

Townsville Flood Information

- Warranties: If another builder does fitout they will be responsible for cosmetic warranties. They will have their QBCC warranty in place.
- It is a bit of a grey area what happens to our cosmetic warranties (on things that have not been touched) if another builder does the rectification works.
- Structural warranties are another grey area. These will have to be dealt with on a case by case basis to determine if flood related. (QBCC)
- HIA advised that history has shown that tiles that have been inundated with water become drummy after approx. 18 months.
- HIA advised to document (including photos of all houses and the specific areas) all information about the flooding. eg water levels, dates, how long water sat in areas etc.
- HIA have advised that we must a special condition to our contract if the insurer is paying us.(HIA have prescribed form). It is necessary to separate the owner from the payer.
- Render- Spoke to Craig Blemheim, He doesn't believe the reder should be compromised. If any area needs attention it will be the 25mm tape band where slab meets block may crack. Easy fiv skim coat and paint. He has quoted \$80p/h with worst case scenario requiring approx. 5 hrs.
- Termimesh_ Chris @ Termimesh advised that the physical barriers we use will not be compromised. Stainless steel and wont rust. Effective for the life of the warranty. He will send through info sheet from manufacturer. Chemical barriers where Termidor was used will not be compromised.
- Gas- Tamara at NRG has recommended any property with gas should have an inspection done\$149.50. Cylinders, lines, regulators, tanks etc need to be made gas compliant. Once inspected they will do a quote for whatever work is required.
- Spoke to Steamatic and Drizair about warranties they provide after sanitisation and drying. Their responses as follow:

Steamatic advise that they will provide a certificate and warranty if insurer requests it and if the can do a Post Remediation Verification report to confirm all ok

Drizair said they will provide a certificate if insurer requests it but it is only valid for 24 hours. They won't warranty their work because it could get re contaminated by a third party outside of their control