

30 year Structural Guarantee



We strive for excellence for our customers, and that is why we are happy to offer our customers a 30 year structural guarantee on all our Vogue homes.

Our structural guarantee will give you security, knowing that we will deliver quality workmanship and customer service not only throughout your home building experience but after as well.

Terms, conditions and exclusions

Our 30 year structural guarantee is available for all our Vogue Homes customers who have signed on or after 31st August 2020. The 30 year structural guarantee is non-transferable to future owners of the home.



Structural Warranty and our responsibility



Warranty protects only Structural defects including foundations systems, concrete or strip footings, load bearing brick work, structural timbers and steel in wall or roof framing in accordance to the following Australian Standards and Building Code of Australia.



Foundation systems, concrete and or strip footing: AS2870, Appendix B



Structural failure is defined as 'Damage Category 3' or higher (AS 2870) for a structural failure to exist



Structural timbers and steel in wall or roof framing where structural failure is defined pursuant to the Building Code of Australia and all relevant Australian Standards including AS 1684



Load bearing brickwork where structural failure is defined pursuant to the Building Code of Australia and all relevant Australian Standards including AS 4773.

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Your new home 30 Year Guarantee Structural Warranty begins the day of practical completion as outlined in your new home building contract.

Vogues' 30 year Structural Guarantee

Our 30 year structural guarantee is additional to any guarantee, statutory insurance or homebuilders liability scheme already provided to our customers.



Exclusions

• Defects due to neglect or misuse

Any defects or structural failure as a result of neglect, misuse or lack of maintenance by the customer will not be covered under the 30 year structural warranty. Including upkeep and maintenance of termite protection.

Failure to maintain your own home in accordance with documentation supplied to you and guides such as the *CSIRO guide- Foundation Maintenance and Footing Performance: a homeowners guide*, will void the 30 year structural warranty. Failure to properly maintain the fittings or fixtures on your land including; drains, pipes, pits, plumbing works, electrical wiring and appliances is not covered by this warranty.

Vogue Homes will install and upkeep your termite control system during construction in accordance with Australian Standard AS 3660.1. After practical completion, it is your responsibility to engage a licensed contractor to inspect and protect your new home for termites annually. Any structural failure as a result of not maintaining your termite protection system is not covered under this warranty. Information about your termite protection system and how to maintain it will be provided in your Handover Pack at practical completion.

• Defects due to environmental factors.

Any structural failure as a consequence of environmental forces or events such as weather, hail, storms, fire, flood, earthquake and wind are not covered under this warranty.

It is recommended that you obtain insurance for your new home to cover for such events. In the event such damage occurs, you should contact your insurer immediately to have any damage rectified as soon as possible to prevent further damage.

• Natural causes, poor drainage and leaking plumbing.

Defects and damage to footing systems that arise from abnormal site conditions or changes to the site (other than seasonal changes), such as the effect of tree roots/plant growth, poorly designed landscaping is not covered under this warranty. Poor surface drainage to the land or leaking plumbing in or about the house is not covered under this warranty.

For information regarding the prevention of this type of defect you can refer to documents such as *CSIRO guide- Foundation Maintenance and Footing Performance: a homeowners guide*

• Minor cracking and fair wear and tear

Minor cracking may occur to your new home as a result of your new home settling. In a new home, shrinking and expanding may be evident in minor cracks in inflexible internal junctions to walls and ceilings and potentially hairline surface cracks to slab and concrete surfaces. Minor cracking, as defined in AS2870 Appendix B, and fair wear and tear is not covered under the 30 year structural warranty.

• Additions and renovations

Any renovations, additions, alterations, extensions or other structural changes (including significant landscaping and pools) undertaken to the home after practical completion will void the 30 year Structural Guarantee Warranty.

For the avoidance of doubt this structural guarantee does not cover items of a non-structural nature such as any marks, scratches or defects to bench tops, vanities, cupboard doors, basins, baths, showers, floor coverings, tiles, furniture, fixtures and fittings, curtains, appliances and machines, painted surfaces and similar item.

How to complete a claim:

- To make a claim under the 30 year structural guarantee you are required to detail your request in writing via email or post to our head office
- Once we receive the claim we will review your request and inspect your property to determine if all requirements under this guarantee are met.
- A response in writing will be provided to you to outline the outcome of the assessment and the next steps to be taken.
- Where the structural failure meets the requirements laid out in this guarantee, we will commence rectification, within a reasonable amount of time.
- Where it is determined by us that there is no structural failure and/or it does not meet our requirements under this structural guarantee (e.g. It has been caused as a result of one of the exclusions listed in this document), then all rectification costs will be your responsibility.