



Hickory Builder's Assurance

Here to help with your annual
property care requirements

Service Information & Guide
2019



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Congratulations on buying your new Hickory-built apartment!

Whether you're a first time buyer or a seasoned investor, it's always exciting to come into property

At Hickory we strive to ensure your property has been built to the highest quality, and we can also help ensure it remains that way for years to come.

Hickory Builder's Assurance assists apartment owners to fulfill their care and maintenance obligations, through scheduled maintenance alerts and detailed annual service inspections.

It's a cost-effective and convenient way to keep your apartment in pristine condition and guard against the escalating costs associated with lack of care.

By engaging the original builders to assist with your apartment servicing requirements, you'll be establishing an appropriate maintenance regime and retaining the value of your investment.

How our Hickory Builder's Assurance works

Your apartment requires regular care and maintenance to ensure it functions properly, remains in good condition and retains its value.

Instructions and schedules for required care and maintenance have been set out in the Apartment Owner's Manual provided to you by Hickory at handover.

Hickory Builder's Assurance delivers added value by assisting owners to identify any building service requirements.

Once you've registered your interest in the service, we'll schedule alerts offering convenient tips to help with routine care and maintenance. You'll also be invited to book in your property for an annual health check with our Customer Care team.

An annual health check for your home

After a thorough inspection of your apartment, the Customer Care team will provide you with a detailed report. The check is carefully completed by the same experts who built your property.

We look at the condition of fixtures, fittings and finishes throughout the apartment and record the results along with any recommendations. You'll receive a copy for your reference.

Whilst we're carrying out the inspection our Customer Care team will also identify any simple fixes to maintain your apartment. If possible it will be fixed during the consultation, alternatively, we'll arrange another time with you to carry out more significant works if necessary.



How does Builder's Assurance impact on your other rights?

As the owner of an apartment built by Hickory, you have rights in relation to your property, including under:

- the implied warranties given under the Domestic Buildings Contracts Act 1995 (Vic);
- the specific warranty schedule for your building, set out in the Apartment Owner's Manual provided to you by Hickory at handover;
- any applicable manufacturers' warranties that are provided in connection with the property; and
- the consumer guarantees under the Australian Consumer Law contained in Schedule 2 of the Competition and Consumer Act 2010 (Cth) applicable to goods or services which are provided in connection with your property. (Your Rights).

We provide the Builder's Assurance service to property owners in addition to Your Rights, and Hickory Builder's Assurance is not intended to exclude, restrict or modify Your Rights in any way.

Hickory will never charge you for something that you are entitled to under law.

What does it cost?

Prices start at \$385 (incl. GST), for a standard one bedroom, one bathroom apartment inspection. When you contact Customer Care to arrange your inspection time, we'll provide you with an accurate quote specific to your property.

The *Scope of Services* over the page outlines what's included.

If any *Out of Scope* repair or maintenance items are discovered during our inspections (that Hickory can perform but will incur further costs), we'll quote these additional items separately and obtain your approval to complete the work at a later date.



What services are included?

The *Scope of Services* outlines the standard services provided during our annual health check of your apartment.

Our Customer Care team will complete service items only if they have unobstructed access to all rooms and items in the property outlined in the *Scope of Services*.

If during the inspection the Hickory Customer Care Team discovers any previously unreported builder's defects*, we will make a time to come back and rectify the defects free-of-charge.

**Hickory will always fulfil our legal obligations with respect to defects at your property, regardless of whether you take up our Builder's Assurance service or not. Hickory Builder's Assurance supplements your rights under law. For more details on your rights, please see page 5 of this brochure.*

Annual Inspection: Scope of Services

ITEM	TASK TO BE PERFORMED	COMPLETED ✓	SATISFACTORY CONDITION ✓ or ✗	If UNSATISFACTORY, the following on-spot-fix to be carried out.	Quote for additional works required? ✓ or ✗
Bathroom					
Towel rail & toilet roll holder	<ul style="list-style-type: none"> Inspect hinges and fixtures. Ensure they're intact and fastened securely. 			Refasten and/or tighten hinges and fixtures.	
Shaving cabinet doors	<ul style="list-style-type: none"> Inspect hinges and fixtures. Ensure they're intact and fastened securely. 			Refasten and/or tighten hinges and fixtures.	
Vanity basin cabinet	<ul style="list-style-type: none"> Check condition of vanity basin doors/drawers. 			Refasten and/or tighten hinges and fixtures and align doors.	
Shower doors, hardware & shower screens	<ul style="list-style-type: none"> Inspect glass door and panels for any chips. Inspect hinges, handles and fixtures. 			Apply lubricant spray if required. Refasten and/or tighten hinges, handles and fixtures.	
**Shower mixers & outlets	<ul style="list-style-type: none"> Check condition and ensure they're operating appropriately. 			Refer to manufacturer.	
**Vanity mixer	<ul style="list-style-type: none"> Check condition and ensure they're operating appropriately. 			Clean tap filter and retest mixer.	
Shower drains	<ul style="list-style-type: none"> Lift out the grate and check that drain is not blocked with any debris. Run water to see if the drain is flowing freely. 			Remove drain blockage. Water flow retested and now draining correctly.	
Bathroom & laundry ventilation	<ul style="list-style-type: none"> Inspect cleanliness of ceiling fan cover for airflow. 			Clean filter & retest.	

***Under manufacturer warranty*

ITEM	TASK TO BE PERFORMED	COMPLETED ✓	SATISFACTORY CONDITION ✓ or ✗	If UNSATISFACTORY, the following on-spot-fix to be carried out.	Quote for additional works required? ✓ or ✗
Bathroom (cont'd)					
Toilet	<ul style="list-style-type: none"> Check for cracks in pan Check seat operation Test flusher (half & full) Check for leaks around the toilet Check caulking 			Spot-fill caulking and/or grout, whichever is required. Reapply sealant if required.	
Caulking & grout	<ul style="list-style-type: none"> Inspect all caulking and grout in bathroom area outside of the wet area (excludes bathtub and/or shower base). 			Spot-fill caulking and/or grout, whichever is required. Reapply sealant if required.	
Shower base / bath tub, caulking & grout	<ul style="list-style-type: none"> Inspect all caulking and grout in wet area of shower area. 			Spot-fill caulking and/or grout, whichever is required. Reapply sealant if required.	
Tiles	<ul style="list-style-type: none"> Inspect all tiles for cracks and blemishes. 			Cracks & blemishes will only be repaired or replaced if caused by original building defect. Fixed using approved rectification method.	
Laundry					
Bench, fixtures, fittings, tiles, etc	<ul style="list-style-type: none"> Check bench top for scratches / blemishes Check condition of doors Check door hinges, ensure they're operating correctly Check waste is draining Check & ensure aerator on mixer isn't blocked Check all caulking around cabinet Check water & washing machine connections Check tiles & grout Check exhaust fan operation (if applicable) 				

ITEM	TASK TO BE PERFORMED	COMPLETED ✓	SATISFACTORY CONDITION ✓ or ✗	If UNSATISFACTORY, the following on-spot-fix to be carried out.	Quote for Additional Works required? ✓ or ✗
Kitchen					
Benchtop	<ul style="list-style-type: none"> Inspect for cracks or blemishes. 			Cracks & blemishes will only be repaired or replaced if caused by original building defect. Fixed using approved rectification method.	
Cabinets, hinges, screws & fixtures	<ul style="list-style-type: none"> Inspect and ensure cabinets, hinges, screws and fixtures are functioning appropriately. 			Refasten hinges, screws & fixtures.	
Mixer	<ul style="list-style-type: none"> Check condition and ensure it is operating appropriately. 			Clean tap filter and retest mixer.	
Rangehood	<ul style="list-style-type: none"> Check condition and ensure it is operating appropriately. 			Remove & check fan operation.	
Splashbacks & tiles	<ul style="list-style-type: none"> Inspect for cracks or blemishes. 			Cracks & blemishes will only be repaired or replaced if caused by original building defect. Fixed using approved rectification method.	
Internal Rooms					
Condition of walls, ceilings, skirting boards & arches	<ul style="list-style-type: none"> Inspect for cracks or blemishes. 			N/A	
Internal doors: Check hinges, screws and door handle hardware	<ul style="list-style-type: none"> Check condition and ensure it is operating appropriately. 			Apply lubricant to hinges. Tighten handles & screws.	
Air conditioner	<ul style="list-style-type: none"> Check filters are clean and free of excess dust. 			Clean filters & remove excess dust. Refer to instructions in Hickory handover manual.	
Carpets	<ul style="list-style-type: none"> Check condition of carpets. 			N/A	

Balconies & Terraces

Pods and pavers	<ul style="list-style-type: none">Inspect for cracks or blemishes.	Cracks & blemishes will only be repaired or replaced if caused by original building defect. Fixed using approved rectification method.
External caulking	<ul style="list-style-type: none">Inspect all caulking to external area.	Spot fill caulking where required.
Drains	<ul style="list-style-type: none">Check drain is not blocked. Run water to test.	Identify cause of issue. On-the-spot fix TBC.
Flashings/Membrane	<ul style="list-style-type: none">Visually check all flashings and condition of the membrane under pods and pavers.	Patch and repair where required.

Annual Inspections: Exclusions

The annual service does not include any of the following items:

- Additional Works not listed in the *Scope of Services* or that cannot be carried out on the spot in the scheduled inspection time.
- Maintenance or inspection of essential services (smoke alarms, fire protection systems, electrical services, plumbing).
- Maintenance or inspection of manufactured items such as dishwashers, cooktops or other appliances, or any other work that was not performed by Hickory in the original build of the apartment (including building modifications and renovations).
- The cost and replacement of fittings, fixtures or parts.
- General wear and tear

If any *Out of Scope* Additional Works are recommended by Hickory, we will issue a quote and obtain your acceptance before we perform these works. If required, an additional service call will be scheduled to complete the works.

Additional Works

Services Hickory is able to offer at an affordable rate as part of any additional works include:

- Internal & external repainting
- Plastering services
- Grouting, silicone & caulking full replacement
- Tile & Paver repair & replacement
- Plumbing services
- General handyman services

What are the benefits?

Summary of features and benefits of Hickory Builder's Assurance

Fulfill care and maintenance requirements.	<p>Appropriate ongoing care and maintenance is required by property owners to prevent damage, ensure efficient operation and to ensure building compliance standards and warranty conditions are met.</p> <p>By opting in to Hickory Builder's Assurance on an ongoing basis, owners will have peace of mind these requirements are being attended to. Our detailed post inspection recommendations will assist Owners to ensure the most appropriate regime is in place for their property.</p>
Expert understanding of the building and ongoing requirements	<p>As the original builders, Hickory has a unique technical understanding of the property and its requirements. Hickory also has access to the original team of consultants and trades people to troubleshoot issues, as well as original paint colours, replacement fixtures, fastenings and finishes. This allows our team to make recommendations and repairs on the spot, avoiding the additional costs or extra waiting time that may be incurred by going through a third party.</p>
Ensure Builder's Defects are rectified	<p>Often owners (or their tenants) do not realise something is a builder's defect and this goes unreported, leading to out of pocket costs that may escalate if not remedied.</p> <p>If Hickory discover any previously unreported defects during our annual inspections it is our obligation to rectify these issues free of charge.</p>



What are the benefits? (cont'd)

Summary of features and benefits of Hickory Builder's Assurance

Reduce risk and save money

Hickory's expert teams can assist owners to avoid unexpected, costly repairs stemming from small issues that are left unchecked. The Hickory Customer Care teams have attended to thousands of apartments and have a unique, technical understanding of common problems and the larger issues these may cause if not repaired in a timely manner. For example, a drain not properly cleared of blockages can lead to leaks that in turn, damage walls, carpets and floors, costing Owners thousands of dollars to investigate and replace. Hickory's team will thoroughly inspect all items of the property to ensure optimal condition and functionality.

Protect your investment and retain resale value

A property is one of the most expensive purchases you'll ever make, so it's important to ensure it is adequately maintained. Just like servicing a new car, a new property requires expert care and attention to ensure it operates efficiently and retains its value well into the future.

Just as you would engage the original car manufacturer as the experts to service your car, the original builder is the expert to maintain your property, and efficiently and affordably source replacement fixtures, finishes and parts if required.



Get in touch

To register your interest in Hickory Builder's Assurance visit our website, or contact us to find out more



hickory.com.au/customer-care



+61 3 9420 2777



customercare@hickory.com.au



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ABN 77 137 600 384, 101 Cremorne Street, Richmond VIC 3121

Information subject to change. Visit our website to view Hickory's Privacy Policy and Privacy Collection Notice, which sets out how we handle your personal information in connection with Hickory Builder's Assurance.

