



Your home care guide

Congrats

Now it's time to start making new memories.



Welcome to your new Homebuyers Centre home

We know how exciting it is, and we're keen to keep that feeling alive.

This Home Care Guide is all about our after-sales service commitment to you. In here, you'll find important info about a few things:

Warranties	05	Structural movement	20
Summary of Warranties	12	Paving and landscaping	22
Home care tips	14	Drainage	23
Handy hints and emergency guide	18		

At Homebuyers Centre, we are committed to ensuring that everything in your new home is just as it should be, now and in the future

Confidence in your home:

Privately owned Australian company since 1978, so you can build with confidence.

Built to last

Feel confident in your home knowing you've built a solid base.

25 year structural guarantee

You'll have our support long after we've handed you the keys.

12 month service warranty

Our supplier partners provide their own specific warranty to keep your appliances running smoothly.

Appliance warranties

There are other warranties that cover various aspects of your home for different durations so make sure you check out the Summary of Warranties section of this guide. Please keep in mind that problems caused by misuse or neglect are not covered, and it's your responsibility to ensure your home is correctly maintained.

Home design shown: Hunter



Your home is one of your greatest assets

With the right care, it will always be a great place to live while maintaining its value.

Home design shown: Lismore



Home design shown: Windsor



All new homes have a ‘settling in’ period, where small issues may emerge that require attention.

Our 12-month Warranty Service is a routine check up, specifically designed to service your new home.

If you have any queries or items you would like us to review in your new home prior to your 12-month anniversary, please email through the items to the Warranty Department with photos or any other applicable attachments.

Let's talk about the first 12 months

Leading up to your 12-month anniversary, you will be required to contact our Warranty Department to book in your comprehensive inspection.

We recommend contacting us via email and providing a list of items you would like inspected or discussed during the inspection. Please also provide your available options, keeping in mind our Warranty Site Managers are available to carry out inspections Monday, Tuesday, Thursday and Friday at 8am or 11am.

We recommend you aim to have this booked in roughly 3-4 weeks before the anniversary of your handover date. This period may change from time to time subject to our availability, but will not affect the 12 month timeframe or appointment.

On the day of your inspection, our Warranty Site Manager will attend at the time of the scheduled appointment and firstly go through your listed items. Following this, they will carry out the necessary performance checks and talk through ongoing home owner maintenance requirements. Any required works will be discussed and booked with yourself for upcoming availability. We always intend on actioning all works on the one day to minimise any inconvenience for yourself.



Home design shown: Lawson



Facade shown: Hayman

So what happens after 12 months?

Our warranties cover various aspects of your home and extend for differing periods.

These are outlined in the Summary of Warranties. To carry out any work covered by this warranty, our Warranty Department will need access to your home during normal working hours (Monday – Friday 8am to 4pm).

If an issue does arise, first thing to do is contact our Warranty Department with as much information as possible, and photos where applicable to ensure your claim is assessed efficiently. An inspection will be arranged if deemed necessary.

If you need us to assess any item within the terms of our warranties after 12 months, just email our Warranty Department at warranty@abngroup.com.au.

Concerns or questions?

If you have any concerns or questions about the performance of any component of your home, just contact our Warranty Department via email warranty@abngroup.com.au or give us a call on (03) 9674 4554.

What's not included in your 12-month warranty service

Our after-sales service and warranty program is comprehensive.

But there are some items we're unable to cover. These include things related to the general care and maintenance, which keeps your home working, and looking, at its best.



Some of the items we do not cover include:

Storm, fire, flood or malicious damage

We do not take responsibility for damage caused by storm, fire, flood, earthquake or malicious damage. These events should be covered by your home and contents insurance. Please check with your insurance provider.

Misuse and neglect

Our 12-month Warranty Service does not cover problems caused by misuse or neglect on your part. It is therefore in your interest to ensure that your home receives proper care and maintenance, as outlined in this guide, product manuals and our online Home Care Guide.

Please take care when moving into your new home, as general damages are not covered within your Warranty. Some details of these items that are not covered are listed below for your reference.

Chips, scuff marks, scratches and cracks to;

- Tiles (wall and floor)
- Roof tiles
- Timber and laminate flooring
- Benchtops and kitchen cabinetry
- Windows (glass and frames)
- Splash backs, shower screens and mirrors
- Appliances (rangehood, oven, microwave etc.)
- Internal plumbing fittings (sinks, toilets, baths, tapware etc.)
- External plumbing (downpipes colorbond & PVC)
- Paint plaster work (internal & external)
- External render work

Other;

- Stolen appliances
- Damage to irrigation and landscaping works
- Rodent/pests that enter your house or roof space (birds, mice, rats, ants etc.)
- Condensation
- Plumbing blockages that are caused by client use (flushing nappies, baby wipes or excessive toilet paper) – if a plumber is required for this, the costs will be passed onto the client
- Water damage to timber floating floors – you are provided with an appropriate floor cleaning kit with your hand over pack. Steam mops and wet mops will damage floors along with any liquid spills

Guarantee of appliances

Your cooktop, oven, hot water unit and other appliances are covered by their individual manufacturers' warranties. Service within the manufacturers warranty periods can be obtained by contacting the relevant manufacturers. If you experience any difficulties, please contact our Warranty Department for advice and assistance.

Note: Only ABN Group Victoria approved trades & suppliers are authorised to assess and carry out warranty related repair works. Any external professional trade, supplier or manufacturer assessments or repairs on any part of the property, fixtures or fittings may void warranty claims. Any related charges will not be paid by ABN Group Victoria. For further information please contact our Warranty Department to lodge a service inquiry on (03) 9674 4554.

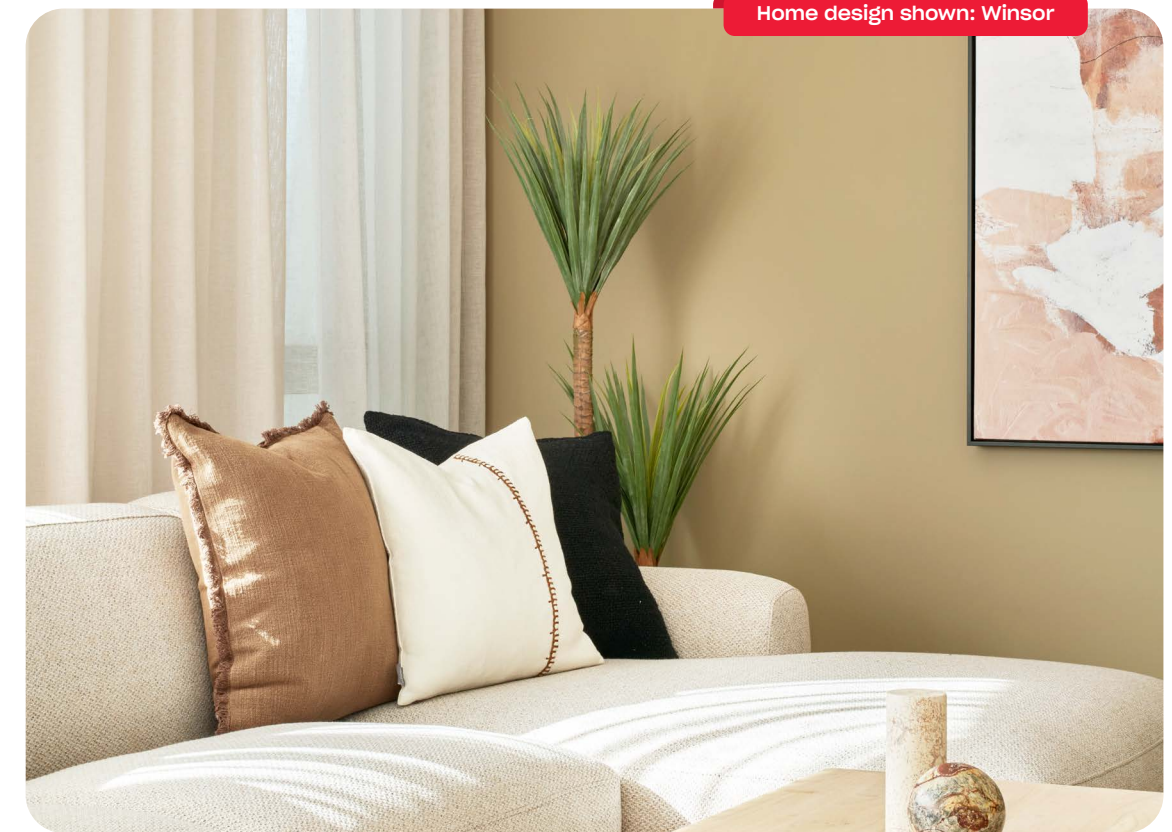
25-year structural warranty

As a Homebuyers Centre homeowner, you get the extra protection of a 25-Year Structural Warranty. While you'll probably never need to use it, it's good to know it's there.

Facade shown: Emerson



Home design shown: Winsor



Damage to footings caused by trees

If you have trees near concrete footings of your home, they may cause shrinkage of the soil, particularly in soils with a clay composition. This can result in damage to footings.

We recommend you maintain a clear space between the external walls of your home and any established or planted trees. Distance from the foundation should be equal to full height of a mature tree. If you do not comply with this recommendation, we are unable to take responsibility if there is structural damage to your home due to tree growth.

For any landscaping guidance or recommendations on protecting your slab and footings, please refer to the CSIRO and VBA published - Minimising foundation movement brochures included in your handover pack.

Transferring warranties if you sell your property

The structural warranty for your home is transferable, however once it is transferred to a new owner the term of the warranty will reduce from 25 years to 10 years, which commences from the date of completion of construction.

Please note that if you sell your home within 12 months of settlement, the new owners will not receive our 12-month Free Warranty Service. If you wish, you can carry this out before you sell your home.

Summary of warranties

Item	Warranty Period
Alarm Systems	Refer to manufacturer's warranty.
Appliances: Electrical and Gas	Refer to manufacturer's warranty.
Cabinets, Benchtops and Vanities	12 months on workmanship – refer to manufacturer's warranty.
Crystalline Silica-Free Benchtops	Register your benchtops directly with Stone Ambassador for their manufacturer's warranty.
Ceramic Tiling	12 months for floor cracks (ceramic tiling cracks are only covered if caused directly by builders workmanship).
Concrete Foundations	25 years (see 25-year Structural Guarantee –conditions apply).
Door Furniture	External handles and locks – 12-month mechanical guarantee. Internal handles and locks – 12-month tarnish-resistant and 1-year mechanical guarantee.
Doors: External	12 months. Please note: Dark colours and varnish products require ongoing maintenance by the homeowner. Stain and varnish coats do not withstand harsh weather conditions, particularly in exposed areas. Door manufacturers recommend that all external doors should be painted in light colours to reduce warping to door structure. Please note: No guarantee is provided by the builder or manufacturer for doors painted with dark colours or varnish products.
Doors: Internal	12 months. Please note: The application of white or light-coloured paint internally may result in premature yellowing. No guarantee is provided by builder or manufacturer against discolouring. We recommend your home is exposed to plenty of natural light and ventilation.
Electrical Wiring	12-month install warranty.
Garage Door	Refer to manufacturer's warranty and service annually.
Gutters, Valleys, Downpipes	12 months.
Heating and Cooling	Refer to manufacturer's warranty – service every 24-months or via the service notification on the unit with manufacturer.

Item	Warranty Period
Laminate Timber Floors	12 months warranty on installation. Water damage and wear and tear is not covered.
Mirrors	12-month install warranty.
Painting	12 months (six months for varnish or stain finishes). Varnish or dark colours require ongoing homeowner maintenance.
Plastering	12 months on cracking at joins and junctions. Deviations that are only visual in critical lighting conditions are not considered defective.
Plumbing	12 months for plumbing fixtures.
Roof Cover: Colorcote	6 years on workmanship.
Roof Cover	12 months workmanship (settlement of ridge capping and cracked/slipped/chipped/broken roof tiles found after handover are not covered under warranty).
Sewer	12 months (blockages are only covered if caused directly by builders' workmanship).
Shower Screens	12-month install warranty.
Smoke Alarms	12-month install warranty.
Structural Brickwork	25 years (see 25-year Structural Guarantee – conditions apply).
Structural Timbers	25 years (see 25-year Structural Guarantee – conditions apply).
Termite Treatments	It is the homeowners responsibility to maintain and service the termite treatment. Refer to installers warranty for further information.
Water Tanks	Refer to manufacturer's warranty.
Windows and Sliding Doors	24 months on moving parts. Additional 7 years on materials and workmanship direct to manufacturer.
Driveway Sealer	6 months.

Home care tips

To help keep your new home in pristine condition, we recommend keeping all surfaces, appliances, fixtures and fittings in top condition by making sure they're maintained and cleaned regularly.

Slab foundation

Maintaining your slab is a vital aspect to ensuring the longevity of your home. At Homebuyers Centre, we are proud to provide you with a 25-year structural warranty on the structural components of your home including your concrete slab, structural steel, structural timbers and structural brickwork (where applicable).

It is possible that minor surface cracking to the garage floor and outdoor living floor may appear overtime. This cracking is known as shrinkage and is due to dehydration of the materials which make up concrete. This is common and considered normal. If you find the cracking is greater than 2mm in width or you are concerned or unsure of the cracking you have noticed, please send photos to our Warranty Department and one of our Warranty Co-ordinators will be able to assist you further.

It is important to familiarise yourself with the Structural Movement guide on pages 22 - 25 of this brochure.

Landscaping, drainage and concreting

We encourage landscaping and drainage to be undertaken as soon as possible. This is to maintain the moisture content in the surrounding soils therefore minimising foundation movement. Best practice landscaping and drainage ensures your slab and home are well protected for the long term performance and maintaining structural integrity.

In order to meet all requirements in the CSIRO document, a professional landscaper, concreter and plumber are required prior to commencement of works. If the CSIRO guidelines have not been met, this may affect your 25-year structural warranty.

Brickwork

Your brickwork can be cleaned with a hose. If staining occurs, the safest method of cleaning your bricks is by using mild household cleaning products. Discolouration can also occur in brickwork due to being exposed to constant weather conditions.

Free standing brick piers in your outdoor living areas or verandas are not designed to carry lateral loads, only vertical loads. We do not recommend fitting hammocks or similar. Preventative care is important in maintaining brickwork. It is essential that garden beds, paved concrete or tiled areas are below the damp proof course and do not cover the weep holes in your brickwork.

Render

Your render can be cleaned with a hose. If staining occurs, a soft brush and a hose is the safest method of cleaning. It is not recommended to use any chemicals or commercial grade cleaners as this may cause discolouration or excessive wear to your render.

All rendered surfaces can fade over time. Darker colours do tend to fade quicker than lighter colours and an effective way to extend the lifespan of the surface is to apply suitable sealer recommended by the manufacturer.

Please note: Colour fading is not considered a building defect and is not covered under warranty. If you notice any cracking in your brickwork, render or mortar which exceeds to 2mm in width, please send photos to our Warranty Department and one of our Warranty Co-ordinators will be able to assist you further.

External paint

Please keep in mind that paint, much like many other components of a home, requires maintenance to keep it looking its best and to protect the material it is applied to. All paints and varnishes differ in their minimum durability periods, so we recommend this be considered when carrying out periodic homeowner maintenance. For example, most exterior acrylics under normal weather conditions carry a minimum durability period of 3 years. However factors such as orientation, along with levels of shelter can create different exposure levels, therefore making particular areas more susceptible to deterioration than others.

Please note marks, scuffs and damage etc. does not form part of the warranty.

Bathrooms

Bathroom surfaces are designed to resist reasonable wear and tear. But sometimes, sand and grit can cause scratching.

We do not recommend bleach-based products for cleaning tiles with dark grout. This may lead to severe discolouration.

We recommend using only mild household cleaners and water instead of bleach-based or abrasive cleaners to effectively and gently clean all surfaces and fittings.

Bathrooms need to be adequately ventilated to minimise humidity and excess moisture.

Kitchens

Your sink is designed to withstand the wear and tear of everyday use. However, you can keep it scratch-free for longer by avoiding harsh contact with metal utensils.

Plumbing

Periodic tightening of traps and waste points beneath sinks and basins can be required due to the materials and water temperature. We recommend monitoring to ensure no leaks are present and to eliminate the potential for any damage.

Water hammer is a common occurrence in most homes and can be kept to a minimum by gently turning off taps. Unfortunately, dishwashers and automatic washing machines cannot be controlled easily. Turning down the pressure at the water meter or fitting water hammer arresters may assist in lowering the noise. If your home is in a new sub-division it is possible that the metropolitan water main has higher than normal pressure to allow for servicing future residences. As the area develops, the water pressure to your residence should decrease to normal levels.

Laminated surfaces

Your benchtops will stay unspoiled for longer if you take a few simple precautions. Use chopping boards to protect your benchtops from knife scratches. Also, use mats or insulated stands under kettles, pans or hot food dishes as well as under heat-generating electrical appliances like toasters, fry pans and slow cookers. Direct contact with hot utensils can cause surface burns, blistering and delamination of your benchtops.

We also suggest that you dry off excess water immediately and do not flood or immerse the laminated surface. Sitting water can seep into the surface and filter into joins, causing the underlying layers to swell and warp. Do not allow water to pool around the edge of the sink.

Finally, keep laminated surfaces protected from direct sunlight, as it can cause contraction.



Stone Ambassador surfaces

Make sure you register your benchtop with Stone Ambassador to receive their warranty, along with complimentary care and cleaning products.

For everyday cleaning, use a small amount of non-bleach, non-abrasive cleaner with warm water and a damp cloth or sponge.

Spills from liquids such as fruits, vegetables, and food colourings should be wiped up immediately and cleaned with mild detergent and water to prevent staining.

Mirrors and shower screens

Mirrors require special care in cleaning. Simply wipe over the surface with a few drops of methylated spirits on a damp cloth and polish using a lint free cloth. Do not use abrasive cleaners. Shower screen glass should be cleaned using only cleaning materials, which are free from grit and debris to avoid scratching and marking. Use only detergents and cleaning solutions that are recommended for cleaning glass. Mild detergents are preferable.

Do not allow very hot water to contact the shower screen as it may crack the glass.

Floors – concrete

Hairline cracks may appear in your concrete floor slab immediately after being poured and for up to 12 months after. This is a normal occurrence due to shrinkage and is not detrimental to the structure of the residence.

Floors – tiles

Keep tiles and grout in original condition by cleaning regularly with a soft clean mop and warm water. Avoid abrasive and bleach-based cleaners as this can cause grout to discolour.

Always ensure liquid spills are cleaned immediately to avoid permanent stains on light coloured surfaces.

Glazed floor tiles are best kept clean with regular sweeping or vacuuming. Washing them with a solution of warm water and soapless detergent also helps.

Glazed wall tiles however, should be wiped regularly with a soft cloth to remove soap before it dries. Harsh abrasive and corrosive cleaners should be avoided, particularly on decorated tiles.

Unglazed floor tiles have a slight porosity to their surface and can have a textured finish. This means more attention is required to keep the floor clean. Any spills should be washed from the floor straight away. Soap build up and mould in wet areas can cause grout to discolour. To prevent this from happening, gently scrub with a nylon scouring pad or brush.

Efflorescence can be combated by introducing a simple mixture of vinegar and water to the cleaning process.

Floors – laminate / timber

To protect your flooring, remove any excess water from your floor immediately and sweep regularly to remove stones/grit that will scratch the floor. Place door mats at external entrances and felt protectors underneath furniture legs.

Avoid constant exposure to direct sunlight, this may cause discolouration.

Ventilation

Walls and ceilings can be vulnerable to mould, but with proper precautions this can usually be minimised. Mould is usually caused by excess moisture in the air within your home. The best way to prevent mould is to ensure that your rooms are properly ventilated. Make sure you always use wet area extractor fans and try to keep windows open as often as possible.

Doors and windows

Natural timber doors look appealing, but they do need regular attention to maintain them. Re-coat varnished external doors once a year. External doors will typically expand and contract through seasonal changes and may require adjustments throughout the year.

Door handles, hinges and locks work better if you clean and lubricate them regularly. Carry out regular tightening and adjustments if doors are used frequently.

To ensure window tracks glide smoothly, keep them free from sand to avoid damaging the roller wheels. You will need to clean out sliding windows and door tracks every 3 months to keep the weep holes free from debris to allow water drain.

Aluminum has very good corrosion resistance in most environments, even if the powder coating is damaged. Any build up of dirt and airborne impurities on window frames can reduce durability, especially when exposed to moisture. It is your responsibility to ensure windows are cleaned every six months to remove the build up of impurities.

Window condensation forming on the surface of a window is a normal occurrence and can be easily reduced with simple changes such as improving the ventilation within a home. Opening blinds, windows and the use of fans/dehumidifiers to shift or extract air are all ways to improve ventilation and reduce the build-up of condensation.

Roofing

Any leaks in your home should be repaired without delay, as water can cause significant damage. Inspect roof tiles regularly, making sure that loose ridge tiles are re-bedded and cracked tiles are replaced. Gutters clogged with leaves can cause problems with water flow. Inspect your gutters regularly, especially after storms or windy conditions. It's also worth installing mesh over your gutters if trees surround your home. For coastal homes (within 2km of the ocean), gutters and fascias must be washed down in the summer every three months.

If you have an antenna or skylights installed after handover, Homebuyers Centre will not take responsibility for leaks occurring in that general area. Please consult your contractor to rectify.

Hot water system

This is designed with a pressure relief valve that will release water on a regular basis, so don't worry if you see steam or water coming from the valve intermittently.

Care and maintenance of silicone joints

Avoid the use of abrasive or harsh cleaning products and stiff brushes.

Keep wet areas well ventilated to avoid mould and mildew forming due to excessive moisture.

Clean silicone joints regularly to avoid deterioration.

Inspect silicone joints every 12 months to identify any potential issues. If issues are found please use a qualified professional to rectify.

Learn even
more at our
Home Care Hub

There's always something new to learn about your new home. So we've created a dedicated page that gives you as much info as you need to give your home the best care.

Just visit vic.homebuyers.com.au/home-care

A few more handy hints

Avoiding termites

- Don't stack packing boxes on garage or storeroom floors.
- Avoid storing wood too close to your home as this attracts termites.
- Ensure that any renovations or additions are also installed with a termite control system.

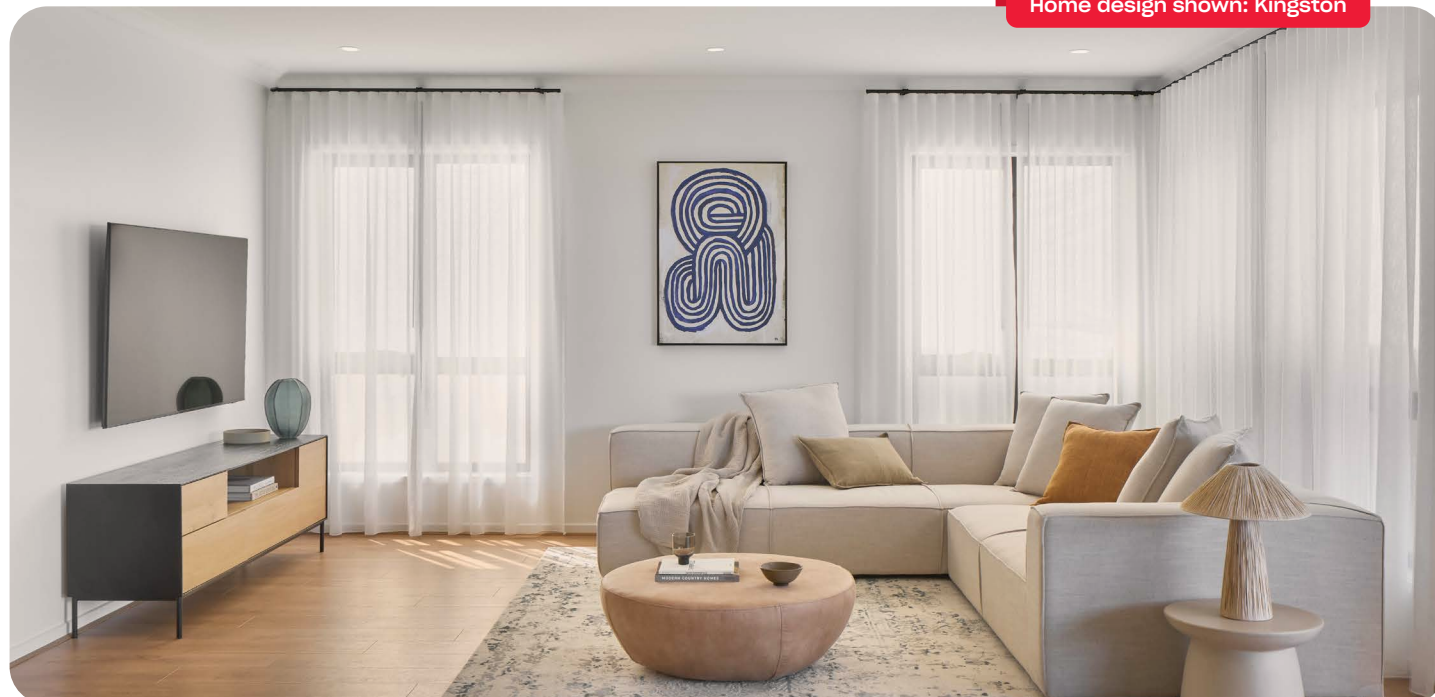
Avoiding burglars

- Lock all windows and doors when you're not at home, and at night.
- Install motion sensors that activate lights, both inside and outside.
- When going away, advise your neighbours and arrange for someone to collect your mail.
- Consider installing a monitored alarm system.

Avoiding fire

- Ensure gutters and roof are clear of leaf litter and debris at the end of the winter period.
- In case of fire in your neighbourhood, ensure evaporative air conditioner units are covered and dampened.
- Ensure the perimeter of your home and grounds are watered down.
- Test smoke alarms regularly.
- Keep your home clear from fire hazards such as dry grass, old tyres, newspapers and flammable fluids.
- Keep ceiling insulation well away from recessed light fittings.

Home design shown: Kingston



Home design shown: Lismore



Ventilation

New homes require a lot of initial ventilation, as they are built with materials containing moisture.

This is contained within materials such as bricks, timber, plaster and tiles. To help with the drying out process, keep your home evenly heated, leave a window open as often as you can and use wet area exhaust fans at all times.

As your home 'dries out' you may notice small cracks as wood and plaster areas may be shrinking. These cracks are structurally insignificant and can be corrected during interior decorating.

Last but not least, always check with your local council before erecting pergolas, sheds, boundary or swimming pool fences.

Any questions?

As you settle in, we hope this guide has answered some of the queries you may have about our after-sales service and care of your home.

Still have any questions? No problem. Just contact us at warranty@abngroup.com.au or on (03) 9674 4554. We're always happy to help.

In case of emergency

As part of our ongoing service, an after hours contact is available when calling our Warranty Department.

A member of our team will be available to provide advice or assistance, and when required, contractors for remedial works. We have various resources available subject to the hour of your call and will be happy to assist where we can*.

If your situation is in fact an emergency, we recommend you contact the appropriate emergency service provider directly without delay.

Warranties department

Email: warranty@abngroup.com.au

Phone: (03) 9674 4554

Please note: In case of emergencies this phone will be monitored after hours.

Emergency service

(Police, ambulance, fire)

Phone: 000

SES

(Storm related damage/emergency situations)

Phone: 132 500

Please familiarise yourself with the following points should an urgent issue arise with your property.

Gas leak

Your gas meter will be located at the front of your property. You can turn the gas off by turning the handle into the horizontal position. If this occurs within the first 12 months of being in your home, please contact our Warranty Department who will arrange plumbers.

Water leak

As with your gas meter, your water meter is located at the front of your property. This can be turned off by turning the handle into a horizontal position. Again, if this occurs within the first 12 months of being in your home, please contact our Warranty Department.

Power outage

If you have a power outage, please contact your electrical provider.

Power tripping

Ensure all appliances are unplugged and switch the circuits back on one at a time. If successful, commence plugging in your appliances and turning them on. This will isolate any potential faults and identify whether it may be related to a circuit or an appliance. For any circuit faults, please contact our Warranty Department for further assistance.

Sewer blockages

Sewers can become blocked for many reasons.

Build-up of wipes and other foreign material will not be covered under warranty. For any blockages caused by a building defect please contact our Warranty Department.



Refer a friend and you'll be rewarded

If you love your Homebuyers Centre home, share the love through our Refer a Friend program.

If they build with us you'll score a \$2,500 voucher.

Visit vic.homebuyers.com.au/refer to find out more and refer your friends and family directly online.

Owner's Responsibilities

Structural movement

As part of our 25-year structural guarantee, we stand behind the quality and craftsmanship of your new home, ensuring lasting durability and peace of mind for years to come

We engineered the design of your slab for the specific soil type of your block. As the owner, there are measures you need to take to protect the structural integrity of your slab. These measures include landscaping and paving, and ongoing home owner's maintenance, which can impact the structure of your home if not carried out correctly. All paving and landscaping works should be undertaken in line with the CSIRO Guidelines. A copy of these guidelines can be found in your HIA New Home Contract and in your My Building Hub.

Paving



All paving should be undertaken by qualified professionals to ensure works meet industry standard and do not impact the structural integrity of your home.

Keep your paving even - avoid placing large expanses of concrete on one side of the house and heavily watered garden beds on the other.



Ensure there is a sealed pathway between your house and lawns. This will keep moisture away from your slab.

Landscaping



Garden beds should be kept away from the home



Light vegetation should be planted close to paving and heavy vegetation at your fence line.

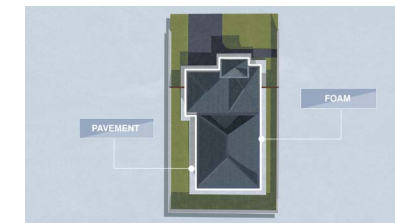


Do not plant trees close to your home where roots may grow and damage the slab.

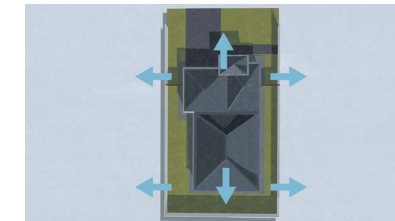
Drainage



It's important to ensure the correct drainage to your home and landscaping, so moisture doesn't get to your slab, as this can result in slab heave.



Expansion foam should be used around downpipes and all solid structures to ensure these don't crack when paving expands or shrinks.



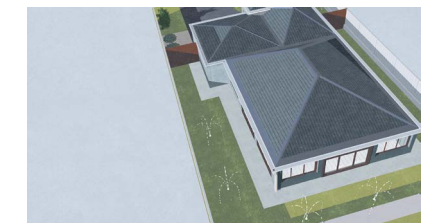
So water can drain away from your slab, ensure there is a sealed path installed around the perimeter of your home, with fall away from the building.



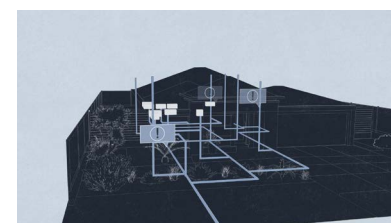
Drainage has also been designed specifically for your new home, so don't alter what has been installed.



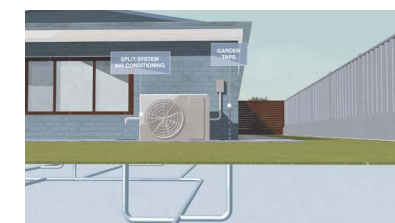
It's important to keep your gutters and drainpipes clear of debris.



Don't install sprinkler systems or irrigation systems directly next to your home.



Regularly maintain your plumbing, drainage and stormwater systems by immediately carrying out repair work if leakages or breakages occur.



Ensure all overflow pipes, split system overflow units and hot water systems are connected to your storm water system. Be mindful of installing anything else that expels water, including split system air conditioners and garden taps. These must be expertly connected to your drainage system by a professional.



131 751
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