

DEFECT NOTIFICATION FORM (within apartments)



please complete all fields on this form and forward to service@orangebuild.com.au along with any photos depicting the issue and someone will call to arrange a time for an inspection

DATE REPORTED:

APT NUMBER:

**BUILDING NAME &
ADDRESS:**

CURRENT TENANT(S):

CONTACT PHONE(S):

E-mail:

DEFECT:

please include any photos or videos which display the defect and the implications this is causing to your apartment, this aids with a faster rectification process.

**DETAILED
EXPLANATION
OF THE DEFECT
REPORTED (incl
location & date
observed):**

Important Notice: a flat \$176.00 call out fee will apply for any requests that are not considered to be a warranty or a defect issue. If a call out fee has been charged to due to the request not being a defect, please note that further call out will not be made to that particular property until payment has been received in full for the call out fee.

Terms and Conditions

- A minimum of one(1) image and maximum of five(5) images to accompany each form
- One(1) claim must be submitted for each maintenance/defect request
- Claims must be submitted within time frame nominated in contract of sale or maintenance manual
- Access must be provided within 10 working days of the claim being lodged or upon request by CE or a relevant party of the claim will no longer be valid
- Inspections and works are to be scheduled Monday – Friday between 7:00am – 4:30pm
- Appliance issues are to be directed to the manufacturer's service department
- You have read the owner's manual prior to lodging the claim
- A flat call out fee of \$176.00 for any requests that are not considered to be a warranty or defect issue will apply. If a call out fee has been charged due to this request not being a defect, please note that further call outs will not be made until payment has been received in full for the call out fee.
- If a specialised trade is requested to attend site they will issue invoices direct to the person requesting the call out at their standard minimum call out rate.