



# COOMOORA

SPRINGVALE SOUTH



## HANDOVER GUIDE

A project by





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# Welcome to Coomoora

Dear Owners,

Congratulations on your settlement and welcome to the Coomoora Community.

To assist you with transitioning into your new home, we have prepared this document containing key information to get you settled.

The Handover Guide is also contained on your Coomoora USB as well as on the Coomoora Connect website.

Kind regards,  
Development Victoria

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**A new neighbourhood  
ready to bloom**



# General information

## OWNERS CORPORATION (OC)

[Quantum United](#) has been appointed as the Owners Corporation (OC) manager for the development. Upon settlement, please ensure your conveyancer provides your details to the OC manager via a 'Notice of Acquisition'.

Beyond settlement, Quantum United will continue to provide development updates via regular e-newsletters.

The Owners Corporation are responsible for the ongoing maintenance of all Common Property areas including the internal parks, nature strips, roads, services and signage.

Please note that any maintenance related to private lots such as fencing, landscaping and roofing remain the responsibility of the homeowner.

The Owners Corporation also manage a building insurance policy for the 47 townhouses within the development however it remains the responsibility of the homeowner to insure their contents appropriately.

Quantum United  
Suite 12, Level 2, 100 Overton Road,  
Williams Landing, 3027

**p:** [03 8360 8800](tel:0383608800)

**e:** [coomoora@quantamunited.com.au](mailto:coomoora@quantamunited.com.au)

**w:** [quantamunited.com.au](http://quantamunited.com.au)

## LANDSCAPING AND COMMON AREAS

The landscaped area at the front of the development (facing Coomoora Road) is actively being maintained by Development Victoria's contractors until June 2025. Upon completion of this maintenance period, this area will be maintained ongoing by The City of Greater Dandenong Council. Please ensure beyond this date that any queries, issues or concerns with this area are reported to local council via the contact details provided within this guide.

## MODIFICATIONS TO YOUR PROPERTY

The Owners Corporation, within their Rules have information regarding what is allowed and what requires permission. If you are unsure please reach out for clarification.

## HOME MAINTENANCE

It is the owner's responsibility to suitably maintain their new home including all fixtures and fittings. General details are supplied within the *Handover Guide* whilst detailed product information has been provided on your Coomoora USB.

If you experience any problems with your home after you move in, please check the Warranty details on [page 11](#) of this *Handover Guide*.





# Handover checklist

COMPLIANCE CERTIFICATES (LOCATED ON YOUR USB)
Plumbing Certificate - Roof
Plumbing Certificate - Drainage
Plumbing Certificate - Sanitary, Hot and Cold Water
Plumbing Certificate - Mechanical Services
Electrical Certificate - Prescribed
Electrical Certificate - Non Prescribed
Electrical Certificate - Solar
PERMITS AND INSURANCE (LOCATED ON YOUR USB)
Building Permit
Occupancy Permit
Homeowners Warranty Insurance Certificate
PRODUCT CERTIFICATES AND INFORMATION (LOCATED ON YOUR USB)
Insulation Certificate
Termite Certificate
Waterproofing Certificate - Internal
Waterproofing Certificate - Balcony (if applicable)
Glazing Certificates - Windows, Shower Screens, Splashbacks
External Cladding Certificate
Balcony Balustrade Certificate (if applicable)
Heating / Cooling Manual and Warranty
Benchtop Care and Maintenance
Cabinetry Care and Maintenance
Tapware and Sanitary Ware Product Care Information
Floorboards Care and Maintenance
Carpet Care and Maintenance
Garage Door Care and Maintenance

KEYS AND REMOTE CONTROLS	NUMBER PROVIDED
Garage Remotes (keyring and wall)	
Entry Door Key	
Sliding Door Keys	
Window Keys	
Mailbox Key	
Gate Key (if applicable)	
Air Conditioning Remotes	
SHOWN LOCATION OF THE FOLLOWING	YES
Electrical Meter Box (Switchboard)	<input type="checkbox"/>
Solar - Panels and Inverter	<input type="checkbox"/>
Fibre Internet Connection	<input type="checkbox"/>
Water Tank and Pump	<input type="checkbox"/>
Emergency Contacts	<input type="checkbox"/>
Warranty Information	<input type="checkbox"/>
90 Day Maintenance Process	<input type="checkbox"/>
I/We confirm that all the above documentation and materials have been presented and supplied in good working order.	
Client Signature	Client Signature
	Date



# Council, waste & services

## COUNCIL

Coomoora is located in the Greater Dandenong City Council. There is a range of information for new residents available on their website including local services, community facilities and events.

Greater Dandenong City Council has limited responsibility within the development, however will maintain the front landscaped area (Public Open Space) on Coomoora Road ongoing. General enquiries outside of these areas should be issued to the Owners Corporation who will be able to advise if contact with council is required / necessary.

Dandenong Civic Centre  
225 Lonsdale Street, Dandenong 3175

**p:** [03 8571 1000](tel:0385711000)

**e:** [council@cgd.vic.gov.au](mailto:council@cgd.vic.gov.au)

**w:** [greaterdandenong.vic.gov.au](http://greaterdandenong.vic.gov.au)

## PARKING

Resident parking spaces are provided within the garages of each home. Visitor parking spaces are available both within the development and the adjoining streets. Please note that visitor parking spots are strictly for visitors and are not to be used by any resident's vehicles.

The Owners Corporation will be responsible for monitoring the appropriate use of visitor car parking within the development.

## WASTE COLLECTION

Owners are reminded that bins must not be stored in a visible location and adequate space within the garage of your home has been provided for storage of bins.

General waste collection will occur weekly and recycling collection will occur fortnightly. For collection, your bins will be required to be placed at the edge of your property boundary and Drummond Circuit. Residents in Spearwood Lane are to place their bins in front of their garage door. Please refrain from placing bins on landscaped areas to avoid any damage this may cause.

Waste Collection is managed by the Owners Corporation Manager and any queries should be addressed to them via email.

**e:** [coomoora@quantumunited.com.au](mailto:coomoora@quantumunited.com.au)

## ELECTRICITY

The authority who operates your meter is United Energy. You will need to set up a retail account with a provider to supply electricity to your home. Please access [compare.energy.vic.gov.au](http://compare.energy.vic.gov.au) to choose and compare energy deals.

Should you lose electricity to your property please contact your local electrical authority to confirm there is no outage or planned maintenance in your area.

**w:** [unitedenergy.com.au](http://unitedenergy.com.au)

## TELECOMMUNICATIONS

Fibre optic network infrastructure to support telephone and internet services are available to your property. These services are operated by Red Train Networks.

Prior to settlement you would have received a Red Train New Install Form to connect to these services. Once complete, owners will need to contact one of the eligible retail providers and create an account. Further details about RedTrain and eligible retailers are included on your Coomoora USB via the RedTrain Welcome Letter.

Should you lose internet to your property please contact your retail provider to confirm there is no outage or planned maintenance in your area.

**p:** [1300 787 178](tel:1300787178)

**e:** [csp.support@redtrain.com.au](mailto:csp.support@redtrain.com.au)

**w:** [redtrain.com.au](http://redtrain.com.au)

## WATER

Once the 'Notice of Acquisition' documentation is provided by your solicitor / conveyancer to South East Water (Local Water Authority), your account will automatically be opened (you are not required to do anything).

Should you lose water to your property please use this contact to confirm there are no water outages or routine maintenance occurring in your area.

**w:** [southeastwater.com.au](http://southeastwater.com.au)

## LOCAL GAS AUTHORITY

All townhouses within the Coomoora development are 'Gas Free' and therefore no gas service or authority is applicable.

Land lots sold individually within the development do contain gas connections therefore should you have any cause for concern in relation to gas, please contact Multinet Gas.

**p:** [1300 887 501](tel:1300887501)

**w:** [multinetgas.com.au](http://multinetgas.com.au)

## STORMWATER AND SEWER

Stormwater and sewer pipes within the development are maintained by the Owners Corporation. For any issues contact Quantum United.

**p:** [03 8360 8800](tel:0383608800)

**e:** [coomoora@quantamunited.com.au](mailto:coomoora@quantamunited.com.au)

**w:** [quantamunited.com.au](http://quantamunited.com.au)



# Warranty & contacts

## GENERAL

Your new home comes complete with Builder and statutory warranties. Should something not seem to work as it was intended, please follow this guide to determine next steps.

When you take possession of your home, please read the manuals provided on your USB and ensure you complete any registrations required.

Please note that the Home Owner is responsible for maintenance of the home and footings. For further information please refer to the Handover Guide, your Coomora USB and the CSIRO Guide to Footing Maintenance for further information.

## YOUR HOME

The table provides an easy guide to assessing items within your home.

	GENERAL ITEMS		MODERATE ITEMS	URGENT ITEMS
<b>What is the item?</b>	Most items will fall under this category		<ul style="list-style-type: none"> <li>✓ One toilet is blocked but the others are functioning</li> <li>✓ One shower is leaking during operation but the others are fine</li> <li>✓ Basin and Tapware leaks</li> <li>✓ Minor power fault – for example one power point or downlight not operating</li> </ul>	<ul style="list-style-type: none"> <li>✓ No power to the property after checking local outages and the safety switch in the switchboard</li> <li>✓ Roof leak</li> <li>✓ All toilets are blocked</li> <li>✓ All heating and cooling not functioning</li> <li>✓ Hot water service not functioning</li> </ul>
<b>What should you do?</b>	Keep a note and present at your 90-day inspection (details on <a href="#">page 17</a> )		Email: <a href="mailto:warranty@creationhomes.com.au">warranty@creationhomes.com.au</a> and <b>CC:</b> <a href="mailto:coomora@development.vic.gov.au">coomora@development.vic.gov.au</a> include your address and "MEDIUM PRIORITY REQUEST" in the subject line. Outline the issue and if possible, include photos.	Email: <a href="mailto:warranty@creationhomes.com.au">warranty@creationhomes.com.au</a> and <b>CC:</b> <a href="mailto:coomora@development.vic.gov.au">coomora@development.vic.gov.au</a> include your address and "HIGH PRIORITY REQUEST" in the subject line. Outline the issue and if possible, include photos
<b>Time to action</b>	See 90-day inspection details for timing		24 hours	If you do not receive a response please call the Creation Homes direct ( <a href="tel:0398280700">03 9828 0700</a> during business hours) or the relevant emergency trade below (out of business hours).

**Please Note:** The Builder should be contacted in the first instance for all items. Should you engage the trades listed below or any other emergency trade of this nature and the incident is not deemed an emergency or as a result of the Builder’s work, you may be responsible for the relevant call out charges.



# Warranty & contacts

## URGENT CONTACT DETAILS OUT OF BUSINESS HOURS

It is the owner’s responsibility to ensure the general maintenance of the home is kept up to date and the builder cannot be expected to attend to all issues arising from general use of the property. This can include but is not limited to grout, silicone caulking, tap washers, roof cleaning, window washing, and private landscape maintenance.

Structural issues are covered by a statutory warranty of 7 years. If blocked drains are reported after 12 months of settlement, investigation costs will be at the owners cost.

	WHICH ITEMS	CONTACT NAME	CONTACT DETAILS
<b>Electrician</b>	<ul style="list-style-type: none"> <li>✓ Lights</li> <li>✓ Power points</li> <li>✓ Panel wall heaters</li> <li>✓ Hot water service</li> </ul>	Matt Cinar – SASS Electrical	<p><b>p:</b> <a href="tel:0448882444">0448 882 444</a></p> <p><b>e:</b> <a href="mailto:mattcinar@sassau.com.au">mattcinar@sassau.com.au</a></p> <p><b>CC:</b> <a href="mailto:warranty@creationhomes.com.au">warranty@creationhomes.com.au</a> and <a href="mailto:coomoora@development.vic.gov.au">coomoora@development.vic.gov.au</a></p> <p>Outline the issue and if possible, include photos.</p>
<b>Internal Plumber</b>	<ul style="list-style-type: none"> <li>✓ Blocked drains</li> <li>✓ Leaking taps</li> <li>✓ Dishwasher leaks</li> <li>✓ Water Tank</li> </ul>	Tayco Plumbing – David Mottau	<p><b>p:</b> <a href="tel:0407502481">0407 502 481</a></p> <p><b>e:</b> <a href="mailto:davidmottau@hotmail.com">davidmottau@hotmail.com</a></p> <p><b>CC:</b> <a href="mailto:warranty@creationhomes.com.au">warranty@creationhomes.com.au</a> and <a href="mailto:coomoora@development.vic.gov.au">coomoora@development.vic.gov.au</a></p> <p>Outline the issue and if possible, include photos.</p>
<b>Roof Plumber</b>	<ul style="list-style-type: none"> <li>✓ Roof leak</li> </ul>	Specialised Plumbing and Drainage (SPDR)	<p><b>p:</b> <a href="tel:0397405719">03 9740 5719</a></p> <p><b>e:</b> <a href="mailto:roofing@spdrgroup.com.au">roofing@spdrgroup.com.au</a></p> <p><b>CC:</b> <a href="mailto:warranty@creationhomes.com.au">warranty@creationhomes.com.au</a> and <a href="mailto:coomoora@development.vic.gov.au">coomoora@development.vic.gov.au</a></p> <p>Outline the issue and if possible, include photos.</p>
<b>Heating and Cooling</b>	<ul style="list-style-type: none"> <li>✓ Split system heating and cooling</li> </ul>	JDM Air – Office Emergency details	<p><b>p:</b> <a href="tel:0400797467">0400 797 467</a></p> <p><b>e:</b> <a href="mailto:sales.jdmair@gmail.com">sales.jdmair@gmail.com</a></p> <p><b>CC:</b> <a href="mailto:warranty@creationhomes.com.au">warranty@creationhomes.com.au</a> and <a href="mailto:coomoora@development.vic.gov.au">coomoora@development.vic.gov.au</a></p> <p>Outline the issue and if possible, include photos.</p>
<b>Please Note:</b>	These are to be used for emergency contact only or as advised.		





# Contact information

Please find below supplier details for appliances installed by the builder as part of your home. These suppliers need to be contacted directly for any issues.

You have been provided with warranty details on your Coomoora USB which include any registrations required. Please take the time to read these carefully.

APPLIANCES (OVEN, RANGEHOOD, COOKTOP, DISHWASHER)	
Fisher & Paykel	p: <a href="tel:1300650590">1300 650 590</a> Please refer to your appliance manual
GARAGE DOORS	
Steel-Line	p: <a href="tel:1300767900">1300 767 900</a> Please refer to your product manual
TAPWARE	
Castano	p: <a href="tel:1300856887">1300 856 887</a> e: <a href="mailto:sales@castano.com.au">sales@castano.com.au</a>
HOT WATER SERVICE AND SOLAR	
Chromagen	p: <a href="tel:1300367565">1300 367 565</a>



# Sustainability initiatives

## WATER TANK

The water tank is connected to your toilet flush system and outdoor taps that have "rainwater" signage. As this is recycled water, it is not suitable for consumption.

Should your tank water level reach a low point, your toilets and taps will automatically switch to using mains water until such time the rainwater tank is replenished.

Please refer to the documentation for maintenance and care located on your USB.

## SOLAR PV SYSTEM

The Solar PV system installed in your home allows you to reduce your energy bills by using the electricity generated by the system before using power from the electricity grid.

Any queries or concerns regarding this system should be reported to Chromagen Australia as indicated in the Appliance Contact Information section of this guide. You can also review documentation in your USB relating to operation and maintenance of the solar PV system.

p: [1300 982 324](tel:1300982324)  
w: [chromagen.com.au](http://chromagen.com.au)





# 90-day process

As you live in your home, some items may not seem to function the way they are intended. The Builder will book an inspection to review these approximately 90-days after handover.

The below will assist you in preparing for this visit.

Should you have any further questions please reach out to Creation Homes at [warranty@creationhomes.com.au](mailto:warranty@creationhomes.com.au)

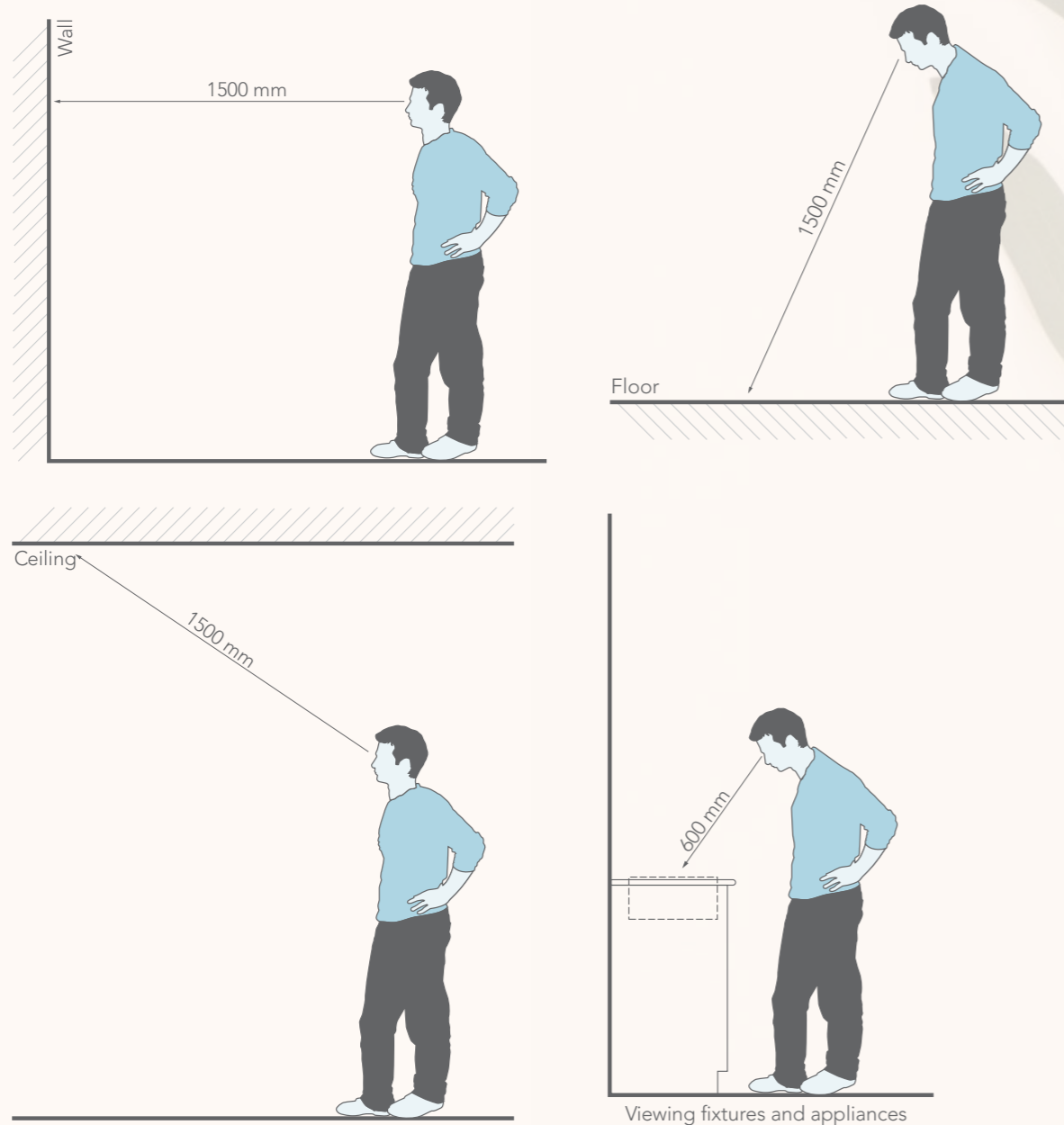
	1-90 DAYS AFTER SETTLEMENT	76 DAYS AFTER SETTLEMENT	90 DAYS AFTER SETTLEMENT	90-DAY PROCESS STEP 1	90-DAY PROCESS STEP 2	90-DAY PROCESS STEP 3	90-DAY PROCESS STEP 4	AFTER 90-DAYS
<b>Time</b>	Days 1-90 after settlement	76 days after settlement	90 days after settlement					
<b>What is it?</b>	Getting to know your house period	Email reminder that you have enjoyed your home for almost 90-days and to send your list of concerns in shortly	Email your list of concerns to emails as noted in your Handover Guide	A Builder representative will contact you to book an appointment	A Builder representative will review your list and issue a list of items and trades that will be in contact to organise access	Trades will call directly to organise access to rectify items	Once trades have attended, Builder will notify you to confirm all your items have been attended to	Warranties that remain part of the home.
<b>What you need to have ready</b>	<p>Compile a list of items you would like the Builder to look at.</p> <p>To determine if an issue requires urgent attention, refer to <a href="#">page 19</a> of this Guide.</p>	Ensure you have your email updated.	List of concerns compiled on provided sheet	Be available for a call or email	Be available to show the Builder your items	Arrange access for trades to undertake works	Your list updated in case any items were missed.	<p>Refer to the following documentation:</p> <ul style="list-style-type: none"> <li>✓ VBA Guide to Standards and Tolerances</li> <li>✓ Product Manuals Supplied on the Coomoora USB</li> <li>✓ Owners Corporation Manager for items that may be as a result of storm damage, etc.</li> </ul>



# How to inspect defects

## VIEWING AND INSPECTING DISTANCES

Generally, variations in the surface colour, texture and finish of walls, ceilings, floors and roofs, and variations in glass and similar transparent materials are to be viewed where possible from a normal viewing position. A normal viewing position is looking at a distance of 1.5m or greater (600 mm for appliances and fixtures) with the surface or material being illuminated by 'non-critical light'. Non-critical light means the light that strikes the surface is diffused and is not glancing or parallel to that surface.



# 90-day maintenance checklist

Address (incl. lot no#): \_\_\_\_\_  
Primary contact name: \_\_\_\_\_  
Number : \_\_\_\_\_  
Email: \_\_\_\_\_  
Property Manager details (if applicable): \_\_\_\_\_

ITEM	LOCATION	DESCRIPTION	BUILDER USE
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			

### MINOR ITEMS THAT GENERALLY MAY REQUIRE REVIEW AT 90 DAY MAINTENANCE INSPECTIONS

- Loose door handles
- Door/window operation
- Cabinetry adjustments



# Maintaining your home

## GENERAL MAINTENANCE

It is very important that you maintain your home to ensure the longevity of its finishes and fixtures. Please review the maintenance information below as well as any owner's manuals in regard to care and maintenance, and always use experienced and licenced tradespeople to carry out repairs and maintenance work.

As the homeowner, you are responsible for the cleaning and maintenance of your home and all areas within your lot, including (where applicable) your balcony, terraces, roof and gutters.

It is essential that all care and maintenance is carried out in accordance with Warranty and Maintenance Guidelines. Creation Homes is relying on Owners to carry out the necessary maintenance on their home on a regular basis. Creation Homes will not be liable for any issues that relate to, are caused by or contributed to by an owner's failure to carry out necessary maintenance as required. Failure to carry out necessary maintenance may result in warranties being voided.

The Owner's Manual aims to provide a helpful guide on the cleaning and maintenance of your home, which can be carried out safely and easily, but is not an exhaustive list of all maintenance required to your home.

In all instances you should refer to the product manufacturer's cleaning and maintenance guides which are included in the Coomora USB as part of your Handover Pack.

Any activity that requires work to be carried out where there is a potential fall risk must be carried out by a qualified tradesperson in accordance with all relevant legislation, codes and guidelines.

## PREPARING TENANTS

It is the responsibility of the homeowner to provide this document to any property occupants (i.e. tenants) to ensure they understand the necessary safety precautions for completing routine maintenance and are aware of the safety tips and procedures highlighted in this document that are relevant to living in the home and Coomora development.



## APPLIANCES

Refer to the manufacturer's instructions / operation manuals for the following appliances:

- Cooktop
- Oven
- Dishwasher
- Rangehood
- Air Conditioner
- Hot Water Service
- Solar

## ELECTRICAL

Should your safety switch trip for any reason, follow these steps:

1. Isolate / turn off all power points and lights and unplug all appliances.
2. Reset the safety switch.
3. If the safety switch cannot be reset, contact a licensed electrician as a fault exists with either the wiring or the switch itself.



4. Turn on the power points one at a time or until the safety switch trips. When it trips, you have found the faulty outlet.
5. Plug your appliances back into power points one at a time or until the safety switch trips. When it trips, you have determined the cause of the fault. Take the faulty appliance to a qualified service centre for repairs.

For safety reasons, ensure adequate air space is left around the switchboard. Do not store items in front of or in contact with the switchboard.

Please note that a licensed electrician must be engaged to locate and fix any fault with the power supply or the switchboard.

## DOOR AND WINDOW HARDWARE

To maintain a high level of function, door hardware must be free from dust and grit. Generally, all components can be cleaned with a soft damp cloth. Grease or oil should not be applied to any hardware.

Maintain door locks and handles every 6-12 months, as necessary:

- Tighten fixing screws;
- Re-align strike plates;
- Lubricate internal mechanism with an aerosol lubricant; and
- Lubricate "sticky" locks with dry powder graphite sprinkled on the key.

## CARPET

Carpet in your home (where applicable) has been selected to provide a soft, maintainable, yet durable floor finish. Permanent pile reversal shading “watermarking” may appear at random. This variation in lightening or darkening of the carpet is caused by the reflection of light from pile tufts which lay in different directions. This is a result of the natural material and does not constitute a defect.

Regular maintenance will increase the life span of all types of carpet. The four basic steps of an adequate maintenance program are:

- Protection from damage and prevention of spills;
- Regular vacuuming;
- Periodic wet cleaning; and
- Removal of stains and spills.

Light coloured carpets should be professionally cleaned every 6-12 months, to maintain a satisfactory appearance of the carpet.

Please note that “scotch guarding” carpet is not recommended by the manufacturers.

## FLOORBOARDS AND LAMINATE FLOORING

Floorboards and Laminate Flooring can be very susceptible to the below:

- Damage from water / moisture
- Damage / scratching from shoes and furniture.

It is strongly recommended that floor protection is installed when moving furniture into the property and that shoes are removed when on the flooring system. Damage from shoes and moving furniture is not a defect.

Water and moisture will significantly damage the flooring system. Any water on the flooring system should be removed immediately. Floors should be cleaned with a dry mop or damp cloth only.



## ALUMINIUM WINDOWS AND SLIDING DOORS

Aluminium windows and doors have a powder coated finish, which needs to be cleaned and maintained regularly to ensure the decorative and protective properties of the coating are retained.

Cleaning is recommended every three to six months to remove air born deposits such as salt, dust and dirt.

To clean:

- Remove dust with a wet sponge (rather than risk micro scratching by dry dusting);
- Remove any marks by the use of a warm, mild detergent or mineral turpentine;
- Wash and remove powder deposits from the powder coating surface using a soft bristle brush; and
- Always rinse afterwards with fresh water so that the contact time with the cleaning solution is kept to a minimum.

Do not use abrasive cleaners such as;

- ✗ Solvent based window cleaner
- ✗ Industrial strength cleaner
- ✗ Powder based cleaners
- ✗ Scouring pads or harsh bristle brushes

Always test a small discrete section of a frame to confirm the suitability of the cleaning agent used. This will ensure minimal or no damage to the powder coat colour or surface.

## VENTILATION

It is the responsibility of the owner to control moisture and air flow within their home. Please ensure there is regular air flow through the home to avoid issues with condensation and mould.

The exhaust fans in the bathroom and laundry will assist the removal of steam and humid conditions, prolonging the life of the interior finishes.

Leaving a window within your home slightly open will increase the air intake and efficiency of all the internal exhaust mechanisms (including kitchen rangehood) and will aid to minimise any naturally occurring condensation.

To ensure adequate air flow into the laundry exhaust, leave the laundry door open while the dryer is in use and the exhaust fan is on.



## STONE BENCHTOPS

The stone featured in your home has been selected for its appealing finish, warm character, durability and high quality.

The base of the reconstituted stone, being a natural product retains a degree of porosity. However, simple protection measures are the most effective way to ensure the natural beauty and stunning appearance is maintained.

- Use a chopping board, place mats and coasters to protect the surface from scratching, dulling or heat marks.
- Avoid sitting or standing on the benchtops of kitchens and vanities. Wipe up spills immediately, to avoid potential absorption of substances into stone.
- Pay particular attention to substances such as soap, detergents, abrasive or harsh chemicals or cleaners, solvents, cooking oils, toothpaste, tea, coffee, alcohol, vinegar and citrus juices as these may stain, etch or dull the stone. Lipstick, industrial and laundry marker and ink are unlikely to be removable. Avoid resting steel or items which may rust on the stone, to prevent rust markings.
- Do not use acids, wax, sealers, steam cleaners or petroleum products on stone.

Stone in all benchtops is not sealed, as any protection provided by a sealer is not permanent or absolute.

To clean, wipe down after use with a soft dry cloth, or use mild soap with lukewarm water, rinse well with clean water and dry. Do not use abrasives or scouring powders / cleaners (such as Jif, Ajax or Gumption). Heavy use of cleaner may take off the stone surface gloss.



## TAPWARE

To prevent damage to the protective finish, avoid cleaning taps and spouts with harsh chemicals. Clean with warm soapy water, rinse well and dry with a soft cloth.

To maintain tapware:

- clean tap filters every two months; and
- check tap washers every two years and replace as necessary.

A licensed plumber is required to undertake any works.

## PAINT

As paint colour may change subtly over time, and paint manufacturers may alter colour specifications, we recommend any future painting be based on colour matching a paint sample rather than using the original specified paint product.

Most marks can be removed with a clean damp cloth. Use a diluted sugar soap mix if necessary. Avoid excessive 'scrubbing' and the use of scourers of any type, as this may alter the finish of the surface.

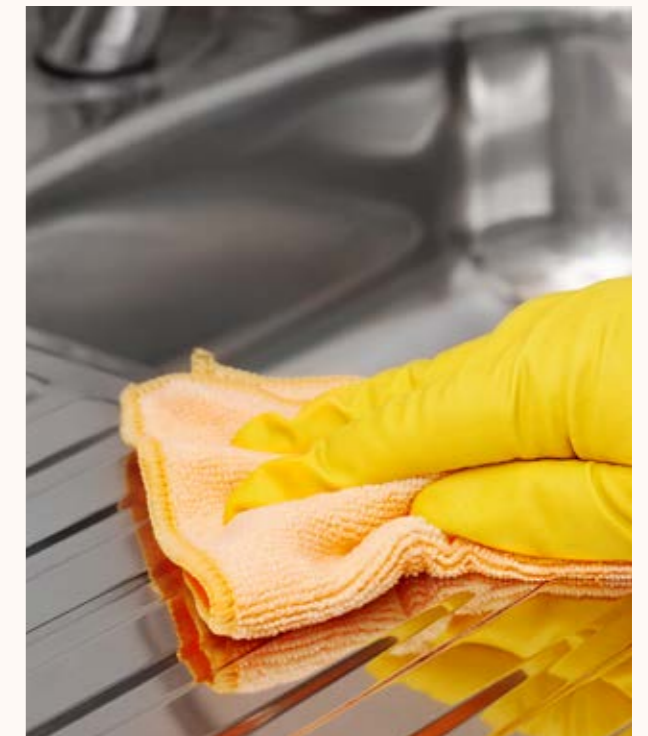
## CUPBOARD JOINERY

All Joinery surfaces are laminate.

To clean and maintain, follow these guidelines:

- Remove soiled particles from surfaces or light stains with warm soapy water and a soft cloth, or a non-abrasive spray and wipe cleaning agent;
- Do not use abrasive or alkaline cleaners and ensure that the finish does not remain in contact with hypochlorite bleach, mineral acid, dye or iodine solution, silicon-based cleaners, polish, steel wool, acidic and alkaline materials. (Note that silicon cleaners render surfaces unsuitable for re-coating);
- Ensure all spills are cleaned up immediately with a damp cloth and dry off, to prevent swelling or damage;
- Buff out minor fine scratches (note the gloss level will diminish);
- Check, tighten and adjust hinges every six months; and

- Do not apply oil or grease to any joinery hardware, such as hinges, runners, etc.



## STAINLESS STEEL KITCHEN SINK, LAUNDRY TUB, TRIMS, ETC.

To clean wipe with a soft damp slightly soapy cloth, let it dry and wipe with a dry cloth. Always wash with the grain of the stainless steel, to avoid scratching.

To protect from staining after cleaning with a chemical cleaner or coming into contact with food acid, wash down with fresh water.

## SANITARY WARE

To preserve the polish surface of your toilets and basin(s), clean with a soft cloth and warm soapy water or a liquid cleaner to wash away any oils or soap residue. Ensure any selected cleaning agent does not affect any adjacent stone or tile.

Do not use powders, pastes, crème cleaners, thinners, window cleaning sprays or dry-cleaning fluids, etc.

## CAULKING AND SEALANTS

All caulking and sealants have a limited lifespan, and it is the responsibility of the owner to ensure a maintenance plan is established to regularly check all caulking and sealants.

To maintain the integrity of the caulking and sealants the owner must ensure they are free of dust and debris and are not subject to extended periods of water pooling.



## TILED SURFACES AND BALCONY

To clean, use a mix of warm water with a mild detergent. When dry, buff with a dry mop or woollen cloth. All sealants and caulking including external elements, should be replaced immediately by a qualified tradesperson at the first sign of deterioration. Failure to maintain caulking and sealants may result in water ingress that could cause damage to fittings / fixtures. This will need to be checked every 12 months.

## EXTERNAL PAINT

Depending on location and exposure, re-coating of painted areas should be carried out as per the manufacturers recommendations.

In accordance with the paint specification and warranty, all painting repairs and maintenance must be undertaken by experienced tradespeople only, and appropriate measures must be taken for safe working areas and any external scaffolding.

## GROUND CONDITIONS

The immediate ground conditions around your home will impact the performance of the house slab and foundations.

Owners should avoid excessive watering of garden areas immediately adjoining the slab as the presence of water is likely to cause performance issues with the foundations.

Owners should complete regular inspections to ensure plumbing systems are operating correctly and not leaking and causing continued / excessive wetting of the ground adjoining the home.

Owners should engage the necessary professionals to complete any excavation works in proximity of the house slab.

## ROOFING MATERIAL

The roofing material should be kept clear of tree litter and debris which could fall into your gutters and block drains. To preserve your roofing material and prevent water ingress, it is recommended a roofing plumber engaged yearly to clear litter and debris from your roof and gutters as well as conduct a visual inspection of flashings, sheets, seals and downpipes.

## MAINTENANCE OF SOLAR PANELS

Where possible it is recommended to conduct a visual inspection of your solar panels from ground level to look for any tree litter or debris resting on the solar panels that could cause damage. It is recommended to engage a qualified professional to service and maintain your solar panels.

## RENDER

To keep clean use a light pressure wash, hose or hand wash with clear or soapy water.



If you have any further queries, please contact a member of the Coomoora team on the below.

e: [Coomoora@development.vic.gov.au](mailto:Coomoora@development.vic.gov.au)





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