

MARCH 2021

SAMPLE

Avant
Townhomes
at Aureus
handover
manual

Owners Name: _____

Address: _____

AUREUS

AVANT
TOWNHOMES



[Owner Name]

[Address - new address!]

Dear [complete]

Re: Handover of [address]

Congratulations on purchasing your new home from Avant Townhomes.

We appreciate the level of trust you have placed in us by purchasing an Avant Townhome and sincerely hope you have had a positive purchasing experience.

Your home is now completed and ready for your occupation and enjoyment, however, from our perspective, your relationship with Avant Townhomes is ongoing as we place value on establishing positive long term relationships with our purchasers.

Completion of your home in readiness for this handover has involved the satisfaction of numerous regulatory requirements and inspection processes. It is our objective to hand your new home over to you in a perfect condition. However, if defects arise in the future we will remedy them. The procedure for notifying us to manage their resolution is set out in Section 3 of the Handover Manual.

The Handover Manual contains hard copies of important documents and information on items installed in your home. You can also view and download a copy of this document from our website. Refer to Section 3 for log in details.

Beyond the management of matters related to the completion and function of your home we want you to be a satisfied customer, proud of your new home and happy in your relationship with Avant Townhomes.

If the need arises please contact me on (03) 9207 8000 or at management@avanth.com.au

Yours Sincerely

A handwritten signature in black ink, appearing to read "David Lunardi", written in a cursive style.

David Lunardi
General Manager
Avant Townhomes



1. Customer Dashboard

2. Handover Items

- a. Hardware
- b. Documentation
- c. Spare Materials

3. Immediate Actions

- a. Service Connections
- b. Opticomm Fibre Connection

4. Care and Maintenance

- a. Procedures
- b. Guidelines

Attachments:

- A. Occupancy Certificate and Associated Certificates
- B. Insurance
- C. Paint Colours
- D. Product Manuals
- E. Opticomm Connection Brochure
- F. Maintenance Diagram

1. Customer Dashboard



Once you have moved into your new Avant Townhome you will have access to your own private Customer Dashboard.

You can use the Customer Dashboard to: send us details of anything that needs attending to, monitor the progress of any outstanding items and to access stored documents related to your home.

To access your Customer Dashboard go to the Avant Townhomes website:

www.avantth.com.au

and click the LOG IN button on the top right hand corner of the home page.

Your unique Customer Dashboard log in details are:

Username: [insert details]

Password: [insert details]

When you log in to the Avant Customer Dashboard for the first time, you will have the option to reset your password.

2. Handover Items



At handover of your new home you will receive the following items:

a) Hardware

ITEM	NUMBER
Front Door Keys	2
Letterbox Keys	2
Garage Remotes	2
Window and Door Keys	2 sets
Air Conditioning Remotes	1 per indoor unit
Recycled Water Tap Handle	1

b) Documentation

This Handover Manual and a list of any items to be rectified that have been agreed and have not been rectified at the time of handover.

c) Spare Materials

To assist with any future works you may want to do on your home, we have left the following items for you:

- Tin of paint for internal wall and ceilings
- Replacement Tiles
- Spare Carpet

Owners will be asked to sign a document at handover confirming receipt of the Handover Items.

3. Immediate Actions



a. Service Connections

In preparing your home for completion, services were connected via the following listed providers:

SERVICES	RETAILER	METER NO:
Electricity	[Electricity Retailer - TBA]	

Invoices payable for services up to handover will be paid by Avant Townhomes.

You should have already arranged for services to be changed to your account from the date of handover. If you have not attended to this matter you should do so immediately to ensure continuity of supply.

Electricity

There are two broad options for you to choose from:

(i) Transfer Account with Existing Provider:

Contact [Retailer - TBA] ASAP on [phone no.] or via email on [email address]

(ii) Arranging for Services from a New Supplier:

If you would like to purchase your services from alternate providers, then you must make arrangements for this as a matter of urgency.

b. Opticomm Connection

Opticomm are the infrastructure provider responsible for installing the fibre connection to Aureus. Avant Townhomes has already arranged the connection with Opticomm to your dwelling. In addition, Avant Townhomes will have arranged for a four week internet subscription with Harbour.ISP to be active upon your settlement (subject to you taking up this option).

Avant Townhomes aim to relieve some of the pressures of moving in to a new home by providing this connection however, there is no continued obligation on your behalf to continue with the service. On completion of the four week trial, Harbour.ISP will make contact with you to either opt-in or opt-out of the service.

If you wish to no longer proceed with Harbour.ISP you will need to select a network provider from the list of approved Opticomm providers. Please visit Opticomm’s website at www.opticomm.net.au and select “Find a Service Provider”.

4. Care & Maintenance



This section sets out the procedures Avant Townhomes has in place to fix any problems there may be with your new home.

a) At Handover

If there are any outstanding defects at handover, Avant Townhomes will manage the completion of these items, including contacting you to arrange access. You are not required to do anything more.

b) After Handover

If any defects arise within 12 months after the Occupancy Permit is issued, Avant Townhomes will have them rectified. The process for reporting and managing these items depends on the nature of the issue:

1. Non-critical

Defects rarely affect the occupation and function of your home. These are non-critical defects and are best managed through the following process:

- Go to the Avant Townhomes website: avantth.com.au
- Click on the Customer Portal button and enter the following details:
Username [complete]
Password [complete] (this can be changed by you):
- Enter a description of the defect and a photo or two:
- The matter will then be addressed by Avant Townhomes.

All non-critical defects will be completed by the end of the defect liability period.

2. Critical

If a fault occurs that materially limits the occupation or function of your home then it may be necessary for you to treat it as a critical defect. In this situation, to get urgent attention call **[phone no. TBA]**

This is the customer service number for Armac Constructions.
Armac is Avant Townhomes building partner for Aureus.



OCCUPANCY CERTIFICATE AND ASSOCIATED DOCUMENTATION

Included in this section is the Occupancy Certificate for your property, issued by the relevant Building Surveyor and the following supporting trade certificates.

- **Plumbing & Drainage**
- **Waterproofing**
- **Fire Detection & Alarm System**
- **Timber Truss Design**
- **Glass - Windows & Screens**
- **Pest Control**

Our Ref: DA2019/691

<INSERT DATE>

Intance Property/ Agent Townhomes

SAMPLE

Dear <INSERT NAME>

**Re: Final Inspection - Dwelling
Lot 6 DP 1225206 (approved Lot 345 under DA2017/244,
The Coast Road SKENNARS HEAD**

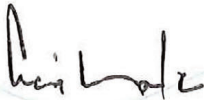
Further to your recent request I wish to advise that a final inspection of the construction of the dwelling at the abovementioned location was undertaken on <INSERT DATE>. At the time of inspection all work appears to comply with the approved plans and specifications.

Please find enclosed the Occupation Certificate in respect of this project.

Also enclosed for records is a copy of Council's final Plumbing and Drainage Compliance Certificate.

Should you require any additional information in respect of this matter please contact the undersigned.

Yours faithfully



Craig Nowlan



Enc
MS/er



Fair Trading

Regulator's Copy

Serial No A 00000

CERTIFICATE OF COMPLIANCE for Plumbing and Drainage Work

SAMPLE 10/12/20

PROPERTY & OWNER DETAILS

House No: 2, Street: SUNFISH LANE, Suburb: KINGSLIFF, Postcode: 2487, Lot No: 13, DP No, PDP or SP, Nearest Cross Street, Municipality/Shire: TSC, Owner's Name: CUDGEN SUPER, Full Address

LICENSEE'S DETAILS

Full Name: Coastline Plumbing + Gas Plk, Address for Notices: 369 Casuarina Way, Casuarina, NSW 2487, Phone No: 040 2296241, Qualified Supervisor No: David Curtis 614815, Expiry Date: 10/03/23, Licence No: 2240610, Expiry Date: 29/03/23

WORK OF WATER SUPPLY

Give full Description of Work carried out: [checked] Install Water Supply, [checked] Connection to water supply, [checked] PLUMBING WORK TO COMPLY WITH AS/NZS3500

WORK OF SANITARY PLUMBING/DRAINAGE AND SUPPLY DRAINAGE PLAN

Give full description of work carried out: [checked] Carry out work of sanitary plumbing/drainage, [checked] Connection to Sewer, [checked] DRAINAGE WORK TO COMPLY WITH AS/NZS3500

SEWERAGE/WATER SERVICE INSPECTION FEE

Date Fee Paid, Amount, Date of Commencement of Work, Reference No., Estimated Date of Completion, Contractors Signature

- 1. In respect of authorised work carried out by me at the above mentioned property I certify that: i. The work corresponds to the specifications in the notice of work. ii. The completed work has been tested as required by the Regulator and has passed such test; iii. Where required by Section 11 of the Plumbing and Drainage Act 2011, I have given written notice of any identified pre-existing defective plumbing and/or drainage work. Yes [] N/A [] iv. The work complies with the relevant Acts, Regulations, Codes and Standards; v. The work was completed on 11/12/2020 Contractors Signature [Signature]

SAMPLE



369 Casuarina Way, Casuarina
Ph/Fax: 0266748881
Email: info@coastlineplumbing.com.au
ABN: 75 137 723150 131244C

Plumbing at 2 Sunfish Lane – Sew 20/0163

11th Dec, 2020

To Whom It May Concern:

I have completed the plumbing at the new dwelling at the above address in accordance with the Australian Standards and also to comply with the NSW BASIX requirements as follows:

- Water pressure 500KPA at meter
- Dual flush toilets have been installed
- Low flow shower heads/ min 3 star rated tapware installed
- Rainwater tank installed and reticulated as per BASIX
- Heat pump installed and hot water tempered to 50 deg

Please contact me on 0404 360645 if you need any further details.

Sincerely

A handwritten signature in black ink, appearing to be 'David Curtis', with a long horizontal stroke extending to the right.

David Curtis
Coastline Plumbing and Gas Pty Ltd

Waterproofing Certificate

Ken Geary - Waterproofer

ABN: 77366839451 Lic: 300199C

20/19 Green St Alstonville NSW 2477

ken.waterproofing@hotmail.com

SAMPLE

I certify that work carried out has been done in compliance with A.S 3740-2010 for waterproofing of wet areas within residential buildings.

Company/ Client name: Armac Construction

Site Address: 2 Sunfish Lane, Kingscliff.

Date of Completion: 28/08/2020

Job Description: Wet Area Waterproofing


Details:

Main Bathroom: Shower wall area and total floor area.

Ensuite. Shower wall area and total floor area.

Laundry: Perimeter wall/floor flashing.

Ken Geary.



SAMPLE

CERTIFICATION OF FIRE DETECTION AND ALARM SYSTEM

Council Use Only
DA No.....

ATTENTION: Chief Health and Building Surveyor

PREMISES:

APPLICANT:

OWNER:

I, <Electrical Contractor Name>, being a qualified licensed electrical contractor, hereby certify that I have installed the automatic fire detection and alarm system at the abovementioned premises in accordance with the following requirements:

- Smoke Alarms – complying with AS 3786 or listed in the SSL Register of Accredited Products, have been connected to the 240 V mains electrical power having a standby power supply, being installed in the following locations:
 - In any storey containing bedrooms – between each area containing any bedrooms and the remainder of the dwelling, including any hallway associated with the bedrooms or in each bedroom; and any storey not containing bedrooms
- All alarms have been interconnected.

SIGNED: DATED:

LICENCE NO: PHONE NO:

EMAIL:

ADDRESS:

Producer Statement

Job Ref: 52235-20

Truss Design Criteria**CLIENT Name:** Armac Const. 2**SITE Details:**

Address : 42 Cylinders Dr
Kingscliff

City:

Post Code: State:

SAMPLE

Nominal Design Criteria:

Building importance: Residential (Importance Level 2)
 Roofing: Sheet steel (0.48mm) (5.6 kg/sq.m)
 Ceiling: 10mm plasterboard (7.2 kg/sq.m)
 Top chord purlins: 900 mm

BC restraints: Direct (nail/screw restraint) at 600 mm crs
 Standard truss spacing: 600 mm
 Standard roof pitch: 2.00 deg.
 Ult. design wind speed: 50 m/s (wind classification = N3)
 Max. eaves height: 6 m
 Max. ridge height: 8 m
 Int pressure coeff. up: 0.2
 Overhang Condition: Metal fascia

Note : Where relevant, a structural fascia beam is required at all hip and dutch hip corners to support the short creeper/rafter overhangs, as shown in AS4440-2004

Note: Ceiling lining must be fixed to the bottom chords of trusses with nails or screws at maximum 600 mm centres.

Note: This statement must be read in conjunction with the truss layout and detail sheets.

Note: The Structural Timber products supplied in this building stores approximately '710' kg of carbon.

Compliance:

The truss designs for this job have been determined using computer software provided by Pryda Australia, using sound and widely accepted engineering principles. In particular, loadings and designs are performed in accordance with the Standards adopted by primary reference in the National Construction Code (NCC 2019), Part A4.0 and Schedule 4 of Volume One and Two.

In addition, the following secondary referenced Australian Standards also apply:

AS 1649-2001 Timber - Methods of test for mechanical fasteners and connectors - Basic working loads and characteristic strengths

The software used in the preparation of these designs complies with the requirements in the ABCB "Protocol for Structural Software" (Version 2011.2), where applicable. A copy of the Compliance Document referenced therein is held at the Pryda office in Melbourne, Australia, and is available for examination by approval authorities and other building practitioners if required.

The person signing this Statement has been trained in the use of this software (Training certificate ID: PB4R100182).

All trusses shall be manufactured in accordance with the fabrication specifications provided by Pryda, and installed, connected and braced in accordance with the recommendations given in - : AS4440:2004 "Installation of nailplated timber roof trusses" and any other supplementary details that may be provided, such as the Pryda Installation Guides.

All truss designs and their connections have been designed using Pryda design software. Additional items such as roof/ceiling plane bracing, special notes, supplementary timber, etc., which may be shown on the plan drawings are the responsibility of others.

Name: Alex Lee

Position: Roof Truss Detailer

Signed: 

Date: 05-02-2020



ALUMALITE WINDOWS

ABN 65 095 668 876
Hogan Street, Ballina,
P.O. Box 327, Ballina. 2478
Ph. (02) 6686 3160 - Fax (02) 6681 4300
Alumalite3@bigpond.com

SAMPLE

2nd December, 2020

TO WHOM IT MAY CONCERN,

WINDOWS AND DOORS SUPPLIED BY ALUMA-LITE WINDOWS - BALLINA, to –

BUILDER: ARMAC CONSTRUCTION

JOB: <INSERT SITE ADDRESS>

Comply with the following;
Clause B1.3(i) Building Code of Australia
Australian Standard 1288-2006 Glass in Buildings-
Australian Standard 1170.2 Wind loads, Australian Standard 4055-2012, Australian Standard 2047
Wind Loadings for Housing.

WIND RATING XXXX p.a.

WATER RATING XXX p.a.

Yours faithfully,

D.P. DYSON
MANAGER



TWEED COOLANGATTA
PROPERTY SERVICES

SAMPLE

Glazing Compliance Certificate

To Whom It May Concern:

The shower screens, wardrobes and mirrors installed for Armac Constructions at Lot 2 & 3 Sunfish Lane Casuarina complies with AS1288-2006 standards.

Kind Regards

Jack Malone
License number 143264C

30/11/2020



CERTIFICATE OF INSTALLATION

I certify that the installation has been carried out in accordance with the requirements of NCC Vol. 2, 2019 part 3.1.4 and relevant CodeMark Certificate of Conformity and in accordance with the Australian Standards 3660.1:2014

The installer warrants that this certificate of installation has been issued by a fully licensed installer with all relevant state, territory and government qualifications.

General Details	
Service Order ID:	421721622
Location ID:	421207442
Customer Reference number	-
Client Company Name:	ARMAC Construction Pty Ltd
Client Contact Name:	Ryan McDonald
Technician's Name:	Nick Hartshorn
Was the Treatment Notice Sticker Installed or Updated:	Yes, Updated
Technician's Signature:	

Additional Information

Structure Details	
Date of report:	20-07-2020
Street Name:	Lot 11 Sunfish Lane
Suburb:	Kingscliff
State:	NSW
Post Code:	2487

Installation Details

Service Type	System Used	Service Carried Out	Length (m)	Width (mm)	Height (mm)	Qty
New installation	Flickguard	Cold Joint - Abutting Building Slab	17m	300		
New installation	Flickguard	Wraps - Services				2
New installation	Termguard	Collars - Drainage				11



INSURANCE

Included in this section is the Home Building Compensation Fund insurance certificate and policy for your property. This insurance is provided in accordance with the Home Building Act 1989 (NSW).

Certificate in respect of insurance for residential building work

Policy No:
Policy Date:



A contract of insurance complying with sections 92 and 96 of the **Home Building Act 1989** (the Act) has been issued by Insurance and Care NSW (icare) for the insurer, the NSW Self Insurance Corporation (Home Building Compensation Fund). icare provides services to the NSW Self Insurance Corporation under section 10 of the **State Insurance and Care Governance Act 2015**.

Period of Insurance	The contract of insurance provides cover for both the construction period and the warranty period.
In respect of	
Description of construction as advised by builder^	
At	
Site plan number^	
Site plan type^	
Homeowner	
Carried out by	
Licence number	224216C
Builder job number^	
Contract amount^	
Contract date^	
Premium paid	
Cost of additional products or services under contract	
Price (including GST and Stamp Duty) <small>Note: The total price does not include any brokerage or other costs to arrange the insurance contract.</small>	

^Additional information

Subject to the Act, the Home Building Regulation 2014 and the conditions of the insurance contract, cover will be provided to a beneficiary described in the contract and successors in title to the beneficiary. This Certificate is to be read in conjunction with the policy wording current as at the policy date and available at the icare website at www.icare.nsw.gov.au

Certificate No:
Issued on:

Nathan Agius, General Manager, General Lines Underwriting
Signed on behalf of the insurer



This certificate may only be cancelled within two (2) years of the policy date and only where no work has commenced and no monies have been paid under the building contract.

IMPORTANT NOTE Your contractor must give you either: (a) a certificate of combined cover OR (b) 2 certificates, one covering construction period cover and a second certificate covering the warranty period for the work.



PAINT COLOURS

This section lists the paint colours used on the major areas of your home. This information is provided to assist with colour matching in the future.

Internal

Walls - General

Dulux Wash & Wear Low Sheen
Lexicon

Walls - Lining Boards

Dulux Wash & Wear Semi Gloss
Deepest Water
Milton Moon
Sage Monica
White on White

Ceiling

Dulux Wash & Wear Low Sheen
Ceiling White

Wet Area Walls & Ceilings

Dulux Wash & Wear Plus
Lexicon

External

Dulux Milton Moon
Dulux Vivid White

(Note: Not all external colours will be relevant to your home)



PRODUCT MANUALS

This section includes copies of manufacturers manuals including operating and maintenance advice for the following items in your new home:







- Oven
- Cooktop
- Range hood
- Dishwasher
- Air-conditioner
- Windows
- Garage door
- Hot water unit
- Clothes line



OPTICOMM CONNECTION BROCHURE

HOW TO GET CONNECTED...

To connect your new home to the fibre optic network that will enable your TV**, broadband, telephone and other services, you will need to:

-  Check that your property has OptiComm fibre available at www.opticomm.net.au
-  Register your property with OptiComm online or call 1300 137 800
-  Confirm your connection with the return of documentation to OptiComm
-  Make payment of your connection fee
-  Agree to appointment time and date for connection
-  Call your preferred telephone, internet or pay TV** service provider to request connection or find a participating service provider at www.opticomm.net.au



CONNECTING

Online: www.opticomm.net.au

Customer Connection Information

Desk: 1300 137 800

Email: ccid@opticomm.net.au

FOLLOWING CONNECTION

Technical support, queries and fault reporting contacts for the following:

Freeview*: 1300 044 319

Foxtel*: 131 999

Internet: Your retail service

Telephone: Your retail service

IMPORTANT NOTE: All installation and service issues/faults should always be directed to your Retail Service Provider. OptiComm staff will not accept any direct calls or Emails for service installation and/ or faults from residents. Your RSP will work with OptiComm to resolve any issues you may be encountering.

*Please check with your developer to be sure of the services provided at your estate.

SAMPLE

GETTING CONNECTED TO



FTTP BROADACRE



OPTICOMM FIBRE CONNECTED COMMUNITIES

THERE ARE MANY FEATURES AND
SERVICES PROVIDED ACROSS
OPTICOMM'S FIBRE NETWORK

TELECOMMUTING

Access to superfast internet speeds ensures a great working experience from home.

SCHOOLING

Enter a new world of learning by readily accessing content for school assignments and further education. University study just got easier with the ability to collaborate online promptly and securely across the globe.

TELEPHONY

Using the phone at home will be the same as it is today.

KEEPING IN TOUCH

Family and friends will never be far away when you can stay in touch via high definition video calls and live chats.

PLAY IT YOUR WAY

Family entertainment on your terms – watch what you want, when you want with the capacity to view television** in High Definition.

ELECTRONIC GAMING ONLINE

With speed capabilities enabling multiple players worldwide enjoy high speeds connecting you to a new gaming experience.

SAMPLE

ASK YOUR BUILDER...

- Has your home been prepared in accordance with OptiComm's Cable Entry Guidelines?
- Has your in-home wiring for broadband, telephone, Freeview** and Pay TV** been installed in accordance with industry standards?

Note: The OptiComm Cable Entry Guidelines are available online at www.opticomm.net.au, should you require assistance with the information provided contact the OptiComm Customer Connection Information Desk by phoning 1300 137 800 or emailing ccid@opticomm.net.au.

It is very important that all in home wiring and cable entry work has been completed by your builder to avoid delays in getting connected.

