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| Emergencies | <p>Resort Managers regularly contact the Emergency Service Departments regarding gate access.</p> <p>Ambulance: phone 000 immediately. No need to contact Resort Managers.</p> <p>Fire: phone 000 immediately & contact Resort Managers.</p> <p>Police: phone 000 immediately & contact Resort Managers only if it involves communal areas.</p> <p>For Urgent after-hour matters concerning communal areas - phone Resort Managers.</p> |
| Electrical or Plumbing Faults in villas | <p>Contact Warranties immediately (see front page).</p> <p>After Hours : In an Emergency situation only, owners can contact a Licenced Electrician/Plumber however, if the issue is found as "Not be a Builders Defect" the contractor will charge the call out directly to the homeowner.</p> |
| Hot Water System | <p>Homeowners should check that the hot water system is turned on at the unit and the electrical box first. Report to GemLife Warranties if it is not working after these checks have been done and the system is still within the one (1) year cosmetic warranty period. The silver alfoil-like cover is required to stay on the control screen. If it comes off, use double sided tape to reapply it.</p> |
| Instruction Manuals | <p>Manuals for appliances should have been left in your villa. If you have not received a manual for an appliance, it can be downloaded from the internet.</p> |
| Internet in villas | <p>Homeowners should check their connection cables. If no connection, contact your internet supplier to see if they are experiencing disruptions. If you have newly moved into a new villa, contact Warranties. If you have not newly moved into your villa or your villa is a resale, please engage an internet technician directly.</p> |
| Product Warranty | <p>1/ Items raised within the 12 Month Builders Warranty period will be lodged to the Supplier directly by the Warranties team on your behalf. Photo evidence will need to be provided along with an explanation of the Product fault for the claim to be initiated. Email to: warranties@qabuild.com.au</p> <p>2/ Items raised outside of the 12 Month Builders Warranty period will need to be raised with the Supplier directly. All information required for the claim can be found in the Product guides given to you at Handover. If the Supplier requests further information relating to your claim, you are welcome to reach out to the Warranties team to request this documentation (e.g. invoices, proof of purchase etc). Email to: warranties@qabuild.com.au</p> |
| Structural Warranty | <p>Items raised both within and outside of the 12 Month Builders Warranty period will need to be sent to the Warranties team in the first instance. A photo will be required and once received will be assessed against the Standards and Tolerances for QLD. If the item of concern is found to be within tolerance, you will be requested to monitor further and report back to the Warranties team when it is considered outside of the Standard/Tolerance for your State. If an Onsite inspection is deemed necessary from our initial assessment, the Maintenance Manager will attend your Villa and provide further feedback thereafter.</p> |
| TV Reception in your villa | <p>Homeowners should check their connection cables. Only report to Resort Managers if multiple villas have no reception. If you have newly moved into a new villa and the connection point is not working at all, contact Warranties. If you have not newly moved into your villa or your villa is a resale, please engage a TV repair tradesman directly.</p> <p>You can also check for local TV outages at:</p> <p>www.downdetector.com.au</p> <p>www.tvservicesunshinecoast.com.au/tv-reception-sunshine-coast.html</p> |