



S4

DEFECT NOTIFICATION
PROCEDURE

PRECINCT

4.1 PROCEDURE

It is important to note that a building defect is a building flaw. A defect is not general wear and tear, damage or an aesthetic imperfection.

Tenants are to contact the property owner or their agent (when applicable) in the event of a defect. Tenants cannot notify of defects via this system.

Owners can make notification of items they believe to be defective within the first 12 months of Building Completion.

On occasion, issues may arise with the different aspects of your apartment and require rectification under relevant warranties. In this situation the following process needs to be followed:

4.1.1 What to do if there is a fault

In the first instance you are to review the applicable section of this Manual and accompanying Operation / Maintenance Manuals. You will find troubleshooting and basic fault finding tips to assist in rectifying issues.

If the issue cannot be resolved and is not from general wear and tear, damaged or an aesthetic imperfection please follow the defect notification process noted below in section 4.1.3.

4.1.2 Appliance Fault

If you experience a fault with any of the appliances in your apartment; Cook Top / Oven / Air Conditioner etc. you are to contact the appropriate supplier listed in this manual and arrange a service call out under the appliance warranty.

PLEASE NOTE: If the fault is not covered under warranty i.e. damage caused through mistreatment / no fault found – appliance operating as required, you may be charged a service call out fee.

4.1.3 Defect Notification

If the Building Manager determines that the fault requires further action from Probuild please report the issue via our web based notification system [IssuesID](http://www.probuild.issuesid.com) (www.probuild.issuesid.com) using your unique log in details (Username: for all users is Precinct then the apartment name. Password: Precinct123) issued to you please complete the notification form in full, including any photos and description of the issue. Once logged in for the first time you may reset your password and update your details.

E.g: Username: Precinct A201

Password: Precinct123

4.1.4 Fault Rectification Process

Once the issue has been logged with Probuild a representative from our Maintenance Team will contact you to arrange a suitable time to access your apartment to inspect and rectify the fault where applicable.

PLEASE NOTE: If the fault is as a result of damage caused through mistreatment / no fault found, you may be charged a service call out fee.

Issue Notification Process

