

# THE LANES

RESIDENCES

## POST SETTLEMENT BUILDING WARRANTY REPORTING FORM

Apartment Number \_\_\_\_\_ Name \_\_\_\_\_

Contact Number \_\_\_\_\_ Date Reported \_\_\_\_\_

Email Address \_\_\_\_\_

AREA	WARRANTY ITEM DESCRIPTION	CONTRACTOR ASSIGNED TO <small>[OFFICE USE ONLY]</small>
LIVING/DINING AREA		
KITCHEN		
LAUNDRY		
POWDER ROOM <small>[WHERE APPLICABLE]</small>		
MASTER BEDROOM		
ENSUITE		
BEDROOM TWO <small>[WHERE APPLICABLE]</small>		
BEDROOM THREE <small>[WHERE APPLICABLE]</small>		
MULTI-PURPOSE ROOM/ STUDY <small>[WHERE APPLICABLE]</small>		
MAIN BATHROOM <small>[WHERE APPLICABLE]</small>		
BALCONY/TERRACE		
OTHER		

Upon completion, please email this form to [lanesmaint@sunlandgroup.com.au](mailto:lanesmaint@sunlandgroup.com.au)

In case of emergency or urgent warranty items being detected, please contact The Lanes Residences Building Manager on 1300 826 939

Please note: As per your contractual obligations, this form is required to be submitted within 90 days from the date of your settlement. This form is for recording purposes only. No responsibility for the rectification of the above items is assumed until a full investigation has been carried out.

# THE LANES

R E S I D E N C E S

## GENERAL BUILDING WARRANTY NOTIFICATION PROCEDURE

Any warranty items you note post-settlement should be advised to Sunland Group by completing the above form and sending via email to:

**Email: [LanesMaint@sunlandgroup.com.au](mailto:LanesMaint@sunlandgroup.com.au)**

*Our team will endeavour to formally respond and acknowledge the email within 5 business days.*

## EMERGENCY OR CRITICAL ISSUES PROCEDURE

If a defect is identified as an emergency directly resulting in harm/duress to the unit owner and/or tenant, please **Contact 1300 826 939**.

## APPLIANCE OR EQUIPMENT WARRANTY CLAIMS

Please refer to the specific warranty claim card within your physical unit handover pack. You will need to note specific serial numbers and contact details for the warranty claim to be issued to the manufacturer.

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TO MINIMISE UNNECESSARY CALL OUTS AND WARRANTY CLAIMS, PLEASE MAKE SURE TO REFER TO THE PRODUCT MANUALS AND GUIDES PROVIDED TO YOU IN YOUR SETTLEMENT PACK AND VIA THE ONLINE RESOURCES PROVIDED TO YOU IN YOUR SETTLEMENT EMAIL. CALL OUT FEES MAY BE CHARGED IF THE ISSUE IS DEEMED NOT TO BE A WARRANTY CLAIM.

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