

# LANES RESIDENCES

WEST VILLAGE

## MAINTENANCE AND WARRANTY

PLEASE FIND LISTED BELOW SUPPLIERS OF THE STANDARD FIXTURES  
AND FITTINGS WITHIN THE LANES RESIDENCES.

### APARTMENT WARRANTY

Maintenance items not completed or identified during the pre-settlement inspection can form part of the Post Settlement Building Warranty.

### WARRANTY PERIODS

Building warranty work usually falls into two categories:

#### - Structural

› Valid for six years and six months from practical completion.

#### - Non-structural

› Valid for 12 months from practical completion.\*

Practical completion is deemed as the date of the final building inspection by Council or Certifier (please refer to [www.qbcc.qld.gov.au](http://www.qbcc.qld.gov.au) for more details).

Defects do not include damage by any owner, resident, or any other party.

### MAKING A WARRANTY CLAIM

DLP Manager has been engaged to facilitate the management of defects at The Lanes Residences - West Village. All builders warranty claims must be logged via the DLP Manager platform which can be accessed via [www.dlpmanage.com.au](http://www.dlpmanage.com.au)

Upon settlement, owners are issued access to DLP Manager. Owners not residing in the building may nominate their property manager to log their defects on behalf of tenants.

Items arising out of fair and reasonable wear and tear remain the responsibility of the owner/occupier and are not covered by this warranty.

Prior to submitting a building warranty claim, you must first self-assess in line with the following procedure:

1. Refer to this Operations and Maintenance Manual – It is the responsibility of the owner to maintain their property in accordance with this manual.
2. Refer to the Queensland Guide to Standards and Tolerances 2019. This guide was developed by the Queensland Building and Construction Commission and is a guide to what constitutes a building defect in Queensland.

[www.qbcc.qld.gov.au/sites/default/files/documents/guide-standards-tolerances.pdf](http://www.qbcc.qld.gov.au/sites/default/files/documents/guide-standards-tolerances.pdf)

If you feel that you have a valid building warranty claim, please log it in DLP Manager and we can undertake a final assessment and rectify the issue.

The owner or occupier must give builders and trades access to the property during reasonable times (Monday to Friday between 7am and 3.30pm) to enable inspection of the defects and carry out the rectification works.

Items of a more significant nature (e.g. water leaks) should be reported immediately to The Lanes Residences Building Manager by phone **0434 417 378**, followed by confirmation in writing to [bmthelanes@tessaresidential.com.au](mailto:bmthelanes@tessaresidential.com.au).

### APPLIANCES

Information relating to the high quality appliances and systems within your new home are outlined in the manuals contained within your settlement pack. All home appliances, including your oven, cooktop, rangehood, dishwasher and air conditioning are covered by the manufacturer's warranty. If you discover that an appliance is not operating correctly or is faulty, please contact the manufacturer (for air conditioning see note below). The manufacturer's information, warranties and instruction booklets are provided in your settlement pack. It is the property owners responsibility to maintain these items and arrange repairs and maintenance if required. Repairs should be carried out by an authorised service company in accordance with the manufacturer's specifications.

Please note that an appliance defect is not a building warranty issue and that Sunland has no control over manufacturers servicing times and schedules.

It is recommended that all manuals and warranties are kept in a safe place within the home.

The energy sources of your appliances are as follows:

- Rangehood – Electricity
- Cooktop – Electricity
- Oven – Electricity
- Dishwasher – Electricity
- Hot Water – Gas

### AIR-CONDITIONING WARRANTY

There is a 12 month electrical contractors installation warranty on Air-Conditioning units, and for the first year any air conditioning issues should be reported via DLP Manager first before making a manufacturer's warranty call (refer section 7.1 – Making a Warranty Claim). The manufacturer's warranty on the air conditioning units is five (5) years. There is a 12 month warranty on all exhaust fans.

For more detailed information, please refer to your Home Owner's Manual which was provided to you via email after settlement

## Sunland Group

All reasonable care has been taken in the preparation of this Maintenance and Warranty Information Sheet.  
o the best of our knowledge, no relevant information has been omitted and all information is correct at the time of printing.