



## Warranty Claim Report

Inspection Date: 7 May 2020

Property Address: Eastern Area Victoria



# Contents

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If you have any queries with this report or require further information, please do not hesitate to contact the person who carried out the inspection.

# Inspection details

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Property Address: Eastern Area Victoria

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Date: 7 May 2020

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Report Type: New Home Construction

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## Client

Name:

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Email Address:

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Phone Number:

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## Consultant

Name: Les Camilleri Ph: 0411807766

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Email Address: les@masterpropertyinspections.com.au

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Licence / Registration Number: A25361

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Company Name: Master Property Inspections

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Company Address: Victoria

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Company Phone Number: 0411 807766

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## General description of property

Building Type:	Detached house
Number of Storeys:	Two storey
Smoke detectors:	Not Applicable IMPORTANT NOTE - The adequacy and testing of smoke detectors is outside the scope of this standard inspection and report. Accordingly, it is strongly recommended that a further inspection be undertaken by a suitably qualified person.
Siting of the building:	Not Applicable
Gradient:	Not Applicable
Site drainage:	Not Applicable
Access:	Not Applicable
Occupancy status:	Occupied
Furnished:	Fully furnished
Strata or company title properties:	No
Orientation of the property:	The facade of the building faces north Note. For the purpose of this report the façade of the building contains the main entrance door.
Weather conditions:	Dry

## Primary method of construction

Main building – floor construction:	Slab on ground
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Main building – wall construction:	Not applicable
Main building – roof construction:	Timber framed, Pitched roof, Finished with roofing tiles
Other timber building elements:	NOT APPLICABLE
Other building elements:	Not Applicable
Overall standard of construction:	Not Acceptable, due to repairs required
Overall quality of workmanship and materials:	Not acceptable
Level of maintenance:	Not applicable

## Special conditions or instructions

Special requirements, requests or instructions given by the client or the client's representative -

There are no special conditions or instructions

# Accessibility

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## Areas Inspected

The inspection covered the Readily Accessible Areas of the property. Please note obstructions and limitations to accessible areas for inspection are to be expected in any inspection.

- Building interior

The inspection does not include areas which are inaccessible due to obstructions, or where access cannot be gained due to unsafe conditions.

## Obstructions and Limitations

The following obstructions may conceal defects:

- Plaster Installation is a HIGH obstruction in this particular property.

Obstructions increase the risk of undetected defects, please see the overall risk rating for undetected defects.

## Inaccessible Areas

The following areas were inaccessible:

- Exterior roof surface on second storey

Any areas which are inaccessible at the time of inspection present a high risk for undetected building defects. The client is strongly advised to make arrangements to access inaccessible areas urgently.

# Summary

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SUMMARY INFORMATION: The summary below is used to give a brief overview of observations made in each inspection area. The items listed in the summary are noted in detail under the applicable sub headings within the body of the report. The summary is NEVER to be relied upon as a comprehensive report and the client MUST read the entire report and not rely solely on this summary. If there is a discrepancy between the information provided in this summary and that contained within the body of the Report, the information in the body of the Report shall override this summary. (See definitions & information below the summary to help understand the report)

Evidence of safety hazards	Found
Evidence of non compliant works	Found
Evidence of substandard workmanship	Found
Evidence of incomplete works	Not Found

## Additional specialist inspections

It is Strongly Recommended that the following Inspections and Reports be obtained prior to any decision to purchase the Property and/or before settlement. Obtaining these reports will better equip the purchaser to make an informed decision.

- As identified in the summary and the defect statements in this report.

# Significant items

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## Safety Hazard

### Safety Hazard 1.01

Location: Bathroom & En-suite

Finding: Possible Mould Concerns

Where evidence of mould may be of concern, there may be environmental, biological or health issues associated with the report. A specialist inspection by a suitably qualified environmental health inspector may be warranted where mould is extensive or where any queries regarding air quality spores or other related issues apply.

Generally, the client is advised to ensure that the general environment is free of moisture and humidity to aid in the prevention of mould formation and development. Any mould found during the inspection should be cleaned immediately and/or taken out.

Where mould is particularly serious cleaning or remediation works should be performed by a cleaning contractor.

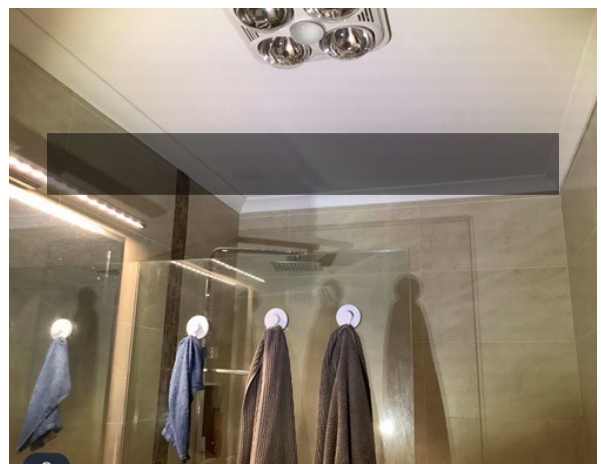
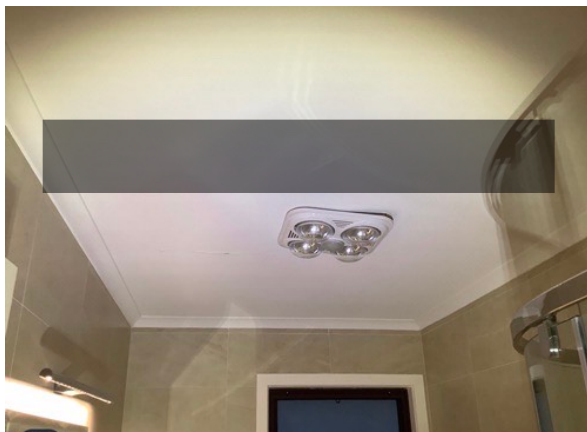
It is important to determine the cause of mould not just to get rid of mould.

Please note that severely affected building elements may require replacement by a registered builder or qualified carpenter, however generally where mould is found in bathrooms benches, shower tile junctions, laundry sinks and all other wet area junctions you can get rid of the mould, once you take out the old caulking in most cases.

Heavy mould on walls, ceilings and under homes, generally will require professionals in this field, like hazardous material company's.

Finally the cause or source of the mould MUST BE TAKEN CARE OF URGENTLY.

ALL AREAS should be checked carefully for this defect and attached are a few PHOTO EXAMPLES as a GUIDE.





Non Compliant

## Non Compliant 2.02

Location: Bathroom & En-suite

Finding: Plaster Ceiling - Water Damage / Water Staining

This inspection and report is very specific to my clients concerns in relation to water ingress defects to the upstairs bathroom, upstairs en-suite and drummy plaster to the kitchen / family ceiling area downstairs only.

My client noticed water ingress to the upstairs bathroom only at that time and rang a plumbing service on the 10 April 2019. The company's information, quotation & invoice is attached to this report.

The exact statement from the repair company, who went on top of the double story roof is :  
10 April 2019

"Used silicone to seal up ridge capping, broken tile and vent. Recommended for the member to get a roof specialist to fix the ridge capping"

There are also photos of the repairs from the repair company attached in this report.

So it was very clear at the time of repair that the company performed a temporary repair method and recommended further action by a roofing company specialist.

Since this time of 10 April 2019 the problem has advanced larger as water ingress comes through the heat/light/fan and the plaster ceiling to the upstairs bathroom. Water staining is also in the en-suite ceiling and drummy plaster to the ceiling in the kitchen/ family area downstairs. Note, the drummy plaster downstairs may be related to this same problem or it may be due to a completely different cause or source.

It is VERY OBVIOUS that IMMEDIATE ACTION is required to repair the exterior roof area by a qualified roofing specialist as a matter of urgency to stop further deterioration to the property and also if mould is advancing, this is a safety concern for all living in the property.

The problem on the exterior roof may be a combination of concerns, from defective workmanship that has not been performed to Australian standards, inadequate drainage via the gutter system, movement to the truss timber roof, un-engineered roof design, and various other reasons.

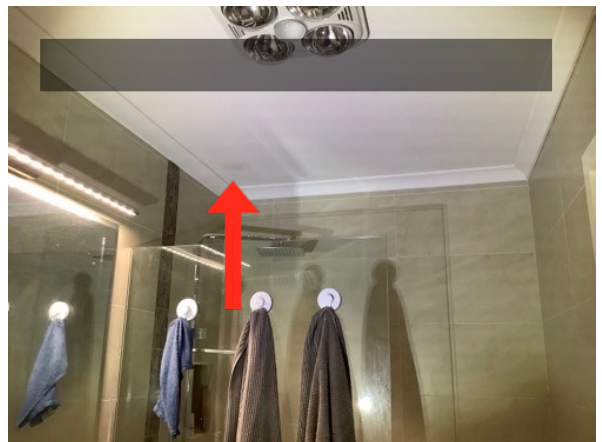
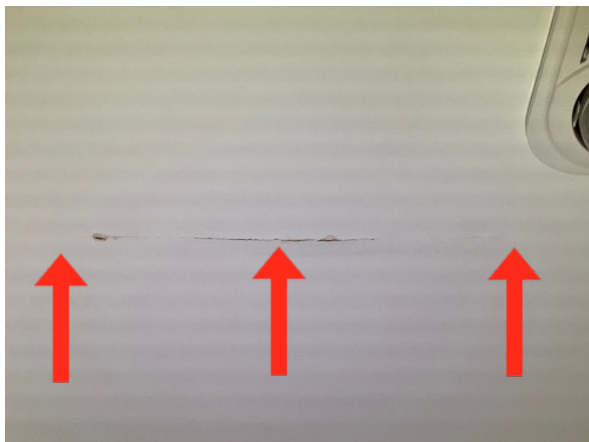
The builder has mentioned to my client that it will be blocked gutters, however the report from the roof repair company has ruled this out, also as the home is a double story and also due to the new age of the property, blocked gutters generally are not the problem. Also the location of the water ingress is not consistent with blocked gutters.

In my professional opinion this would require to be covered by the original builders warranty as it is still within the builders warranty time frame & these concerns are creating secondary defects, which constitutes major defects and safety hazards.

Once the cause and/or source on the exterior has been repaired in its entirety, only then should the internal works of repairs be completed.

Internal works will and may consist of, but not limited to :

- 1/ Replacement of ceiling insulation as may be compromised and mouldy.
  - 2/ Replacement and/or repair of ceiling plaster to upstairs bathroom and en-suite as may be compromised and mouldy.
  - 3/ Replacement and/or repair of ceiling plaster to down stairs ceiling as may be compromised.
  - 4/ Replacement of damaged electrical fittings and wiring
  - 5/ Re painting to Australian Standards.
- And / or any other related repairs to all the above matters.





Substandard Workmanship

### Substandard Workmanship 3.03

Location: Exterior Roof

Finding: Photos taken from Plumbing repair company.

#### Timelines

9th of April, 2019, is when the client noticed the water staining on the plaster ceiling in the bathroom.

16 th of April, 2019, is when Harley plumbing came out and did a repair to the exterior roof area as per paperwork attached.

The client noticed water dripping through the heat light fan combination and the plaster ceiling, as per the damage shown in the photos attached. And it is gradually getting worse over time.

The water coming through the light and the plaster is on an irregular basis pending on the type of rain whether it is heavy or light.

Photos attached from the repair company at the time of the repair.



**CLUB HOME RESPONSE**  
1 Williams Road, Doncaster, VIC 3108  
P 03 9272 0000 F 03 9272 0007

MR RONALD LI  
2A JUNCTION RD,  
BLACKBURN NORTH, VIC, 3130  
0402 667 668

30 April 2019

Dear Mr R. Li,

**QUOTE FOLLOWING AN RACV EMERGENCY HOME ASSIST CALL OUT**

Club Home Response, is the appointed company assigned by the RACV to attend to your Emergency Home Assist call out.

In addition to the Emergency Home Assist call out we are able to assist in providing you with a competitive quote for any follow on repair works recommended by the attending service delivery contractor.

We are pleased to enclose 2 copies of our quotation and specification for works at the above premises. If you would like to proceed with these works please sign and return 1 copy, retaining a copy for your records, and we will schedule the works according to your availability. In signing this document you are authorising Club Home Response to complete the works as outlined in the specification of works and you agree to pay for these works.

Please be advised that the cost of any repairs following an Emergency Home Assist call out is the responsibility of the RACV Member and not the RACV.

If you have any question relating to this documentation we can be contacted on **03 880 8887**. We would also welcome the opportunity to discuss any additional works where we may be of assistance.

Yours sincerely,

**CLUB HOME RESPONSE**  
1 Williams Road, Doncaster, VIC 3108  
P 03 9272 0000 F 03 9272 0007

MR RONALD LI  
2A JUNCTION RD,  
BLACKBURN NORTH, VIC, 3130  
0402 667 668

30 April 2019

Dear Mr R. Li,

**Reference: JCHR303953**

**DETAILS OF WORK REQUIRED: 2 men to access double story roof and investigate the roof leak**

**ACCEPTANCE OF QUOTATION & AUTHORITY TO PROCEED**  
Works will not proceed until this document is signed

Your quotation is accepted and as owners / representatives of premises situated at above address we authorise Club Home Response to complete the works as outlined in the specification of works and accept responsibility for paying for these works.

Start time: \_\_\_\_\_ am/pm Finish Time: \_\_\_\_\_ am/pm Total additional hour's \_\_\_\_\_

Labour (first hour)	\$	295.00 Inc. GST *can deduct \$130.00 Inc GST from total
Labour (per hour thereafter)	\$	220.00 Inc. GST
Materials	\$	.00 Inc. GST
Compliance Certificate (if required)	\$	.00 Inc. GST
Contract Sum (Total)	\$	.00 Inc. GST

**PAYMENT CONFIRMATION REFERENCE NUMBER:**

I have given payment of Cash to the attending Contractor	<input type="checkbox"/>
I have given payment of Cheque to the attending Contractor	<input type="checkbox"/>
I have provided Club Home Response with my Credit Card Details	<input type="checkbox"/>

Health & Safety Requirements Completed by Trade (To be completed by trade on-site):

7. If a SWMS is required I have completed and will provide a copy to CHR upon request. ☐

8. If you are working near or on a water or gas line you will be following the process outlined in CHR's 'Electrical Safety Procedure'. ☐

Signed: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: 16 April 2019

Signed: \_\_\_\_\_ (Technician) Date: 16 April 2019

*Note - Above works are additional to and not covered by the RACV Emergency Home Assist product.*  
*Note - This quotation is only for the works as stated above, any further works or parts will incur additional costs.*

ACC Name: Club Home Response Bank: ANZ BSB: 013 006 ACC No: 83043122 CHR-HRScope V3

**CLUB HOME RESPONSE**  
1 Williams Road, Doncaster, VIC 3108  
P 03 9272 0000 F 03 9272 0007

**SCOPE OF WORKS**

MR RONALD LI  
2A JUNCTION RD,  
BLACKBURN NORTH, VIC, 3130  
0402 667 668

10 April 2019

Dear Mr R. Li,

Used silicone to seal up ridge capping, broken tile and vent.  
Recommended for the member to get a roof specialist to fix the ridge capping.

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Materials	\$	.00 Inc. GST
Compliance Certificate (if required)	\$	.00 Inc. GST
Contract Sum (Total)	\$	150.00 Inc. GST

**PAYMENT CONFIRMATION REFERENCE NUMBER:**

I have given payment of Cash to the attending Contractor	<input type="checkbox"/>
I have given payment of Cheque to the attending Contractor	<input type="checkbox"/>
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## Substandard Workmanship 3.04

Location: Kitchen / Family

Finding: Plaster Ceiling - Drummy

Sections of plaster sheeting in this area appear to be drummy. The term `drummy` is used to describe plaster which, whilst solid, has become detached from its original fixing, where the defect is spread wide the drummy plaster can also be a safety defect, meaning plaster ceilings can just drop in an instance, usually this is the more extreme drummy ceilings.

Drummy plaster generally needs chemical re-adhesion ( glue ) or to be screwed back to the substrate, with minor consequent patching and painting required but sometimes drummy plaster can be permanently deformed in shape so therefore will sometimes need to be replaced.

The most common causes of plaster failure are physical damage and moisture damage. Moisture causes plaster to swell and shrink as the humidity of the air changes, or as a consequence of leaks, which can be enough to create drumminess or cracking.

Where minor sagging is evident, comparatively minor works, such as re-gluing of ceiling sheets, may be required. Such works may be performed by relevant tradespeople, such as plasterers and painters. Where excessive moisture has caused the roofing structure to swell and sag, the source of the water leak should primarily be identified prior to any remedial works being performed.

In some cases, sagging ceiling linings may also indicate that there are structural issues, causing surfaces to warp, twist or sag. Where sagging appears to be major, appointment of a structural engineer is advised to further inspect the property and identify the source and rectification works required.

The appropriate action should be taken by the client as soon as possible to ensure that any potential further damage is limited.





## Incomplete

No evidence was found.

## Additional comments

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There are no additional comments

## Noted Items

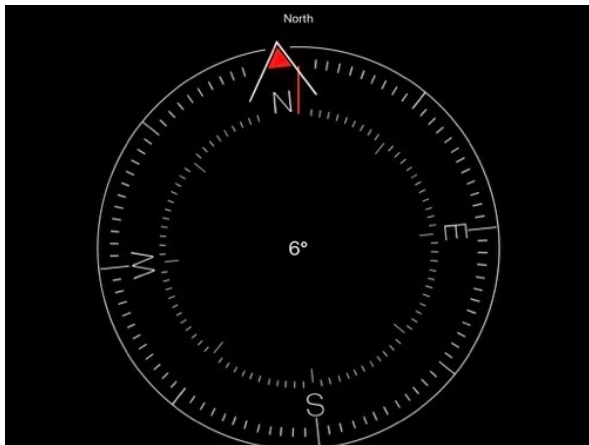
## For Your Information



## For Your Information 5.05

Location: For Your Information

Finding: General Site Photos & Compass  
General site photos and other areas of interest are provided for your general reference.



## Conclusion

### Building consultant's summary

**Note, This statement is also in the defect statement in this report.**

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**4/ Replacement of damaged electrical fittings and wiring**

**5/ Re painting to Australian Standards.**

**And / or any other related repairs to all the above matters.**

# Terms on which this report was prepared

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**SERVICE** As requested by the Client, the inspection carried out by the Building Consultant ("the Consultant") was a 'Standard Property Report'.

**PURPOSE OF INSPECTION** The purpose of this inspection is to provide advice to the Client regarding the condition of the Building and Site at the time of inspection.

**SCOPE OF INSPECTION** This Report only covers and deals with any evidence of: Major Defects in the condition of Primary Elements including Structural Damage and Conditions Conducive to Structural Damage; any Major Defect in the condition of Secondary Elements and Finishing Elements; collective (but not individual) Minor Defects; and any Serious Safety Hazard discernible at the time of inspection. The inspection is limited to the Readily Accessible Areas of the Building and Site (see Note below) and is based on a visual examination of surface work (excluding furniture and stored items), and the carrying out of Tests.

Note. With strata and company title properties, the inspection was limited to the interior and the immediate exterior of the particular residence inspected. Common property was not inspected.

**ACCEPTANCE CRITERIA** The building was compared with a building that was constructed in accordance with the generally accepted practice at the time of construction and which has been maintained such that there has been no significant loss of strength and serviceability.

Unless noted in "Special Conditions or Instructions", the Report assumes that the existing use of the building will continue.

This Report only records the observations and conclusions of the Consultant about the readily observable state of the property at the time of inspection. The Report therefore cannot deal with:

- (a) possible concealment of defects, including but not limited to, defects concealed by lack of accessibility, obstructions such as furniture, wall linings and floor coverings, or by applied finishes such as render and paint; and
- (b) undetectable or latent defects, including but not limited to, defects that may not be apparent at the time of inspection due to seasonal changes, recent or prevailing weather conditions, and whether or not services have been used some time prior to the inspection being carried out.

These matters outlined above in (a) & (b) are excluded from consideration in this Report.

If the Client has any doubt about the purpose, scope and acceptance criteria on which the Report was based please discuss your concerns with the Consultant on receipt of the Report.

The Client acknowledges that, unless stated otherwise, the Client as a matter of urgency should implement any recommendation or advice given in this Report.

## LIMITATIONS

The Client acknowledges:

1. 'Visual only' inspections are not recommended. A visual only inspection may be of limited use to the Client. In addition to a visual inspection, to thoroughly inspect the Readily Accessible Areas of the property requires the Consultant to carry out when ever necessary appropriate Tests.
2. This Report does not include the inspection and assessment of items or matters outside the scope of the requested inspection and report. Other items or matters may be the subject of a Special-Purpose Inspection Report, which is adequately specified (see Exclusions below).

3. This Report does not include the inspection and assessment of items or matters that do not fall within the Consultant's direct expertise.

4. The inspection only covered the Readily Accessible Areas of the property. The inspection did not include areas, which were inaccessible, not readily accessible or obstructed at the time of inspection. Obstructions are defined as any condition or physical limitation which inhibits or prevents inspection and may include – but are not limited to – roofing, fixed ceilings, wall linings, floor coverings, fixtures, fittings, furniture, clothes, stored articles/materials, thermal insulation, sarking, pipe/duct work, builder's debris, vegetation, pavements or earth.

5. Australian Standard AS4349.0-2007 Inspection of Buildings, Part 0: General Requirements recognises that a property report is not a warranty or an insurance policy against problems developing with the building in the future.

6. This Report was produced for the use of the Client. The Consultant is not liable for any reliance placed on this report by any third party.

#### EXCLUSIONS

The Client acknowledges that this Report does not cover or deal with:

- (i) any individual Minor Defect;
- (ii) solving or providing costs for any rectification or repair work;
- (iii) the structural design or adequacy of any element of construction;
- (iv) detection of wood destroying insects such as termites and wood borers;
- (v) the operation of fireplaces and chimneys;
- (vi) any services including building, engineering (electronic), fire and smoke detection or mechanical;
- (vii) lighting or energy efficiency;
- (viii) any swimming pools and associated pool equipment or spa baths and spa equipment or the like;
- (ix) any appliances such as dishwashers, insinkerator, ovens, stoves and ducted vacuum systems;
- (x) a review of occupational, health or safety issues such as asbestos content, the provision of safety glass or the use of lead based paints;
- (xi) a review of environmental or health or biological risks such as toxic mould;
- (xii) whether the building complies with the provisions of any building Act, code, regulation(s) or by-laws;
- (xiii) whether the ground on which the building rests has been filled, is liable to subside, swell or shrink, is subject to landslip or tidal inundation, or if it is flood prone; and
- (xiv) in the case of strata and company title properties, the inspection of common property areas or strata/company records.

Any of the above matters may be the subject of a special-purpose inspection report, which is adequately specified and undertaken by an appropriately qualified inspector.