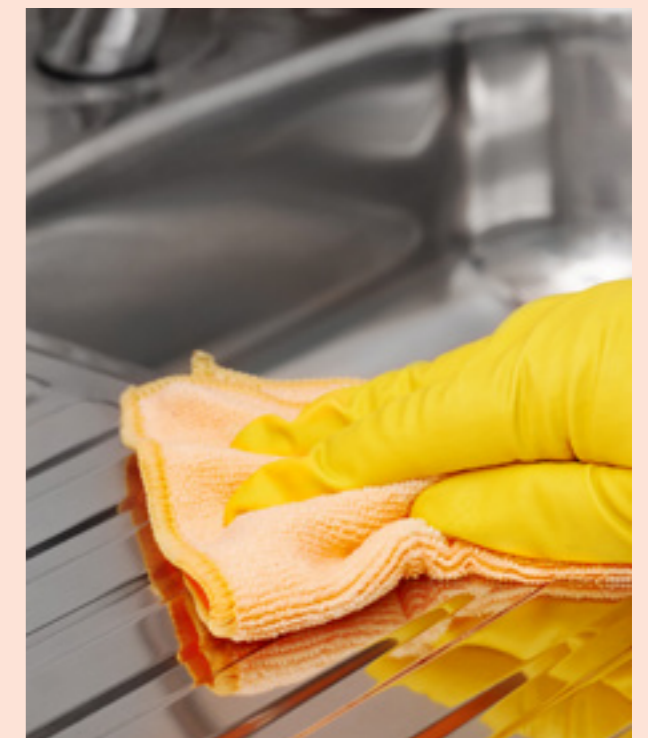
Most marks can be removed with a clean damp cloth. Use a diluted sugar soap mix if necessary. Avoid excessive 'scrubbing' and the use of scourers of any type, as this may alter the finish of the surface.

CUPBOARD JOINERY

All Joinery surfaces are laminate.

To clean and maintain, follow these guidelines:

- Remove soiled particles from surfaces or light stains with warm soapy water and a soft cloth, or a non-abrasive spray and wipe cleaning agent;
- Do not use abrasive or alkaline cleaners and ensure that the finish does not remain in contact with hypochlorite bleach, mineral acid, dye or iodine solution, silicon-based cleaners, polish, steel wool, acidic and alkaline materials. (Note that silicon cleaners render surfaces unsuitable for re-coating);
- Ensure all spills are cleaned up immediately with a damp cloth and dry off, to prevent swelling or damage;
- Buff out minor fine scratches (note the gloss level will diminish);
- Check, tighten and adjust hinges every six months; and
- Do not apply oil or grease to any joinery hardware, such as hinges, runners, etc.



STAINLESS STEEL KITCHEN SINK, LAUNDRY TUB, TRIMS, ETC.

To clean wipe with a soft damp slightly soapy cloth, let it dry and wipe with a dry cloth. Always wash with the grain of the stainless steel, to avoid scratching.

To protect from staining after cleaning with a chemical cleaner or coming into contact with food acid, wash down with fresh water.



SANITARY WARE

To preserve the polish surface of your toilets and basin, clean with a soft cloth and warm soapy water or a liquid cleaner to wash away any oils or soap residue. Ensure any selected cleaning agent does not affect any adjacent stone or tile.

Do not use powders, pastes, crème cleaners, thinners, window cleaning sprays or dry-cleaning fluids, etc. Stubborn marks or fine scratches may be polished out with Brasso.

CAULKING AND SEALANTS

All caulking and sealants have a limited lifespan, and it is the responsibility of the owner to ensure a maintenance plan is established to regularly check all caulking and sealants.

To maintain the integrity of the caulking and sealants the owner must ensure they are free of dust and debris and are not subject to extended periods of water pooling.

TILED SURFACES AND BALCONY

To clean, use a mix of warm water with a mild detergent. When dry, buff with a dry mop or woollen cloth. All sealants and caulking including external elements, should be replaced immediately by a qualified tradesperson at the first sign of deterioration. Failure to maintain caulking and sealants may result in water ingress that could cause damage to fittings / fixtures. This will need to be checked every 12 months.

EXTERNAL PAINT

Depending on location and exposure, re-coating of painted areas should be carried out every as per the manufacturers recommendations. The life of the paint may be extended by keeping it clean and not allowing vegetation, planter pots to be placed against it, or trees to rub against the surface.

In accordance with the paint specification and warranty, all painting repairs and maintenance must be undertaken by experienced tradespeople only, and appropriate measures must be taken for safe working areas and any external scaffolding.

GROUND CONDITIONS

The immediate ground conditions around your home will impact the performance of the house slab and foundations.

Owners should avoid excessive watering of garden areas immediately adjoining the slab as the presence of water is likely to cause performance issues with the foundations.

Owners should complete regular inspections to ensure plumbing systems are operating correctly and not leaking and causing continued / excessive wetting of the ground adjoining the home.

Owners should engage the necessary professionals to complete any excavation works in proximity of the house slab.

ROOFING MATERIAL

The roofing material should be kept clear of tree litter and debris which could fall into your gutters and block drains. To preserve your roofing material and prevent water ingress, it is recommended a roofing plumber engaged yearly to clear litter and debris from your roof and gutters as well as conduct a visual inspection of flashings, sheets, seals and downpipes.



SOHO LIVING HANDOVER CHECKLIST

It is essential that all care and maintenance is carried out in accordance with Warranty and Maintenance Guidelines. It is the owners responsibility to carry out the necessary maintenance on their home on a regular basis.

Your builder will not be liable for any issues that relate to, are caused by or contributed to by an owner’s failure to carry out necessary maintenance as required. Failure to carry out necessary maintenance may result in warranties being voided.

Your builder’s handover guide aims to provide a helpful guide on the cleaning and maintenance of your home, which can be carried out safely and easily, but is not an exhaustive list of all maintenance required to your home.

In all instances you should refer to the product manufacturer’s cleaning and maintenance guides which are included in the Aurora USB as part of your Handover Pack.

Any activity that requires work to be carried out where there is a potential fall risk must be carried out by a qualified tradesperson in accordance with all relevant legislation, codes and guidelines.

In all instances you should refer to the product manufacturer’s cleaning and maintenance guides which are included in the Aurora USB as part of your Handover Pack.

HANDOVER CHECKLIST

Client name
Building address

HANDOVER CONTENTS		TICK IF RECEIVED
Product review		
Refer a friend incentive flyer		
COMPLIANCE CERTIFICATES		TICK IF RECEIVED
Development Victoria USB Handover Guide		
Plumbing certificate - drains		
Plumbing certificate - sanitary		
Plumbing certificate - fascia gutter downpipes		
Electrical certificate - prescribed		
Electrical certificate - non-prescribed		
Insulation certificate		
Termite certificate		
Waterproof certificate		
Glazing certificate		
Plumbing owner letter		
MAINTENANCE		TICK IF RECEIVED
Timber floor care sheet		
Essastone / Caesarstone maintenance card		
Stone benchtop care declaration		
CSIRO foundation maintenance & footing performance		
3-Month maintenance form		
Alarm manual (if applicable)		
SMEG flyer (if applicable)		
CCTV footage of stormwater & sewer camera inspection		
PERMITS & INSURANCE		TICK IF RECEIVED
Building permit		
Occupancy permit		
Homeowners warranty insurance certificate		
KEYS	QTY	TICK IF RECEIVED
Door keys		
Garage remotes & manual		
Sliding door		
Window keys		
Letterbox key		

Client signature
Client signature
Date

3 MONTH MAINTENANCE FORM

Please list any items and return to Soho Living office no later than 90 calendar days after settlement.
Please email form to maintenance@soholiving.com.au and we will be in contact to arrange inspection.

Name:

Property address:

Lot:

Number:

Street:

Suburb:

Contact numbers:

Settlement date:

Maintenance period expiry:

THE FOLLOWING ITEMS REQUIRE INSPECTION

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Client:

Date:

CARING FOR YOUR FLOOR

Once your new timber floor is installed and looking perfect, it is important to care for your floors to keep them looking great for longer. We've created this handy guide to highlight the key steps that will help you care for your new floors and make them last.

For any other questions you have, our passionate team is always available to answer them and offer our knowledge and guidance on how to care for your superior floor. Visit our showroom or contact us.



ENTRANCES

Place floor mats at entrances and remember to keep them well shaken. This decreases the number of dust and dirt particles coming inside your house. Avoid stiletto shoes where possible also.



SWEEPING

Regularly clean your floors to remove damaging dust and dirt particles. We recommend vacuuming with a hard floor head, or sweeping your floors with a fringe or anti-static mop.



MOPPING

Regularly wash sealed floors to enhance their appearance and protect them. Don't steam mop or wet mop the floor, instead use a soft mop head that you can remove excess water from so that it is mildly wet. Don't pour water directly onto the floor.



CLEANING PRODUCTS

We recommend Loba cleaning products, which offer a PH neutral, concentrated, biodegradable and pleasantly scented cleaner that is specifically formulated to gently but effectively clean coated timber floors. Harsh soap or detergents are not advised and may void your warranty. Also, don't use ammonia-based cleaners or methylated spirits.



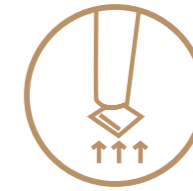
SPILLS

Allowing liquid or water to sit for extended periods of time may damage your floor. Therefore, wipe up spills immediately, even if the spill is water. Don't use abrasive sponges or steel wool. Place non-slip mats in wet areas, such as kitchen sinks, for additional safety and floor protection.



STAINS

Remove stains immediately with a well-wrung cloth and ensure all moisture is cleaned up after doing so. Avoid abrasive sponges or steel wool.



PROTECTIVE PADS

Attach felt protector pads to the base of chairs, tables and other furniture to protect the floor from being scratched and reduce noise. Choose neutral-coloured protectors; dark or bright colours may cause discolouration.



FURNITURE

Take care when moving furniture. Be sure to lift and place furniture rather than dragging or pushing it. This is in addition to the recommendation of protective pads.



RE-COATING

Your timber floors should never be waxed. To restore shine to these surfaces, you'll need to have them re-coated. The frequency is different for everyone as it is based on how much foot traffic your floors see.

IMPORTANT CARE & MAINTENANCE



Perfect
TimberFloors®

Perfect Timber Floors only sell and recommend Loba Hardwood floor cleaner.

Perfect Timber Floors recommend you set up a regular maintenance program. Routine maintenance not only extends the life of the floor but enhances its appearance. Domestic floors require the following care and maintenance:

DO'S

✓ Entrance Matting

The biggest challenge for coated timber floors is dirt and grit particles being walked on the floor, causing an abrasive sanding effect. This greatly increases the wear of the surface. First point of attack should be to have proper grit capturing mats at all entrances thus minimising the amount of damaging particles, grit and dirt, being carried on to the floor. Keep doormats well shaken.

✓ Sweeping

Fine dust and dirt will create not only a slip problem but also act as abrasives causing the floor to scratch and prematurely wear. A regular sweeping program needs to be established to remove damaging particles. We recommend that the surface is swept regularly, with a minimum of twice weekly sweeping with an anti-static mop or fringe mop.

✓ Protective Pads

Attach felt protector pads to the legs of chairs, tables and other furniture to protect the floor from being scratched and to reduce noise.

✓ Spills

It is important to wipe up spills immediately on coated flooring even if the spill is water. Ensure the surface is clean and dry and do not allow spills to sit for extended periods of time. Non-slip rubber mats and/or protective mats should be placed in high use wet areas ie adjacent kitchen sinks and bathrooms for added safety purposes and additional floor protection.

✓ Furniture

Great care should be taken when moving and placing furniture. Furniture should be lifted and placed, not dragged or pushed.

✓ Cleaning

The use of harsh detergents is not recommended nor is it necessary – this will void your warranty. Loba Care has a PH neutral floor cleaner for all situations, specifically formulated to gently but effectively clean all coated timber floors. This PH neutral, concentrated, biodegradable, and pleasantly scented cleaner is designed for superior cleaning power. It's emulsifying action aids in the removal of grime, enhancing the floors natural beauty. Regular washing of sealed floors can enhance its appearance and keep it clean, shiny and safe.

DON'TS


- ✗ Do not wax the floor.
- ✗ Do not wet mop the floor.
- ✗ Do not use a steam mop.
- ✗ Avoid spiked heel shoes, pebbles, sand and other abrasive materials.
- ✗ Do not use steel wool or scourers on the floor.
- ✗ Do not use non-recommended soap or detergents on the floor and never pour water directly onto the floor.
- ✗ Do not use ammonia-based cleaners or methylated spirits.

Recoating Your Timber Floor

One day your engineered timber or bamboo floor will need recoating (laminated flooring can not be recoated). The best time to do this is when your floor is tired and not completely worn through. Your local floor sander will be able to advise you if a maintenance coat is required. Maintenance coats are best as you are not over sanding your timber floor, only a light buff and one coat is required. We only recommend Loba coating products, your local sander will know where to get these. If you do have difficulty locating Loba products please go to www.floorsandingsupplies.com.au or call 1300 137 055.

Care & Maintenance Guide



 caesarstone®

5310 Brillianza™

Everyday Cleaning

Caesarstone® surfaces require very little maintenance to keep them looking like new. For everyday, routine cleaning of Caesarstone®, we recommend wiping the surface with warm soapy water (a mild detergent) and a clean damp cloth, or use our convenient Caesarstone® Spray Cleaner. Do not use the cloth you use to wash the dishes, as it may transfer oils and other contaminants to the Caesarstone® surface.

As Caesarstone® is virtually non-porous, it will never require polishing or sealing. Never attempt to polish the surface and avoid prolonged rubbing in one spot when cleaning.

Caesarstone® Cleaning Products

Caesarstone® has developed a range of specially formulated cleaning products designed to keep your mineral surfaces looking their best. Caesarstone® Cream Cleanser and Spray Cleaner are available to purchase through our online store.



Cleaning Reference Guide

Substance	Caesarstone® Cream Cleanser	Caesarstone® Spray Cleaner
Red Wine	✓	✓
Breastmilk	✓	✓
Coffee / Tea	✓	✓
Cordia	✓	✓
Sauces	✓	
Food Oils		✓
Tougher, More Stubborn Stains	✓	

To remove adhered materials like food, gum and nail polish, first scrape away the excess with a sharp blade. If there are any grey metal marks on the surface, use a small amount of Caesarstone® Cream Cleanser on the light blue sponge side of 3M™ scrubber, gently rub over the mark and thoroughly rinse with warm water to remove it. Household bleach can generally be used as an effective cleaner to remove stubborn marks, but care should be taken as some products are considerably stronger than others.

If you have stubborn marks which still can't be removed, view our online Frequently Asked Questions or contact us on 1300 119 119 for further advice.

Tough? Yes. Indestructible? No.

As with any surface, Caesarstone® can be permanently damaged by exposure to strong chemicals and solvents that undermine its physical properties. Do not use products that contain trichloroethane or methylene chloride, such as paint removers or stripper. Avoid all contact with highly aggressive cleaning agents like oven cleaners that have high alkaline/pH levels. Should the surface be accidentally exposed to any of these damaging products, rinse immediately with water to neutralize the effect.

Do Concrete Finish designs require extra maintenance?

Caesarstone® Concrete Finish designs carry the same stain and scratch resistance as our polished surfaces, never require sealing and are simple to clean.

However the Concrete matte finish doesn't disguise marks as well as the polished designs, meaning more regular cleaning may be required using the Caesarstone® Spray Cleaner for daily use and Caesarstone® Cream Cleanser and 3M™ Scotch-Brite™ Non-Scratch Foam Scrub to provide a thorough all over surface clean as per the instructions. Most importantly, thoroughly rinse the Cream Cleanser off after cleaning.

It is extremely important that a Caesarstone® Concrete finish surface is only ever wiped down using a clean cloth solely for that purpose. Don't use a cloth used to wash dishes as it may impart oils and other contaminants on to the concrete finish surface.

Heat Resistance

Caesarstone® is heat resistant, however like all stone materials, Caesarstone® can be damaged by sudden and rapid surface temperature changes. A good rule of thumb is that if your hand cannot tolerate the level of heat of an item to be placed on the surface for more than a few seconds, then the heat source is too high. Therefore, we always recommend placing hot pots, oven trays and frypans directly from the oven or hot plate onto a wooden chopping board or cork mat. We also recommend that all electrical cooking appliances such as electric frying pans and slow cookers are also placed on a wooden chopping board.



Food Preparation

We always recommend cutting on an appropriate cutting board and never directly on the Caesarstone® surface to avoid blunting kitchen knives or damaging the surface of your bench top.

Warranty Registration

Have you registered your Caesarstone® Lifetime Warranty yet? Register online www.caesarstone.com.au/warranty to receive a complimentary Caesarstone® Cleaning Kit to help maintain your surface for years to come.



A VISUAL GUIDE

The Three Ways to Clean Your Caesarstone® Surface



1

FOR LIGHT, EVERYDAY CLEANING:
Wipe surface with warm soapy water and a clean, damp cloth



2

FOR EVERYDAY MARKS AND SPILLS:
Caesarstone® Spray Cleaner



3

FOR REMOVAL OF STUBBORN MARKS AND DRIED SPILLS:
Caesarstone® Cream Cleaner

CAESARSTONE® SPRAY CLEANER USAGE GUIDE

For everyday marks and spills



1

First, wipe away any residue.



2

Simply spray and wipe your surface clean.



3

Once finished, buff with a clean, dry cloth.

CAESARSTONE® CREAM CLEANSER USAGE GUIDE

For removal of stubborn marks & dried spills

To give your Caesarstone® surface a thorough clean or for removal of extra stubborn marks or soils, we recommend using Caesarstone® Cream Cleanser and a 3M™ Scotch-Brite® Non-Scratch Foam Scrub which can be used without damaging the stone. We suggest using this cleaning process regularly depending on the amount of traffic, use and surface application.



1

Drench the 3M™ Foam Scrub with warm water.



2

Apply 1-2 teaspoons of Caesarstone® Cream Cleanser directly to the foam scrub, on the scrubber side.



3

Gently squeeze to create a thick foam lather.



4

Gently clean in a circular motion.



5

Use a flat, open hand.



6

Be cautious not to apply excessive pressure or rub in one spot for too long.



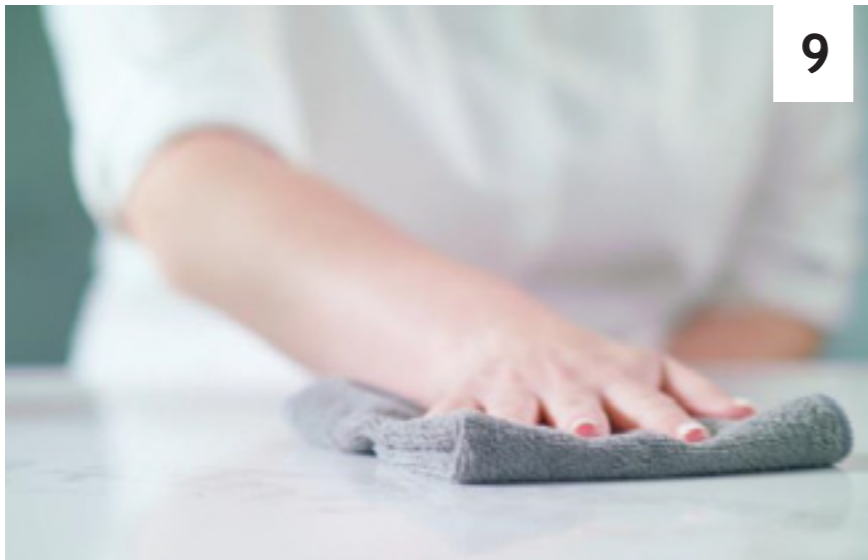
7

Leave the lathered soap mix on the surface for up to two minutes.



8

Remove all excess suds, rinsing the surface with warm water and a microfibre cloth or soft clean towel.



9

Rinse and repeat several times to ensure all excess suds are removed.



10

Once finished, buff with a clean dry cloth.

The 3M™ Scotch-Brite Non-Scratch Foam Scrub can be squeezed & rinsed out, dried and used again for cleaning the Caesarstone® surface.

FOOD PREPARATION

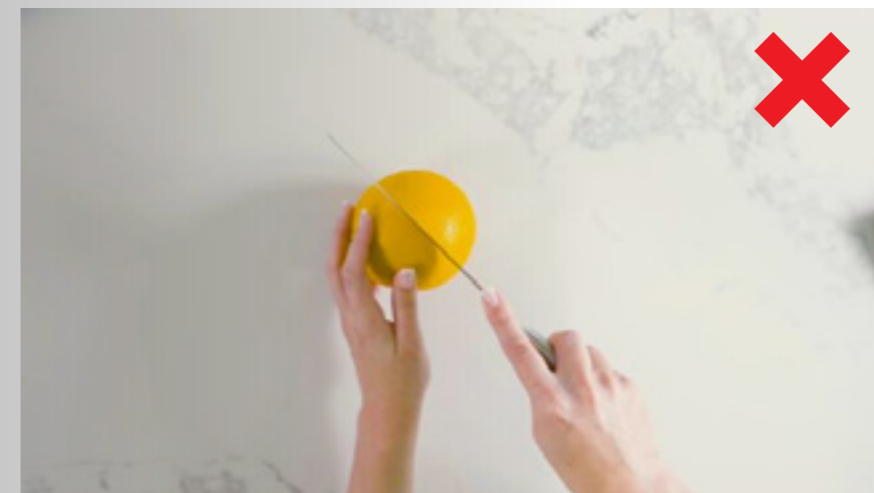
Cutting



To avoid blunting kitchen knives or damaging your Caesarstone® surface:



Always cut on an appropriate cutting board.



Never cut food directly on your benchtop.

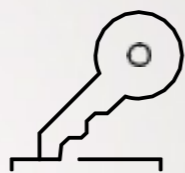
Lifetime Warranty



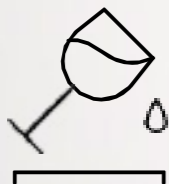
Durable



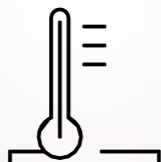
Warranty



Scratch
Resistance



Stain
Resistance



Heat
Resistance



Easy care &
Maintenance

For design ideas, information and for your nearest showroom,
visit us on: www.caesarstone.com.au or call us on **1300 119 119**.

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ATTENTION HOME OWNER

As per stone manufacturer recommendations, please
avoid direct contact with your Stone benchtops
and hot temperatures. Radiated heat from excessive hot
surface will cause the thermal shock, discolouration,
damage or cracking.

Please sign the below acknowledging the above.

Job Number:

Job Address:

Client Signature:

Thank you

Foundation Maintenance and Footing Performance: A Homeowner's Guide



Buildings can and often do move. This movement can be up, down, lateral or rotational. The fundamental cause of movement in buildings can usually be related to one or more problems in the foundation soil. It is important for the homeowner to identify the soil type in order to ascertain the measures that should be put in place in order to ensure that problems in the foundation soil can be prevented, thus protecting against building movement.

This Building Technology File is designed to identify causes of soil-related building movement, and to suggest methods of prevention of resultant cracking in buildings.

Soil Types

The types of soils usually present under the topsoil in land zoned for residential buildings can be split into two approximate groups – granular and clay. Quite often, foundation soil is a mixture of both types. The general problems associated with soils having granular content are usually caused by erosion. Clay soils are subject to saturation and swell/shrink problems.

Classifications for a given area can generally be obtained by application to the local authority, but these are sometimes unreliable and if there is doubt, a geotechnical report should be commissioned. As most buildings suffering movement problems are founded on clay soils, there is an emphasis on classification of soils according to the amount of swell and shrinkage they experience with variations of water content. The table below is Table 2.1 from AS 2870, the Residential Slab and Footing Code.

Causes of Movement

Settlement due to construction

There are two types of settlement that occur as a result of construction:

- Immediate settlement occurs when a building is first placed on its foundation soil, as a result of compaction of the soil under the weight of the structure. The cohesive quality of clay soil mitigates against this, but granular (particularly sandy) soil is susceptible.
- Consolidation settlement is a feature of clay soil and may take place because of the expulsion of moisture from the soil or because of the soil's lack of resistance to local compressive or shear stresses. This will usually take place during the first few months after construction, but has been known to take many years in exceptional cases.

These problems are the province of the builder and should be taken into consideration as part of the preparation of the site for construction. Building Technology File 19 (BTF 19) deals with these problems.

Erosion

All soils are prone to erosion, but sandy soil is particularly susceptible to being washed away. Even clay with a sand component of say 10% or more can suffer from erosion.

Saturation

This is particularly a problem in clay soils. Saturation creates a bog-like suspension of the soil that causes it to lose virtually all of its bearing capacity. To a lesser degree, sand is affected by saturation because saturated sand may undergo a reduction in volume – particularly imported sand fill for bedding and blinding layers. However, this usually occurs as immediate settlement and should normally be the province of the builder.

Seasonal swelling and shrinkage of soil

All clays react to the presence of water by slowly absorbing it, making the soil increase in volume (see table below). The degree of increase varies considerably between different clays, as does the degree of decrease during the subsequent drying out caused by fair weather periods. Because of the low absorption and expulsion rate, this phenomenon will not usually be noticeable unless there are prolonged rainy or dry periods, usually of weeks or months, depending on the land and soil characteristics.

The swelling of soil creates an upward force on the footings of the building, and shrinkage creates subsidence that takes away the support needed by the footing to retain equilibrium.

Shear failure

This phenomenon occurs when the foundation soil does not have sufficient strength to support the weight of the footing. There are two major post-construction causes:

- Significant load increase.
- Reduction of lateral support of the soil under the footing due to erosion or excavation.
- In clay soil, shear failure can be caused by saturation of the soil adjacent to or under the footing.

GENERAL DEFINITIONS OF SITE CLASSES	
Class	Foundation
A	Most sand and rock sites with little or no ground movement from moisture changes
S	Slightly reactive clay sites with only slight ground movement from moisture changes
M	Moderately reactive clay or silt sites, which can experience moderate ground movement from moisture changes
H	Highly reactive clay sites, which can experience high ground movement from moisture changes
E	Extremely reactive sites, which can experience extreme ground movement from moisture changes
A to P	Filled sites
P	Sites which include soft soils, such as soft clay or silt or loose sands; landslip; mine subsidence; collapsing soils; soils subject to erosion; reactive sites subject to abnormal moisture conditions or sites which cannot be classified otherwise

Tree root growth

Trees and shrubs that are allowed to grow in the vicinity of footings can cause foundation soil movement in two ways:

- Roots that grow under footings may increase in cross-sectional size, exerting upward pressure on footings.
- Roots in the vicinity of footings will absorb much of the moisture in the foundation soil, causing shrinkage or subsidence.

Unevenness of Movement

The types of ground movement described above usually occur unevenly throughout the building's foundation soil. Settlement due to construction tends to be uneven because of:

- Differing compaction of foundation soil prior to construction.
- Differing moisture content of foundation soil prior to construction.

Movement due to non-construction causes is usually more uneven still. Erosion can undermine a footing that traverses the flow or can create the conditions for shear failure by eroding soil adjacent to a footing that runs in the same direction as the flow.

Saturation of clay foundation soil may occur where subfloor walls create a dam that makes water pond. It can also occur wherever there is a source of water near footings in clay soil. This leads to a severe reduction in the strength of the soil which may create local shear failure.

Seasonal swelling and shrinkage of clay soil affects the perimeter of the building first, then gradually spreads to the interior. The swelling process will usually begin at the uphill extreme of the building, or on the weather side where the land is flat. Swelling gradually reaches the interior soil as absorption continues. Shrinkage usually begins where the sun's heat is greatest.

Effects of Uneven Soil Movement on Structures

Erosion and saturation

Erosion removes the support from under footings, tending to create subsidence of the part of the structure under which it occurs. Brickwork walls will resist the stress created by this removal of support by bridging the gap or cantilevering until the bricks or the mortar bedding fail. Older masonry has little resistance. Evidence of failure varies according to circumstances and symptoms may include:

- Step cracking in the mortar beds in the body of the wall or above/below openings such as doors or windows.
- Vertical cracking in the bricks (usually but not necessarily in line with the vertical beds or perpendics).

Isolated piers affected by erosion or saturation of foundations will eventually lose contact with the bearers they support and may tilt or fall over. The floors that have lost this support will become bouncy, sometimes rattling ornaments etc.

Seasonal swelling/shrinkage in clay

Swelling foundation soil due to rainy periods first lifts the most exposed extremities of the footing system, then the remainder of the perimeter footings while gradually permeating inside the building footprint to lift internal footings. This swelling first tends to create a dish effect, because the external footings are pushed higher than the internal ones.

The first noticeable symptom may be that the floor appears slightly dished. This is often accompanied by some doors binding on the floor or the door head, together with some cracking of cornice mitres. In buildings with timber flooring supported by bearers and joists, the floor can be bouncy. Externally there may be visible dishing of the hip or ridge lines.

As the moisture absorption process completes its journey to the innermost areas of the building, the internal footings will rise. If the spread of moisture is roughly even, it may be that the symptoms will temporarily disappear, but it is more likely that swelling will be uneven, creating a difference rather than a disappearance in symptoms. In buildings with timber flooring supported by bearers and joists, the isolated piers will rise more easily than the strip footings or piers under walls, creating noticeable doming of flooring.



As the weather pattern changes and the soil begins to dry out, the external footings will be first affected, beginning with the locations where the sun's effect is strongest. This has the effect of lowering the external footings. The doming is accentuated and cracking reduces or disappears where it occurred because of dishing, but other cracks open up. The roof lines may become convex.

Doming and dishing are also affected by weather in other ways. In areas where warm, wet summers and cooler dry winters prevail, water migration tends to be toward the interior and doming will be accentuated, whereas where summers are dry and winters are cold and wet, migration tends to be toward the exterior and the underlying propensity is toward dishing.

Movement caused by tree roots

In general, growing roots will exert an upward pressure on footings, whereas soil subject to drying because of tree or shrub roots will tend to remove support from under footings by inducing shrinkage.

Complications caused by the structure itself

Most forces that the soil causes to be exerted on structures are vertical – i.e. either up or down. However, because these forces are seldom spread evenly around the footings, and because the building resists uneven movement because of its rigidity, forces are exerted from one part of the building to another. The net result of all these forces is usually rotational. This resultant force often complicates the diagnosis because the visible symptoms do not simply reflect the original cause. A common symptom is binding of doors on the vertical member of the frame.

Effects on full masonry structures

Brickwork will resist cracking where it can. It will attempt to span areas that lose support because of subsided foundations or raised points. It is therefore usual to see cracking at weak points, such as openings for windows or doors.

In the event of construction settlement, cracking will usually remain unchanged after the process of settlement has ceased.

With local shear or erosion, cracking will usually continue to develop until the original cause has been remedied, or until the subsidence has completely neutralised the affected portion of footing and the structure has stabilised on other footings that remain effective.

In the case of swell/shrink effects, the brickwork will in some cases return to its original position after completion of a cycle, however it is more likely that the rotational effect will not be exactly reversed, and it is also usual that brickwork will settle in its new position and will resist the forces trying to return it to its original position. This means that in a case where swelling takes place after construction and cracking occurs, the cracking is likely to at least partly remain after the shrink segment of the cycle is complete. Thus, each time the cycle is repeated, the likelihood is that the cracking will become wider until the sections of brickwork become virtually independent.

With repeated cycles, once the cracking is established, if there is no other complication, it is normal for the incidence of cracking to stabilise, as the building has the articulation it needs to cope with the problem. This is by no means always the case, however, and monitoring of cracks in walls and floors should always be treated seriously.

Upheaval caused by growth of tree roots under footings is not a simple vertical shear stress. There is a tendency for the root to also exert lateral forces that attempt to separate sections of brickwork after initial cracking has occurred.

The normal structural arrangement is that the inner leaf of brickwork in the external walls and at least some of the internal walls (depending on the roof type) comprise the load-bearing structure on which any upper floors, ceilings and the roof are supported. In these cases, it is internally visible cracking that should be the main focus of attention, however there are a few examples of dwellings whose external leaf of masonry plays some supporting role, so this should be checked if there is any doubt. In any case, externally visible cracking is important as a guide to stresses on the structure generally, and it should also be remembered that the external walls must be capable of supporting themselves.

Effects on framed structures
Timber or steel framed buildings are less likely to exhibit cracking due to swell/shrink than masonry buildings because of their flexibility. Also, the doming/dishing effects tend to be lower because of the lighter weight of walls. The main risks to framed buildings are encountered because of the isolated pier footings used under walls. Where erosion or saturation cause a footing to fall away, this can double the span which a wall must bridge. This additional stress can create cracking in wall linings, particularly where there is a weak point in the structure caused by a door or window opening. It is, however, unlikely that framed structures will be so stressed as to suffer serious damage without first exhibiting some or all of the above symptoms for a considerable period. The same warning period should apply in the case of upheaval. It should be noted, however, that where framed buildings are supported by strip footings there is only one leaf of brickwork and therefore the externally visible walls are the supporting structure for the building. In this case, the subfloor masonry walls can be expected to behave as full brickwork walls.

Effects on brick veneer structures
Because the load-bearing structure of a brick veneer building is the frame that makes up the interior leaf of the external walls plus perhaps the internal walls, depending on the type of roof, the building can be expected to behave as a framed structure, except that the external masonry will behave in a similar way to the external leaf of a full masonry structure.

Water Service and Drainage

Where a water service pipe, a sewer or stormwater drainage pipe is in the vicinity of a building, a water leak can cause erosion, swelling or saturation of susceptible soil. Even a minuscule leak can be enough to saturate a day foundation. A leaking tap near a building can have the same effect. In addition, trenches containing pipes can become water courses even though backfilled, particularly where broken rubble is used as fill. Water that runs along these trenches can be responsible for serious erosion, interstrata seepage into subfloor areas and saturation.

Pipe leakage and trench water flows also encourage tree and shrub roots to the source of water, complicating and exacerbating the problem. Poor roof plumbing can result in large volumes of rainwater being concentrated in a small area of soil:

- Incorrect falls in roof guttering may result in overflows, as may gutters blocked with leaves etc.

- Corroded guttering or downpipes can spill water to ground.
- Downpipes not positively connected to a proper stormwater collection system will direct a concentration of water to soil that is directly adjacent to footings, sometimes causing large-scale problems such as erosion, saturation and migration of water under the building.

Seriousness of Cracking

In general, most cracking found in masonry walls is a cosmetic nuisance only and can be kept in repair or even ignored. The table below is a reproduction of Table C1 of AS 2870.

AS 2870 also publishes figures relating to cracking in concrete floors, however because wall cracking will usually reach the critical point significantly earlier than cracking in slabs, this table is not reproduced here.

Prevention/ Cure

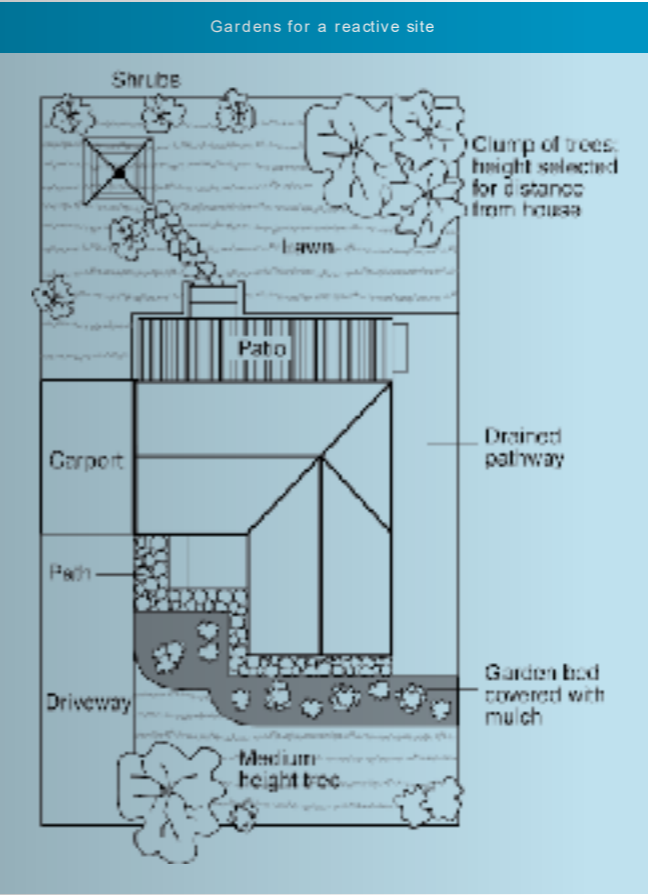
Plumbing
Where building movement is caused by water service, roof plumbing, sewer or stormwater failure, the remedy is to repair the problem. It is prudent, however, to consider also rerouting pipes away from the building where possible, and relocating taps to positions where any leakage will not direct water to the building vicinity. Even where gully traps are present, there is sometimes sufficient spill to create erosion or saturation, particularly in modern installations using smaller diameter PVC fixtures. Indeed, some gully traps are not situated directly under the taps that are installed to charge them, with the result that water from the tap may enter the backfilled trench that houses the sewer piping. If the trench has been poorly backfilled, the water will either pond or flow along the bottom of the trench. As these trenches usually run alongside the footings and can be at a similar depth, it is not hard to see how any water that is thus directed into a trench can easily affect the foundation's ability to support footings or even gain entry to the subfloor area.

Ground drainage
In all soils there is the capacity for water to travel on the surface and below it. Surface water flows can be established by inspection during and after heavy or prolonged rain. If necessary, a grated drain system connected to the stormwater collection system is usually an easy solution.

It is, however, sometimes necessary when attempting to prevent water migration that testing be carried out to establish watertable height and subsoil water flows. This subject is referred to in BTF 19 and may properly be regarded as an area for an expert consultant.

Protection of the building perimeter
It is essential to remember that the soil that affects footings extends well beyond the actual building line. Watering of garden plants, shrubs and trees causes some of the most serious water problems.

For this reason, particularly where problems exist or are likely to occur, it is recommended that an apron of paving be installed around as much of the building perimeter as necessary. This paving



should extend outwards a minimum of 900 mm (more in highly reactive soil) and should have a minimum fall away from the building of 1:60. The finished paving should be no less than 100 mm below brick vent bases.

It is prudent to relocate drainage pipes away from this paving, if possible, to avoid complications from future leakage. If this is not practical, earthenware pipes should be replaced by PVC and backfilling should be of the same soil type as the surrounding soil and compacted to the same density.

Except in areas where freezing of water is an issue, it is wise to remove taps in the building area and relocate them well away from the building – preferably not uphill from it (see BTF 19).

It may be desirable to install a grated drain at the outside edge of the paving on the uphill side of the building. If subsoil drainage is needed this can be installed under the surface drain.

Condensation
In buildings with a subfloor void such as where bearers and joists support flooring, insufficient ventilation creates ideal conditions for condensation, particularly where there is little clearance between the floor and the ground. Condensation adds to the moisture already present in the subfloor and significantly slows the process of drying out. Installation of an adequate subfloor ventilation system, either natural or mechanical, is desirable.

Warning: Although this Building Technology File deals with cracking in buildings, it should be said that subfloor moisture can result in the development of other problems, notably:

- Water that is transmitted into masonry, metal or timber building elements causes damage and/or decay to those elements
- High subfloor humidity and moisture content create an ideal environment for various pests, including termites and spiders.
- Where high moisture levels are transmitted to the flooring and walls, an increase in the dust mite count can ensue within the living areas. Dust mites, as well as dampness in general, can be a health hazard to inhabitants, particularly those who are abnormally susceptible to respiratory ailments.

The garden
The ideal vegetation layout is to have lawn or plants that require only light watering immediately adjacent to the drainage or paving edge, then more demanding plants, shrubs and trees spread out in that order.

Overwatering due to misuse of automatic watering systems is a common cause of saturation and water migration under footings. If it is necessary to use these systems, it is important to remove garden beds to a completely safe distance from buildings.

Existing trees
Where a tree is causing a problem of soil drying or there is the existence or threat of upheaval of footings, if the offending roots are subsidiary and their removal will not significantly damage the tree, they should be severed and a concrete or metal barrier placed vertically in the soil to prevent future root growth in the direction of the building. If it is not possible to remove the relevant roots without damage to the tree, an application to remove the tree should be made to the local authority. A prudent plan is to transplant likely offenders before they become a problem.

Information on trees, plants and shrubs
State departments overseeing agriculture can give information regarding root patterns, volume of water needed and safe distance from buildings of most species. Botanic gardens are also sources of information. For information on plant roots and drains, see Building Technology File 17.

Excavation
Excavation around footings must be properly engineered. Soil supporting footings can only be safely excavated at an angle that allows the soil under the footing to remain stable. This angle is called the angle of repose (or friction) and varies significantly between soil types and conditions. Removal of soil within the angle of repose will cause subsidence.

Remediation

Where erosion has occurred that has washed away soil adjacent to footings, soil of the same classification should be introduced and compacted to the same density. Where footings have been undermined, augmentation or other specialist work may be required. Remediation of footings and foundations is generally the realm of a specialist consultant.

Where isolated footings rise and fall because of swell/shrink effect, the homeowner may be tempted to alleviate floor bounce by filling the gap that has appeared between the bearer and the pier with blocking. The danger here is that when the next swell segment of the cycle occurs, the extra blocking will push the floor up into an accentuated dome and may also cause local shear failure in the soil. If it is necessary to use blocking, it should be by a pair of fine wedges and monitoring should be carried out fortnightly.

This BTF was prepared by John Lewer FAIB, MIAMA, Partner, Construction Diagnosis.

CLASSIFICATION OF DAMAGE WITH REFERENCE TO WALLS		
Description of typical damage and required repair	Approximate crack width limit (see Note 3)	Damage category
Hairline cracks	<0.1 mm	0
Fine cracks which do not need repair	<1 mm	1
Cracks noticeable but easily filled. Doors and windows stick slightly	<5 mm	2
Cracks can be repaired and possibly a small amount of wall will need to be replaced. Doors and windows stick. Service pipes can fracture. Weathertightness often impaired	5–15 mm (or a number of cracks 3 mm or more in one group)	3
Extensive repair work involving breaking-out and replacing sections of walls, especially over doors and windows. Window and door frames distort. Walls lean or bulge noticeably, some loss of bearing in beams. Service pipes disrupted	15–25 mm but also depend on number of cracks	4

The information in this and other issues in the series was derived from various sources and was believed to be correct when published.

The information is advisory. It is provided in good faith and not claimed to be an exhaustive treatment of the relevant subject.

Further professional advice needs to be obtained before taking any action based on the information provided.

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**SOUTHERN STAR
Group of Companies**



Warranty Information



Canterbury
Timber Windows & Doors



HOMEVIEW
WINDOWS & DOORS

www.windowsanddoors.build

Warranty

The Southern Star Group comprises SOUTHERN STAR WINDOWS (ACN 100012431) and AURORA AUSTRALIS HOLDINGS PTY LTD (ACN 130 653 575) trading as CANTERBURY WINDOWS AND DOORS and HOMEVIEW WINDOWS AND DOORS (the "Southern Star Group"). Each member of the Southern Star Group is a member of the Australian Glass and Window Association and, as such, conforms to an industry Code of Conduct designed to protect consumers. Products manufactured by members of the Southern Star Group are inspected by independent, third party NATA accredited auditors to validate that the window and door products examined have been manufactured to the relevant Australian Standards and the legislative requirements of the National Construction Code of Australia. Subject to the conditions and limitations listed under "General Conditions" below, each member of the Southern Star Group:

- (a) guarantees that its products are of acceptable quality and free of any defect caused by the manufacturer; and
- (b) warrants its products against defects arising from faulty workmanship or materials and, in the case of timber windows and doors, insect attack and decay, for a period of seven (7) years from the date of delivery by the member of Southern Star Group. (the "Warranty").

General Conditions

The Warranty is subject to the following conditions and limitations:

- The product has been installed in accordance with the relevant Australian Standards and best building practice.
- The product has been installed and maintained in accordance with Southern Star Group installation and care and maintenance recommendations.
- The product has not been subject to misuse, abuse or neglect
- Damage has not been caused by accident, transport, installation or any external cause.
- The Warranty is void if the purchaser has provided incorrect measurements or specifications.
- In respect of insect and safety screen products, the Warranty is void and will not apply if:
 - a. The product has not been fabricated by a member of Southern Star Group.
 - b. The product has not been fitted by Southern Star Group personnel or nominated installers.
- Manufacturing standards and tolerances are not deemed defects, nor are industry variations in colour of aluminium and timber componentry.
- The Southern Star Group accepts no liability for thermal cracking of glass, which is not uncommon in thermally efficient glasses such as Low 'E' coated glass products.
- This warranty does not apply to insulated glass units installed at altitudes of 800 meters or more above mean sea level, unless breather tubes or capillary tubes have been installed and these tubes have subsequently been sealed after sufficient acclimatisation has occurred at final altitude.
- Wire reinforced glass, toughened glass, float glass, laminated glass and mirror glass have the benefit of the Warranty for one (1) year only.
- Southern Star Group accepts no responsibility for glass breakage (except for faulty workmanship or material).
- Southern Star Group accepts no responsibility if damage occurs to product when it is kept in storage by Southern Star Group beyond the original delivery date at the request of the customer.
- Moving parts such as winders, hinges, jambliner system, counter balance system, sash locks, handles and other moving parts/all other door parts are covered for a period of one (1) year only from the date of delivery to site.
- The Warranty does not apply to parts supplied by other manufacturers as separate components, and where such a component is warranted or guaranteed by its manufacturer or supplier, those guarantees or warranties, whether express or implied, are assigned to the person to whom the goods are supplied.
- The Warranty is limited to the rectification or replacement of the faulty product at the Southern Star Group's discretion but does not extend to the installation or refurbishing of a replacement product or any other consequential or indirect loss or damage incurred as a result of the defect. No claims can be made against any member of the Southern Star Group in respect of such matters. Only rectifications carried out by Southern Star Group personnel or authorised Southern Star Group agents are covered by the Warranty. The Southern Star Group reserves the right to use Industry Standard methods for rectifications, such as the use of touch-up paints.
- For Timber products in particular:
 - When delivered, doors must be stored in a dry area and not in damp, moist or freshly plastered areas; and stored flat on bearers no further than 500mm apart
 - Within thirty (30) days of delivery a first coat of paint, varnish or sealer must be applied to all surfaces.
 - Light coloured finishes must be applied to external timber surfaces in the manner and frequency specified by the Company or paint manufacturer for the term of the Warranty to reduce the possibility of bow, twist or warp. Light reflective semi gloss finishes are recommended. Paint with a light reflectance value (LRV) finish greater than 50 should be used: White - LRV approx, 95 BlackLRV approx 5.
 - The Warranty will be void when a dark coloured stain or paint has been applied to external timber surfaces.
 - The Warranty does not cover any circumstances arising in regard to any natural variations of timber product, shade, surface consistency, or grain configuration.
 - Warp (cupping, bowing, twisting or distorting of timber) less than 5mm; or exceeding 5mm where moisture content of timber has fallen below 12% or risen above 18% is not deemed a defect
- For Doors in particular:
 - When fitting doors, the structural strength must not be impaired when fitting or applying hardware or cutting or altering the door for lights, louvres, panels or any other special features.
 - All solid doors must be hinged with 3 appropriately sized hinges and not more than 3mm may be trimmed from any edge.
 - The Warranty does not cover glass doors that are wider than 1020mm or higher than 2635mm, sliding door panels wider than 1500mm or higher than 2330mm; or doors that are improperly hung or which do not swing freely.

The Warranty is provided in addition to any warranty or guarantee imposed by law which cannot be excluded and, in particular, the guarantees implied by the Competition and Consumer Act 2010. In no way does this guarantee seek to exclude or limit any right or remedy you have in law which cannot be excluded. However, to the extent that is permitted by law, any other warranties or guarantees are excluded.

Warranty

Care & Maintenance

Warranty Claims

Claims under the Warranty require the claimant to first notify the manufacturer. No claim by the customer, whether for alleged damage or defective goods or any other cause whatsoever, need be recognized by the Southern Star Group (and all such claims shall be deemed absolutely waived by the customer) unless notified in writing and received within one month (30 days) of the defect arising or being identified in the product. Claims under the Warranty can only be made by the purchaser of the product. Copies of documentation showing the purchase date of the product should be included with the written claim and forwarded to the branch from which the product was purchased. Branch contact details appear on the back page of this document. Any costs associated with lodging a claim under the Warranty will be borne by the claimant. Where a product has been rectified or replaced, the Warranty shall apply to the rectified or replaced product for the balance of the period provided by the Warranty.

Care and Maintenance Recommendations

To keep your windows and doors looking and functioning at their best, we recommend you maintain them regularly. To maintain optimum aesthetic and performance, follow these simple maintenance and care tips.

All Aluminium Windows and Doors

External aluminium surfaces of windows and doors should be washed with clean water and a mild detergent at least every three months. A soft sponge or similar should be used to avoid scratching the glass or aluminium. In coastal or industrial areas where the environmental conditions are more demanding, the cleaning program should be carried out on a monthly basis. Abrasive, chemical cleaners or steel wool should not be used as such methods may result in damage to the glass or aluminium surfaces. Drainage slots should be checked on a regular basis to ensure they have not become blocked with residual dirt or grime.

All Timber Windows and Doors

Use soft, clean cloths and do not use scraping devices or abrasive cleaners. Wash down with a soft cloth and mild detergent. Rinse off residue with clean water. Do not use solvents. Keep bottom tracks clean, wipe with a cloth and use a dry silica based lubricant if required, lightly grease top tracks, oil hinges. Opening sashes should be operated on a regular basis to ensure the sash hardware continues to move smoothly.

Awning/Casement Windows and French Doors

With sashes open, the sash and opening perimeter should be cleaned regularly and kept clear of dust and foreign matter. All door and window operating hardware should be cleaned and operated regularly to ensure smooth operation. Lubricants should not be used on casement stays, as this will affect their operation.

Sliding Windows and Sliding Doors

Sill recesses should be regularly cleaned and kept clear of dust and foreign matter. A brush and vacuum within the track area may be used to do this. Door locks should be checked from time to time for satisfactory operation and may require adjustment to compensate for building settlement. Door rollers are factory set and should not require any adjustment. However, if, due to building settlement, an adjustment needs to be made, the door panel must first be lifted to relieve weight from the roller assembly. Adjustment should be made using a Phillips head screwdriver.

Double Hung Windows

Window jamb tracks should be cleaned regularly and kept clear of dust and foreign matter. Window operating hardware should be cleaned and operated regularly to ensure smooth operation.

Hardware

Regular maintenance is required for all hardware, even stainless steel, as they are moving parts. In most environments, maintenance is recommended every six (6) months and every three (3) months in marine and industrial environments. Hangers, pivots and brackets should be given a light spray of corrosion preventative (such as CRC Marine 66, Inn ox or WD40) followed by a light wipe with a dry cloth to remove excess. Exposed surfaces should be wiped down with warm soapy water and a soft rag and then rinsed clean before applying preventative. Visible surfaces of hinges should be wiped down with warm soapy water on a soft rag and then rinsed off by wiping with a clean damp rag. Application of a thin film of light machine oil or one of the corrosion preventative sprays mentioned above will help to maintain the original lustre of the metal finish. Be careful not to get these compounds on the timberwork itself as they may cause staining. Drop bolts should be sprayed with a lubricant such as those mentioned above and the sliding pin inside the bolt and to the lock cylinder.

Glass

It is recommended that all glass surfaces be kept clean by prompt removal of all dirt or other contaminants. Clean water and, in some instances, a small amount of mild detergent should be used. After washing, any detergent residue must be thoroughly rinsed away with clean water. Under no circumstances is any form of blade, scraper or abrasive cleaner to be used. Stubborn dirt or residue should be lightly sponged off to avoid scratching of the glass. The frequency of cleaning required will depend on environmental conditions such as proximity to the ocean or industrial areas. As a general guide, glass should be cleaned at least quarterly.

EnergyTech and SmartGlass

EnergyTech and SmartGlass require additional care to protect a coating on the inside surface of the glass and must be cleaned to the manufacturer's instructions. You can view all cleaning, care and maintenance requirements [on the Veridian Website](#).

Insect and Safety Screens

Flyscreens can be cleaned by vacuuming or washing thoroughly using a soft brush. Screens should be cleaned at least three to four times per year. A small amount of detergent can be added to a bucket of warm water. Carefully remove the screen before hosing it down thoroughly. A soft nylon brush can be used to dip into the warm water and detergent, gently brushing the screen. Ensure to hose down well afterwards and allow the screen to dry before replacing in the window or door.



SOUTHERN STAR
Group of Companies



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39 Uralla Road
Port Macquarie NSW 2444
P 02 4977 4780



Design
Innovation
Quality
Performance

Welcome To Your New SOHO Living Home



Home Maintenance Guide

CDB-U 50036



Thank you for building with SOHO Living.

We are here to help ensure that you continue to enjoy it in the years ahead. That's why we've put together this handy home maintenance guide.

The maintenance requirements of your new home are broken down into two sections according to when you'll need to address them – regularly or annually. This should make it easy for you to reference information on what needs to be done, and when.

Thank you again for entrusting us with the construction of your new home.

Artist Impression

Your Warranties

Just because we’ve finished building your home, doesn’t mean you’re on your own. Here is a brief outline of the warranties you’re entitled to as a valued SOHO Living homeowner.



Artist Impression

3 Month Maintenance Commitment

As part of your handover pack, we have included a convenient maintenance form for you to make note of anything that may require attention. Approximately three months after handover, you are required to submit the maintenance form.

Once we have reviewed your requests and a maintenance inspection has been conducted, we’ll make the arrangements for any necessary repairs so you can get back to enjoying your new home. As with every new building, your home can take some

time to settle into place so a few little cracks where walls and ceilings join up is perfectly normal. Shrinkage, movement, misuse and wear and tear that comes with day-to-day living are not covered as part of our 3-month maintenance commitment.

Structural Warranty

We cover the structural components in every new SOHO Living home for 10 years, to give you the ultimate peace of mind from the day you move in.

Steps to a lasting finish

Now that you’ve moved in, there are some important things you need to maintain your new home. These are things that will help maintain your warranties, and ultimately ensure the ongoing comfort, durability and value of your beautiful new home.

Concrete Slab

SOHO Living relies on our quality engineer reports to build your home on differing soil types. Some shrinkage and small cracks in concrete foundations are perfectly normal, so there’s no need for concern as these will not have a detrimental effect on your footings.

Concrete Paving

The concrete paving around your home might contain areas that appear a slightly different colour to the rest of the paving. This natural colour variation occurs during the curing process and can be influenced by weather and other elements. This is completely normal and does not impact the integrity of the paving.

Guttering And Downpipes

Gutters and downpipes can be overwhelmed by heavy rainfall. To help water flow freely, clean the gutters, downpipes and valleys of your roof regularly. Additionally, leaves and twigs can back up and potentially cause flooding or serve as fuel in a bushfire. Areas that don’t get washed by rainwater should be hosed down about every 6 months, or more frequently if you live by the coast to minimise discolouration and salt damage

Roof

SOHO Living doesn’t cover damage to your roof caused by storms or foot traffic. It also doesn’t cover any interior damage caused by subsequent leaks. SOHO Living recommends that you inspect your roof after storms and after any tradesperson has been on the roof. For example, after the installation of solar panels.

Aluminium Windows/Doors

Sliding windows are designed to allow water to drain out through ‘weep holes’. By cleaning the bottom of your

door or window tracks regularly, water can drain out when it rains.

Refer to the manufacturer’s maintenance guide

Structural Integrity

Your home’s frame and roof trusses have been specifically engineered for your home. Any alterations or additions may impact the structural integrity of the frames or trusses and void your Structural Warranty. Alterations and additions include pergolas, extensions, verandas, sheds, garages, decking, solar systems and in-roof storage, among others.

Carpet And Timber Floor Care

Over time, carpet can stretch, and ripples or high spots may develop. This may cause areas to become more worn than the rest of your carpet. If this occurs, please refer to the manufacturer’s warranty. For guidance on the best way to care for your carpet, refer to the supplier care and warranty documents below. SOHO Living and manufacturer’s warranties do not cover damage to floorboards or skirting boards caused by water or incorrect maintenance. Do not allow water to meet your timber floor. Make sure you clean up any spills quickly and thoroughly. Water can cause the joints in the timber to swell and the floorboards to expand, putting pressure on your skirting boards. Never use a wet mop to clean your timber floor. The only thing you should use is the micro-fibre mop provided. To re-order, contact the supplier directly.

Glass Splashbacks And Mirrors

All glass surfaces should be kept clean by prompt removal of all dirt or grime. It is best to use an all-surface cleaner and a non-abrasive soft cloth or paper towel for cleaning your Glass.



Paint Care

SOHO Living Warranty doesn't cover any wear and tear to painted surfaces after you move in.

Shelving

It is important not to overload any shelving as this may cause bowing.

Toilets

Items like baby wipes, cotton wool balls, newspaper, sanitary items and similar waste products should never be flushed down the toilet. Flushing non-organic waste down the toilet can cause blockages in your sewerage system.

Sinks And Basins

The sinks and basins in your bathrooms, kitchen and laundry are designed for water only. It is important to

regularly clean any hair or bathroom products from your bathroom basin and shower drains. Ensure food scraps are collected and removed from the kitchen sink. Never pour fats or oils down the sink, as they solidify as they cool and can build up in your drains. Build up of waste products can cause your drains to become blocked, which can slow down drainage or cause water to overflow. SOHO Living doesn't cover damage caused by drains that haven't been properly cleared. Refer to the manufacturer's maintenance guide

Tapware

Leaking taps, tap adjustments and provision of new tap washers are not covered by SOHO Living. Always engage a licensed plumber to complete any necessary maintenance or repairs.

Regular Maintenance

Internal Paintwork

The interior of your home has been painted with washable paint. This means that accidental marks on walls can be cleaned off, with proper care. To remove a mark, simply rinse off with detergent and water (avoid using abrasive pads or cleaners). Be careful not to rub too hard as this can leave a flat mark on the surface, which can really stand out. Once finished, pat the area dry to prevent a spotty appearance.

If your wall or ceiling requires a paint touch up, the best result will be achieved by using a roller rather than a brush, as this will match the existing texture.

Appliances

SOHO Living only covers the initial installation of your appliances. If you experience any subsequent problems, you'll need to report them directly to the manufacturer. The manufacturer may require proof of purchase, if this is the case your occupancy permit should suffice.

Cabinetry

If you find any of your cabinetry doors or shelves need adjusting, report this on your maintenance inspection form. The maintenance team can ease or adjust doors, windows, cabinetry, latches and fasteners, as necessary. Once the maintenance warranty period has passed, any adjustments to cabinetry are your responsibility.

Tile and Grout Care

Grout can discolour and crack over time. This can lead to leaks and damage that may not be covered by SOHO Living. Ensure you check and maintain your grout regularly, and reapply when cracks become evident, especially in showers etc.

Silicone Care

Silicone is an important sealant around all wet areas. Silicone can deteriorate, develop mould or discolour over time. It is your responsibility to maintain the silicone seals in your bathrooms, kitchen and laundry, and reapply, as necessary.

Stone Benchtops

While your stone benchtops are durable, they can crack with improper use. Whatever you do, don't stand on your stone benchtop. Never place hot objects directly onto its surface, as this can cause thermal shock, and may crack the benchtop.

Misuse of your stone benchtop may void the warranty. Stone benchtops are also porous; this means they absorb liquids and oils, which can cause them to stain. Make sure you clean up any spills quickly and thoroughly, such as red wine.

Termite Protection

Even though your home has termite protection, there are still things you need to do to ensure the destructive pests stay away from your place. Avoid storing materials at the base of your home as this can act as a path for white ants to travel to the timber structure, which could void your warranty. Regularly inspect the perimeter of your home for signs of termites including earth tubes or tubes running up the side of the house. If you think you might have a problem, don't touch anything, as the termites could flee to another part of your home. Contact a professional, straight away.

Alterations to your home may impact the integrity of the termite treatment. SOHO Living recommends you familiarise yourself with your home's termite system before undertaking any building work. It is also recommended that you consult the manufacturer on how to inspect and maintain or reapply the system applied to your home.

Refer to the installer's maintenance guide



Annual Maintenance

To keep your home in great condition, there are a few small tasks that come around once a year that will go towards years of worry-free living. You can either do it all at once or spread them throughout the year.

External Cladding and Paintwork

External cladding is generally maintenance free. However, dust and grime that gathers on the fascia and guttering, and under eaves and posts, can cause pitting of paint and eventually lead to peeling. Timber posts and beams can sometimes have sap runs, which can show up on paintwork. To remove resin, simply use a scraper and wipe down with some mineral turps, then touch up with paint.

Brickwork

Brickwork is strong, but it still needs a little care and attention. Weep holes are the vertical gaps left between the bricks. They're usually sited at the first or second brick from ground level to allow the drainage of moisture that penetrates the masonry via wind driven rain. They also help to ventilate and prevent the build up of moisture in the cavity of your home. Inspecting weep holes to ensure they're free from obstruction is a must. Make sure that soil build up or garden beds are never in their way. From time to time, you may notice white powder on the face of your bricks. This happens quite naturally as a result of moisture evaporating from the brick and salts (a process known as efflorescence) appearing. Simply remove the white powder by scrubbing with water and a stiff brush.

Foundations/Soil Movement

The foundation is the soil that your house sits on. The sub-surface soil will expand and contract with the weather and seasons. Clays will expand when wet, and contract when dry, so structural damage can result from clay movement. Regularly inspect the soil around your home to make sure moisture content remains consistent around its perimeter. Please note, settlement or hairline cracks as a result of soil movement are not deemed a defect.

Garage Door

Your garage door - roller or panel-lift - requires periodic maintenance, which is detailed in the manufacturer's guide. Most importantly, if your home has an electric garage door, this guide also explains how to engage it if the power is out. Please ensure that every member of your family knows what to do if this happens. Refer to the manufacturer's warranty.

Smoke Detectors

For your safety, you must replace the back up battery in your smoke alarm each year. Once a year you should also vacuum around your smoke alarm vents. It's also a good idea to apply a surface insect spray around the smoke alarm to prevent insects nesting inside it.

Carpets

It's recommended that you have your carpets professionally cleaned every year. This will ensure they look and smell good, for longer.

Roofing, Gutters and Drainage

When it rains, take note of the flow of rainwater on and around your home, ensuring that it flows away from, and not towards the house. Take the opportunity to look up at the connections in your guttering and ensure that there's no visual leak.

Termite Protection

Arrange annual inspections of your home by licensed pest control experts. Keep a record of all inspections. Refer to the installer's maintenance guide

Garage Door

Being careful not to touch anything for your own safety, have a look over the garage door springs, cables, rollers, pulleys and mounting hardware for signs of wear or damage such as fraying or cable wear. If something doesn't sound or look right, call in a trained service technician. Refer to the manufacturer's warranty.

Meters

Check your utility meters regularly to make sure they're operating correctly. Also ensure that utility companies have ready access.

Hot Water Service

You should conduct an annual check of your hot water service. Refer to the manufacturer's guide for details. Another thing to note is that your hot water service has a pressure relief valve. This allows a small quantity of water to escape during the heating cycle to prevent damage to your unit. If your hot water service isn't working properly, consult the manufacturer's service and warranty

FAQs

After the handover, who do I contact for problems?

In the interim between settlement and your 90-day maintenance, any issues are required to be redirected to your site supervisor. For anything relating to water, electricity or gas please contact your supervisor immediately. At 90 days from settlement, you are you are required to submit the maintenance form. Once we have reviewed your requests and a maintenance inspection has been conducted, we'll make the arrangements for any necessary repairs.

Does the SOHO Living cover storm damage?

No, you should take out your own home insurance to cover storm damage and any other incidents.

Why does it take longer for hot water to reach some taps than others?

This is not a fault with the hot water service. There's cold water in the pipes between the tap and the hot water service. This cold water has to come out before the hot water can come through. The further away the tap is from the hot water service, the longer it'll take for the hot water to come through.

How do I replace my light bulbs/downlights?

Light bulb replacements are your responsibility. To ensure your personal safety and that the correct globes are used, SOHO Living recommends that you engage a licensed electrician to complete these works. Any incorrectly installed light bulbs will void your warranty.

My garage floor has become discoloured, what causes this?

After you move in, a change may occur in the colour of your garage floor or external tiled areas, such as balconies. This is called 'efflorescence'. It happens when salts from the sand and cement are drawn to the surface when the concrete is damp. You should clean it with water and a stiff brush. It may take a few goes, but the salts will lessen over time and eventually stop.

Do I have a recycled water tap?

If your home is connected to a recycled water system, this tap will be clearly labelled and painted purple. Please be aware that this water is not safe to drink.

What is covered under my structural warranty?

It covers the foundation systems, concrete or strip footings, load-bearing brickwork, structural timbers and steel in-wall, or roof framing.

SOHO
LIVING

CONTRACTOR	COMPANY	CONTACT
Split System/Heating	Spec Air	9743 7633 (Melton) 9369 2259 (Hoppers Crossing) 5444 4677 (Bendigo)
Split System/Heating	Metrocool	9741 5454
Garage Doors	Dynamic Door Service	1300 645 056
Windows	Southern Star	1300 733 599
Hot Water Service	Chromagen	1300 367 565
Plumber	Aqua Tap (North and West)	9369 0144
Plumbing	Casabene (Sanitary and Drainage)	9369 8555
Plumbing	Dynamic Plumbing Solutions	8529 7382
Plumbing	United Plumbing (Drainage)	9366 4578
Plumbing	BL Plumbing (Sanitary and Drainage)	5998 8430
Roof Plumber	Bayhill Roofing	8769 2000
Roof Plumber	Profinish Roofing	8588 7708
Electrician	TPD Group	0417 401 247
Electrician	Evolution Electrical (South East)	8390 8624

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We would be greatly appreciative if you could take the time to give a quick review on our product page by visiting the links below:

Product Review: <https://www.productreview.com.au/write-review/soho-living.html>

Google: <https://www.google.com/maps/place/SOHO+Living/@-37.8275917,144.9049426,17z/data=!4m7!3m6!1s0x6ad642c647795555:0xefb37571c1c27757!8m2!3d-37.8276167!4d144.9070919!9m1!1b1>

Once you have shared your experience on Google and Product Review, please email a copy of the links and your completed form.

If you have any questions at all, please don't hesitate to contact us.

YOUR DETAILS

Name:
Build Address:
Contact Number:
Email:

YOUR REVIEW DETAILS

Date Google Review was left:
Name Google Review was left under:
Date Product Review was left:
Name Product Review was left under:

*Terms and conditions: To validly receive the promotion the reviewer must complete both Google and Product Reviews for SOHO Living. This form must be completed and returned to a SOHO Living point of contact. Once the SOHO Living team have verified the reviews, \$100 will be paid to the reviewer by way of an Electronic Funds Transfer (EFT) as soon as reasonably practicable.



Call 13SOHO or visit soholiving.com.au
SOHO Living | 11/41 Sabre Drive, Port Melbourne VIC 3207 | P 13 SOHO (13 7646) | E info@soholiving.com.au | W www.soholiving.com.au





REFER A FRIEND
AND GET A

\$1,000*
Referral
Bonus!



We're inviting you to spread the word to family and friends about SOHO so they too can enjoy a great building experience with SOHO.

Refer someone you know today and we'll reward you with a \$1,000 referral bonus.

Just provide your details and the details of the person you are referring on the form below and submit the form to a SOHO consultant. It's that easy.

YOUR DETAILS

Date of referral:

Name:

Address:

Phone:

Email:

Build Address:

CLIENT YOU ARE REFERRING

Name:

Address:

Phone:

Email:

Build Address:

*Terms and conditions: To validly enter the promotion the referred purchaser must not have had any contact with any sales consultants associated with any SOHO Living Project or be registered on any SOHO Living database or Selling Agents database prior to the referral. \$1,000 will be paid to the Referrer, by way of a Eftpos Gift card as soon as reasonably practicable after settlement (for split contracts builds should it be payable at site start) of the Purchaser's purchase. Refer a friend form must be signed and completed at point of sale to be eligible to receive referral bonus.



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If you have any further queries, please contact a member of the Habitas team on the below.

e Habitas@development.vic.gov.au

A project by

