



NDR

renovate solutions

Quality Guarantee

1. Prompt and effective communication

- Before we start we guarantee to discuss your ideas, visions and expectations in depth
- We will offer you additional ideas and solutions as we work through the design process. We may make specific recommendations on design and build options, to help you carry out your vision
- To keep you fully updated on the progress, we will send you weekly progress reports with photos to document the work being undertaken
- We guarantee to inform you immediately if any previous substandard work is identified and provide you with options to rectify the problem. If for any reason an approved existing building system is impractical, we will recommend a temporary solution

2. Transparent costs

- We guarantee that our estimates will include a labour schedule, building materials and sub-contractors costs
- In addition, our labour schedules will be broken down into a week-by-week basis. Where possible we guarantee to schedule tasks to be performed with the most cost effective labour units
- To ensure that your job is completed to a high standard, we guarantee to only source building materials through reputable suppliers. Our management processes assure that we do everything within our power to make sure that your materials are delivered on-site when scheduled, in order to minimise time delays
- Because we only use qualified and trusted sub-contractors we guarantee that they will complete their work in a timely manner and to a professional standard
- We guarantee that no extra costs will be incurred without your agreement, by way of a phone call or a meeting in person to explain the situation. You will be given options either by renovate solutions or the Architect. This will be confirmed in writing
- Daily timesheets are kept by renovate solutions and are available at any stage for your review

3. 100% Completion

- In the highly unlikely event that renovate solutions cause damage to your property or the building envelope fails as a direct result of the current work being undertaken by renovate solutions, we will rectify this at no additional cost to you
- Your job is our priority. While we are engaged on your job, we will see it through to completion. There will be no 'coming and going' to different jobs at different times of the day
- Because we take pride in our work, reflected in the cleanliness of the job, your site will be left clean and presented as best as possible
- We guarantee a 12 month defect-free period, from the final day on-site, as agreed by both parties. See <http://www.building.govt.nz/buildingactreview-consumer-support> for more details

4. Guaranteed workmanship and materials

- We guarantee that all work will be checked by a Qualified Licenced Building Practitioner and that all materials and products will be used in accordance with their manufactures' specifications. Nothing will be used prior to being checked
- We guarantee to use building materials and products that stand the test of time. Where possible we will select materials that come with a 10 year guarantee. Because building materials are subject to limitation, we guarantee that we will provide you with a schedule of limitations for each brand of product

5. Timely project management

- We guarantee to start your project on the date that we agree with you. Should anything arise outside of our control we will communicate this with you immediately, and do everything we can to get your project to where it needs to be as soon as possible

6. Security

- We guarantee that only sub-contractors that have been vetted and checked by us will be permitted to your site
- To assure you peace of mind, all staff employed by renovate solutions have been vetted and checked, by way of a police background check
- We guarantee that at the end of a working day your site will be closed and locked down and best as possible. This may include temporary fences, temporary walls and locks
- A lock box will be used to store keys throughout the project's life cycle

7. Safety

- Because the safety of your family and our team is very important to us and because your job has a unique set of hazards, a SSSP (Site Specific Safety Plan) will be prepared and adhered to at all times on jobs exceeding eight weeks. Our motto is "A safe site is a happy site". If your job takes less than eight weeks, the standard Health and Safety procedures will apply. This can be provided to you on request