

2

Building a new home can be a complex process, so we've created this guide to help you understand the process and plan for what's ahead. This guide sets out all the key stages of the building process for you. By taking a moment to see how our homes come together, you'll be more familiar with what to expect on your own new home journey. We explain all this because we're committed to ensuring we deliver outstanding service. We're proud of building quality homes, but we know it's even more important to build a quality long lasting relationship with our customers too.



"My name is on the door and the buck stops with me. Enjoy peace of mind knowing that we will be there if you need us."

A lot happens along the way, but you'll get plenty of support from your own dedicated team of specialists in finance, sales, preconstruction, interior design, construction and warranties.

Let's meet them.

SALES

New Homes Consultant

Spends time consulting with you to understand your needs. Guides you through our range of floorplans, facades and floorplan design options to discover your perfect home. They can also help you find land and prepare your ideal home and land package.

Home Loan Specialist

Analyses a wide range of lenders through our in-house experts, Resolve Finance, and identifies the home loan that suits you best.

Conveyancer

Manages the settlement of your property when using our in-house service, Resolve Legal.

PRECONSTRUCTION

Preconstruction Coordinator

Your key point of contact throughout the planning and approvals stage, until your home is ready to start construction.

Selection Consultant

An experienced consultant who works with you to understand and create your style and vision for your home. They are here to assist you through our Home Collective showroom and guide you through making your internal and external colour and material selections.

Electrical Consultant

Assists with selecting all of the electrical requirements for your home.

CONSTRUCTION

Client Liaison Coordinator

Keeps you updated during the construction of your new home and hands over your keys once your new home is complete.

Site Manager

Your boots on the ground, supervising the onsite contractors and suppliers.

HOME ASSIST

Warranty Site Manager

Inspects your home at your 12 Month Maintenance Warranty period if required.

Warranty Administrator

Your main contact in our office. Manages communication and answers any questions you may have during your warranty period.



Consultation process.

Your New Homes Consultant is a great listener, and will work with you to find the home that best fits your tastes, your needs and your budget. If you require finance options and conveyancing, they'll also connect you with the right people to make it happen.



1. SET YOUR BUDGET

A Resolve Finance mortgage broker can help you determine your borrowing capacity and obtain the ideal loan from a wide range of banks. Even if you already have a favoured lender, it's a good idea to get an obligation-free finance health check through our in-house team at Resolve Finance. They have access to all the big banks and an exclusive lender with specialist products, so they may be able to find you a better deal.

2. LOCATE YOUR LAND

Your New Homes Consultant can work with you to select the perfect block of land in your area of choice. Or you can just show us the land you've already purchased. We also have great relationships with WA's leading land developers, so it's no trouble at all for your Consultant to prepare a complete home and land package. We'll need a copy of your land contract to check the developer guidelines and take note of any covenants.

3. CHOOSE YOUR HOME

We'll help you personalise your chosen home using our selection of floorplan and facade options and present you with a price for your new home. You'll then sign a Preliminary Works Contract (PWC) and pay an initial deposit.



Your actions.

Building a new home involves some big decisions. Luckily, your New Homes Consultant is here to help you make them. This handy checklist offers a few key points to work through with your New Homes Consultant during this exciting first stage.

DISPLAY WALKTHROUGH

The first step: choose the perfect home to suit your block. Join your New Homes Consultant at one of our display homes for a personal tour. Your Consultant will ensure you know exactly what is provided as a standard inclusion and the additional options available to you. At the end of the walkthrough, you will have an understanding of costs associated with building your new home.

STRUCTURAL CHANGES

Now is your chance to make any structural changes to your home, including window alterations, ceiling heights and additional doors. Once you've signed your PWC and Structural Annexure no further changes will be permitted to floorplans and facades, so be sure to discuss all of your ideas and requests with your New Homes Consultant.

DESIGN GUIDELINES

If you're building in an estate, check its design guidelines to ensure your Preliminary Works Contract covers all the developer's requirements. These might include low-profile roof tiles, preferred colour palettes, and corner treatments if your block is located on a corner.

PRELIMINARY WORKS CONTRACT

Your New Homes Consultant will arrange a time to go over your PWC, which will include any additional extras such as general upgrades you have decided on.

DEPOSIT

Once your PWC has been finalised, your initial deposit is due so we can get to work on your HIA Building Contract and plans. At this stage, you will also need to provide finance pre-approval from your lender of choice, or have a consultation with our in-house finance team, Resolve Finance.

FEEDBACK

How was our sales process for you?

Now is your opportunity to share your feedback on our staff and process, based on your sales experience. We're always striving to be better, and your feedback helps us keep improving our product and customer service. You will receive an email with a link to complete a 1 question survey, we love to hear all about your experience so please remember to leave some comments too!





Preconstruction process.

Now it's time to meet your Preconstruction Coordinator and Selections Consultant who will guide you through the preconstruction process and colour selection appointment.

1. APPOINTMENT BOOKING

You will receive a call from our Preconstruction Team to book in your appointments. These can include but are not limited to:

- Selections Consultation
- Electrical Consultation

For timing of your appointments please refer to your Selections Confirmation document.

2. ACCESSING YOUR 'MY BUILDING HUB'

'My Building Hub' is your personalised online portal to track your building journey. You will be emailed a link now that you are in the preconstruction phase. Log in to see all your selection info, how your build is tracking, photo updates and all relevant documents that you can refer to at any time.

3. PREPARING FOR YOUR NEW HOME CONTRACT

Once your building contract has been prepared, we'll send you copies of your contract and plans approximately 2 weeks before your Selections appointment. This will allow you time to review the documentation and sign your HIA contract.

HIA Contract Signing

Your HIA contract signing appointment will be conducted by your New Homes Consultant. This is to be completed prior to your Selections meeting. Your New Homes Consultant will book in this meeting with you. All parties on the contract will need to be present at the meeting to sign the HIA contract.

4. BUILDING PERMIT APPLICATION SUBMITTED

We will obtain your final Quality
Assurance Check and our
Scheduling, Drafting and Estimating
team will complete a final review of
your job to ensure all documentation
is correct prior to submitting for your
Building Permit.

5. OBTAINING APPROVALS

Once your land title has been issued, our team are able to begin applying for and obtaining the relevant approvals outlined below.

- Order Property Service Information
- Order Soil and Survey Reports
- Developers Approval
- Council approved plans/town planning (if required)

6. DEVELOPER APPROVAL

Upon land titling and the completion of all appointments our Drafting team will update your plans in order to submit to your Developer along with your chosen colour selections for approval. Remember, Developers decide on the outcome of your application and rejections can occur. If this does happen, we will do our best to find a resolution in a timely fashion that you are happy with and meets the Developer requirements.

7. PREPARING FOR YOUR SELECTIONS CONSULTATION

As part of your new build, you will be assigned your own personal and qualified Selections Consultant to guide you in creating the vision for your new home. Whether you have an appointment in the Home Collective Showroom in person or via an online Consultation, your Selections Consultant will work closely with you to find your perfect style.

Your Selections Consultant will arrange a meeting where they will ensure you have access to our Selections Portal.

This online portal enables you to preview colours, materials and finishes for your new home so you are familiar with the options available ahead of your Selections Consultation.

8. SELECTIONS CONSULTATION

During your Selections Consultation, either in our Home Collective showroom or virtually, your Selections Consultant will help you finalise your colour schemes and fixtures. This meeting will take approximately 5 hours.





9. ELECTRICAL APPOINTMENT

You'll meet with our qualified in-house Electrical Consultant to choose the electrical selections for your new home. This appointment will take up to 2 hours for a single storey and 3 hours for a double storey.

10. REVIEW FINAL PLANS

Your Selections Consultant will send you your final plans for review and signing after checking thoroughly that they reflect your colour schedule. This is the final review before construction commences, so it is important you take the time to ensure your plans are correct. Please note this is not an opportunity to make further changes but rather review all documentation prior to site start.

11. SCHEDULING OF LABOUR AND MATERIALS FOR YOUR BUILD

Our Scheduling team order all of your materials ready for construction.

12. HANDOVER TO THE CONSTRUCTION TEAM

Now that all of your preconstruction steps are complete, the time has come where you are handed over to our construction team to begin the exciting stage of seeing your home come to life. The balance of deposit will be payable before works on site commence.

Your checklist.

Below are a few of the key actions you will need to carry out before we can hand you over to the building team. These steps will prepare you – and us – for the start of construction on your new home. They also act as a useful reference, so you always know which stage you're up to in preconstruction.

Finalise appointment bookings

Review working drawings and contract

Sign HIA Contract

Complete Selection Consultation

Complete Electrical Consultation

Review final plans

Obtain formal finance

Confirm land settlement









Construction.

Now all the planning comes together, and it's time to start building your new home!





1. SITE START

Your Client Liaison Coordinator will call with the exciting news that you are ready to get started onsite! They will update you on your start dates and let you know who your Site Manager will be throughout the build.

Your Client Liaison Coordinator and Site Manager will work closely together during your build to keep you regularly informed of your progress.

Your Site Manager will oversee the build and will manage everything that happens onsite, including the coordination and supervision of trades and suppliers.

2. PROGRESS MEETINGS

The build has three key stages:

- Introduction meeting
- Tile meeting
- Completion of new home

At each of these stages, you'll have the opportunity to meet with your Site Manager onsite and view the progress of your new home. Your Client Liaison Coordinator or Site Manager will arrange these meetings.

Throughout construction, we're happy for you to arrange your own independent inspector. But we ask that you provide 48 hours notice that they'll be visiting, so our Site Manager can set up a site meeting.

It's important to note that weather can potentially cause construction delays. However, we work with our trades to minimise the impact. We attempt to foresee and plan for any delays and will be in contact during this time to ensure you are updated.

3. COMPLETION

Once your home is complete, your Client Liaison Coordinator will contact you to arrange a time to meet with your Site Manager onsite. At this meeting, your Site Manager will present your new home!

Your New Home Presentation is an opportunity to review any concerns with your Site Manager before key handover.

4. HANDOVER

It's the moment you've been eagerly anticipating — time to collect your keys! Dependant on availability, the handover of your keys can take place either at your home or in our office. Times can be organised with your Client Liaison Coordinator, Monday to Friday between 8am - 3pm.

An important note: your lender may wish to inspect your completed home before releasing the final payment to us. In some cases, final payment can take up to 10 working days to clear.

The final inspection may take a few days to arrange, so please keep this in mind when organising your moving date.

Building Timeline.

Congratulations! You've completed your pre-construction phase and now it's time to start the build. Now all your colours and fixtures and fittings are chosen, we can start to put your plans into action. Follow this timeline and at the end of it your new home will be ready for you.









EARTHWORKS



Your site will be cleared and (if required) retaining will be installed ready for your slab to be laid!

4. BRICKLAYING



We complete all brickwork including external and internal walls. *NOTE: Bath risers, nib walls and hobs may not be complete at this stage as they will be done by the tiler at a later stage.*





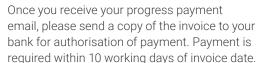
We pour the concrete footings and your slab.
We then perform a site levelling to ensure it looks perfect and back fill sand as required.



Attend the brickie meeting onsite armed with any questions you may have. This is a good time to discuss any future plans such as retaining, paving etc.



Slah Dowi



The brickie meeting is an introduction meeting with your Site Manager and is held onsite once the brickies have started. This meeting is held during working hours and

takes about half an hour.

If you're having a slab party let us know. Tag us in your pictures on Facebook or Instagram!

5. PLATE HIGH



Brickwork is completed and we get ready to commence work on building the roof.

3. DELIVERY OF BRICKS AND WINDOWS



We deliver window frames, door frames, sand and bricks to site, ready to start work.

Plate High

Once you receive your progress payment email, please send a copy of the invoice to your bank for authorisation of payment. Payment is required within 10 working days of invoice date.

6. ELECTRICAL WIRING & PLUMBING TUBE



We install gutters and chase your electrical pre-wiring and plumbing. Don't worry, no power is connected at this stage!

7. ROOF COVER



We finish off the roof with either Colorbond or tiles, as per your selection. NOTE: The first stage of your roof cover is preliminary only, to give basic cover. The final service on the roof is done closer to completion, after other trades have finished. We do this to avoid extra work later as the electricians, plumbers and painters all need access via the roof to complete their work.



Roof Cover

Once you receive your progress payment email, please send a copy of the invoice to your bank for authorisation of payment. Payment is required within 10 working days of invoice date.



The plasterer will return and apply the white plaster to the internal walls. NOTE: Areas that are due to be tiled and behind cabinets will not be plastered with the white set and will remain as grey float. Steps 8, 9 & 10 are a fluid process and may occur in a slightly different order depending on the requirements of your job.

11. LOCK UP (EXTERNAL DOORS & WINDOWS)

10. PLASTER SET (INTERNAL WHITE PLASTER)



At this stage the glazing to all external windows will be installed as well as all external doors.

NOTE: If you have a window or door that is made to measure, those openings will be securely fixed until they are ready to be finished off.



If you happen to have any fencing or landscaping vouchers from your developer, you can liaise with them now regarding installation. Please just advise your Client Liaison Coordinator prior to arranging the installation date.

8. PLASTER FLOAT (INTERNAL GREY RENDER)



The 'Float' is where the plasterers apply grey render to the internal walls. Any external wall rendering may also be done at this stage. If applicable your external acrylic render (texture) may be done at this stage and is called a scratch coat - don't be alarmed if there are a few marks and scratches as the texture coat will be applied at a later stage. NOTE: Some power points may be covered over during this process. Please don't be alarmed as these will easily be uncovered at a later stage. All two storey internal walls will be dry lined.

12. CUPBOARDS



Installation of cupboards to ensuite, kitchen and bathroom. Stone tops will be installed a little later.

13. SANI PLUMBER



During this stage the plumber will install baths, troughs, sinks and toilets ready for the tiler to commence

9. CEILINGS AND CORNICES



The ceiling fixer will install the Gyprock ceiling sheets, along with bulkheads and ceiling vents. They flush and sand the joints and screw holes for a seamless finish before installing the cornices. There are a couple of stages before we can paint your ceilings, as this happens just after lock-up. The ceiling insulation will also be added a little down the track, just before the end of the build.



14. TILER



The tiler will brick up all hobs ready for waterproofing where required and tile and grout all areas. Only wet area floor tiling will be done at this stage. Any applicable main floor tiling will be done at a later stage.



Attend your site meeting to view all of your newly installed cabinets and ask your Site Manager any questions you may have at this point.



Meet your Site Manager and tiler onsite. This occurs prior to tile commencement to ensure the tiles onsite are exactly what you chose. Tiling will be completed as per your plan.

15. PLUMBING & ELECTRICAL COMPLETION



This is the point in the build where we fit off all electrical and plumbing fittings. Commonly termed as "finals" your home will now have power and running water.

16. PAINTING



During this stage the painter will paint all external areas, and any internal painting as per your contract.

17. GRANO HARDSTAND



We will now lay the grano hardstand (concrete floor) to the inside of your garage.

NOTE: Your grano hardstand may have occurred at an earlier stage, depending on the requirements of your job.

18. EXTERNAL PAVING



The paving bricks will be delivered. At this point the paver will level and prepare the ground for paving.

19. WINDOW TREATMENTS & MAIN FLOORING



If you have included them in your contract this is the point in which we lay your flooring and install any window treatments.

20. GARAGE DOOR



We will install the main garage roller door and any manual roller doors where applicable.

Nearly there!

21. SITE CLEAN & INTERNAL CLEAN



Our cleaning team will do a general wipe over and sweep internally to prepare your home for new home presentation. We ensure your site is cleared and is looking presentable.



Now is a good time to start organising contractors for when you get your keys.

NOTE: Landscaping preparation requires a cut
30mm below the block level and is completed by the landscaper.

22. NEW HOME PRESENTATION INSPECTION WITH SITE MANAGER (PRACTICAL COMPLETION)



At this point we note any minor items that need to be attended to, which we complete before your key handover.



First thing is to contact your Client Liaison within 48 hours of your new home presentation meeting if you don't get your final account. Send this statement to your bank immediately, along with any other information the bank may request (i.e. proof of insurance). The bank will need to conduct a valuation on the home, which can take up to 5 working days to complete. It can then take a further 24–48 hours for the funds to clear. We cannot proceed with your key handover unless the account has been paid, so we highly recommend you keep in touch with your bank to ensure payment has been released and cleared prior to your key handover meeting to avoid any disappointment on the day. New items will be attended to at your 12 month service if required.

This is an important stage and there is a bit for you to do.



NOTE: Payment is due PRIOR to key collection.



A new home presentation meeting will be held with your Site Manager to go through the entire home, this will take about 2 hours and is your opportunity to ask any questions.

23. COMPLETION OF NEW HOME PRESENTATION ITEMS



At this point we note any minor items that need to be attended to, which we complete before your key handover.



Ensure your final payment is processed by your bank to enable key handover to proceed.

24. NEW HOME PRESENTATION & KEY COLLECTION



We made it! Your Site Manager will go through your new home with you onsite to view the completed new home presentation items. After this meeting (this happens on the same day) your Client Liaison will meet you in the office to give you your keys, warranties and remotes.



Bring your key handover form that your Site Manager gives you onsite to the office so your Client Liaison can take a copy. You can then allow any other trades you have booked in to your home to commence work. NOTE: You may need to contact your local data company to set up a phone line and an antenna contractor for your TV.



Your practical completion payment needs to be cleared into our account prior to key handover day.



You will have two meetings today; one onsite with your Site Manager and one in the office with your Client Liaison Coordinator.



Warranties.





Now that you have collected the keys to your new home, you have entered the 12 Month Service Warranty period. Home Assist, ABN Group's dedicated Service Company is here to provide service and advice regarding any warranty related questions that you may have throughout the life of your home.



1. COMMENCEMENT OF YOUR **WARRANTY PERIOD**

Your 12 Month Service Warranty period begins at the official handover of your keys in our head office. By the time that you have reached handover, you would have completed your 'New Home Presentation' with your Site Manager.

The New Home Presentation allows you an opportunity to review your completed home before sign off and formal acceptance. By this stage, your home would have been through a range of quality checks.

The New Home Presentation provides a final opportunity to ask any questions, we recommend you write down any questions prior to your meeting to ensure nothing is missed.

By signing your New Home Presentation, you are confirming that you are happy with your new home.

2. YOUR HOME CARE GUIDE

When you receive the keys to your new home we will also provide you with a Home Care Guide outlining your warranties and information about caring for your new home.

There are various warranty periods for particular features of your home. We encourage you to carefully read this Guide so you are aware of these details.

3. YOUR 12 MONTH SERVICE **WARRANTY GUARANTEE**

Throughout the construction of your home, you can be assured with the industry standards that we adhere to, such as frequent inspections and building practices to ensure that we meet all relevant building codes and regulations—all of which help provide you with a quality new home.

During your warranty period, we also follow these same regulations and guidelines set out by the governing bodies and commissions.

What does this mean for you?

Well it simply means that you have peace of mind, knowing that any decisions that are made regarding your home will not be our 'opinion' as a builder, rather they will be backed by, and fairly assessed in each and every case based on the documents produced by relevant industry bodies.

Our guarantee and commitment to you is that if any item is seen as a builders defect as deemed by our industry guidelines, or if any item of your house is not performing as intended within the warranty period, then we will fix this for you at our cost, no questions asked!

4. YOUR 12 MONTH INSPECTION

All new homes have a settling in period where small issues may emerge that require attention. Our 12 Month Service is a routine check-up, specifically designed to service your new home, much like the complimentary first service of a new car. This involves meeting with one of our Service Managers at your home who will guide you through the inspection process to ensure your home is performing at its best.



Glossary of Terms

A	A A/C	Awning window Air conditioning	AFL AS	Above floor level Australian Standards
В	Bdry B/H / B'head b/paved	Boundary Bulkhead Brick paved	brm bwk BOW	Broom cupboard Brickwork Bottom of wall
С	C Capping CCA C.L Cnr Comb	Brick course measurement (eg. 28c = 28 bricks high, 1c = 86mm, 2c = 172mm) Timber or MDF board that caps the top of a wall Timber treated for external use Ceiling level Corner Combination	Conc Cornice Course Crossover Cupb'd	Concrete Plaster cove covering the joint between the wall and the ceiling A measurement in bricks (eg 1 course = 1 standard brick) Driveway between your boundary and the road Cupboard
D	DGPO DHO d/tr	Double electrical powerpoint Door height opening (no door frame) Double towel rail	dw dwg DN	Dishwasher Drawing Down
E	Eave E/O Elec Ens	Edge of the roof overhanging from external house wall Extra over (Cost over and above original inclusions/selection) Electric Ensuite – bathroom attached to bedroom	Ent Exh EXP Ext	Entry Exhaust Exposed External
F	FFL Fho	Finished floor level (measured to the top of the concrete slab) Full height opening (no door frame)	Flickmixer	Mixer tap (combined hot & cold water in one tap handle) Refrigerator
G	Gable GL Glulam	Roof feature (pitch roof ending in a triangle) Ground level Glued laminated structural timber beam	GPO Grano	Electrical powerpoint (SGPO - single, DGPO - double) Concrete

Н	Hardiflex Hi-lite Hip Hob	Flat fibre cement sheet cladding/lining (eg. eaves lining) Window positioned at a high level Meeting line formed by the intersection of two inclined roof surfaces Tiled upstand	HP Hws Hwu	Hot plate Hot water system Hot water unit
I	Incl In lieu	Included One item instead of another item	Int	Internal
L	Lam L'dry Lin	Laminated (material usually on kitchen/vanity cupboard door fronts and tops) Laundry Linen cupboard	LPG LV Low 'E'	Liquefied petroleum gas Low voltage downlight Glazing which reduces the impact of solar radiation
M	M2 Max M/Box	Square metres (calculation of area) Maximum Meter box	MDF Melamine	Medium density fibreboard (man-made, paint grade timber board) A white laminate in 'Melamine Plastic' used predominantly in shelving and cupboard internal panels
N	N/A N/C	Not applicable No charge	NGL Nosing	Natural ground level Timber or MDF window still/capping
0	O'All Obscure/Obs/ Obsc	Overall Opaque glazing through which light can pass but objects cannot be discerned	O/Hang / O/H O'Head	Overhang Overhead
Р	PCA P'dr Pelmet Plasterboard Plinth Powdercoat	Pre-contract amendment Powder room Metal profile fixed over garage opening to conceal garage floor tracks Wall/ceiling lining sheet with gypsum plaster core bonded to layers of paper. Raised shelf or step in floor Baked enamel paint finish	Pty	A payment made to the Builder by the client (or clients financial institution) on completion of a specified stage of the building process. Provisional sum Light point Permanent vent (top of fixed WC window has flywire section to achieve this) Polyvinyl chloride (plastic) Preliminary Works Contract
R	Rec Readicote Ref	Recess in wall Standard flush panel hollow core door Refrigerator	Retic R/Hood RWP	Reticulation (garden watering system) Rangehood Rain water pipe

S	SC Sh Shr Skillion	Structural column Shelf Shower Single scope/pitch roof without ridge or peal (generally at lower pitch than main roof)	Soakwells Spandrel S/R Std Soffit	A below ground lined well used to collect and discharge storm water Sloping board fixed to edge of eave to conceal roof construction Shelf and rail (in robe) Standard A projection from the ceiling to provide continuation of cornice
Т	TF T.O.F	Timber frame Top of footing	TOW Tr	Top of wall Towel rail
U	UB UBO	Universal beam (steel beamed used in roof space) Under bench oven	Upstand U'Side	A portion of bench vertically raised above the benchtop Underside
V	VO	Variation order (variation to the contract)	Verge	Portion of land between your property boundary and the edge of the street
W	WC WIL WIP	Water closet (toilet) Walk in linen Walk in pantry	WIR WM WO	Walk in robe Washing machine Wall oven





My name is on the door and the buck stops with me. I trust this provides you the confidence and peace of mind to choose us to build your new home.





12 MONTH SERVICE WARRANTY



25 YEAR STRUCTURAL WARRANTY



HIGH QUALITY BRANDS AND SUPPLIERS



YEARS EXPERIENCE



PART OF THE ABN GROUP

"We're proudly part of the ABN Group, Australia's leader in construction, property and finance."

