DEFECT NOTIFICATION FORM (in common areas)

ORANGE
BUILDING SOLUTIONS

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 discovered):

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 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.*