

PROJECT SCOPE

At DJ Homes, we understand that the most important thing is service. Of course, good design, quality of build and value for money are all important parts of our offering, but we set ourselves the challenge of providing our clients a level of service that they expect, because it ensures the experience of building a home is a good one, as it should be.

It is easy for businesses to say they will provide you the best in customer service, but what does that mean? Our 'Project Scope' document is designed to explain what you can expect from us during each stage of the process and always keep you informed on what you need to complete prior to moving to the next step.

Communication is key to providing the level of service that is to be expected and it is a two-way street. We encourage our clients to ask questions right through the process if we are not being clear on something, so that we can clarify anything that might arise through the process, rather than let them remain unresolved.

Sticking to our process will ensure we are able to provide the best level of service, but we understand different situations may require it to be altered slightly from time to time and we will work through that with our clients when needed.

Your project will be overseen by a dedicated Project Manager who will be that consistent point of contact throughout your journey with DJ Homes. They work closely with Grant (Sales and Business Manager), Allan (Senior Project Manager) and Alasdair (Construction Manager), as well as the Foreman who will be assigned to your build during the construction phase.

For those who are starting from scratch, we have a stage as part of our preliminary steps called 'Design and Estimate' where we partner with N1 Creative to produce a customised design for you and provide you with feedback and estimates along the way. This process is designed so that we can design a home that meets the individual needs of you, your block and your budget.

For those who already have plans, simply start at Stage 2, where we price your home as the initial step. You can then follow the stages from there or customise the process, as you may have already selected some of the inclusions covered in the rest of our process.

We hope by reading this document, it helps explain what can be a daunting process for some. While custom designing a home can be a more difficult process than what a project home is, we feel by simplifying the process and breaking it down step by step, it will deliver a superior product, a home designed specifically for you and your block, provide you with great value for money and an enjoyable and exciting experience which building a new home should be.

PROJECT SCOPE

STAGE 1

DESIGN AND ESTIMATE

Work with us to design a home to suit you, your block and budget. Receive accurate estimates to help make decisions on what you would like to include in your design. Complete your plans ready for selections and approvals.

3-6 MONTHS

STAGE 2

PRICING AND SELECTIONS

As a first step, receive detailed pricing based on one of our 3 levels of inclusions. Then work with our partners and team to customise your selections and complete finalised pricing.

2-6 MONTHS

STAGE 3

PRE-CONSTRUCTION

Our team will take on the task of seeking the relevant approvals for your build. Contract signing can take place at different stages of approvals and selections which will be discussed with you.

STAGE 4

CONSTRUCTION

Enjoy the exciting part of the process, watching your home being built. We will provide you with regular updates and you will take part in site visits so you will be kept up to date with the progress of your build.

5-9 MONTHS

STAGE 5

HANDOVER AND POST-CONSTRUCTION

Our thorough handover process will ensure your expectations are met and you are delivered a home finished with the quality you expect. Our commitment to you does not end here though, with a comprehensive maintenance and warranty period to follow.

PROJECT SCOPE

STAGE 1

DESIGN AND ESTIMATE

- **Meet with DJ Homes to discuss your ideas and ask any questions about the process or our business in general.**
- **Meet with the team at N1 Creative to start the design process. Bring your ideas and inspiration to help us understand what you are after in your design. Following this design meeting, N1 Creative will provide a fee proposal for the design work for your consideration. DJ Homes will then apply a 20% fee to that proposal for our expert advice and management of the design process.**
- **A concept floor plan is then developed based on this initial design meeting with N1 Creative which you will receive 4-6 weeks after accepting the fee proposal. Once completed, DJ Homes will review before sending it to you for consideration.**
- **Meet with DJ Homes to discuss the concept floor plan, talk about what you like and maybe don't like in order for us to make changes to the floor plan as required.**
- **Depending on the amount of changes, we will either provide estimates on the initial concept or have changes made before providing those estimates. Estimates will be provided on our 3 levels of inclusion and lead to a discussion about where they sit with your budget.**
- **Once we have a clear direction with your floor plan, we will update the floor plan as required and develop elevations.**
- **Changes are made as required (1 major and 4 minor revisions included) prior to completing 'Plans for Approval'. In order to complete the plans and progress to detailed pricing, we will need to have a contour survey (vacant land) or detail survey (knockdown rebuild) completed by a registered surveyor which can be organised by DJ Homes or yourself. For knockdown rebuild projects, we recommend you having done this prior to the concept design. Each revision of your plans from N1 Creative can take up to 4 weeks, depending on what is required with the changes.**
- **The cost of the plans, along with any costs incurred prior to contract signing will all come off the total build price when the time comes to sign a build contract. If you choose to not build with us, you own the work that you have paid for, with no copyright held by DJ Homes once any outstanding invoices have been paid.**

PROJECT SCOPE

STAGE 2

PRICING AND SELECTIONS

Starting point for those with your own plans

- DJ Homes will complete the first round of detailed pricing for your consideration based on one of our levels of inclusion. For clients working with us on their design, this is at no cost. If you have your own plans, it does come with a fee of \$750 to ensure we can spend the time required to provide you with accurate pricing.
- You will then book in a detailed pricing meeting so that our team can answer any questions you may have on the pricing and what has been included. We will also discuss with you the selection process, which will be dependent on the level of inclusion you select.
- Our bronze level of inclusion will involve a 2-hour meeting in our office to make selections from the included schemes and you will have the opportunity to talk about the process and costs involved in going outside of the selections in these schemes. For our clients who choose our silver or gold level of inclusion, you will meet with our partners at Dept of Design who will run you through a professional selection process that will take 8-12 weeks to complete. We have set pricing for these selections that differ with different levels of inclusion, Premium \$1,500, Premium Plus \$3,000 and Platinum \$10,000. There are other inclusions that Dept of Design can help you select, such as additional joinery and window furnishings, the cost of which will be priced prior to them starting these selections.
- Further to the selections made from our schemes or with Dept of Design, you will also be taken through options for selecting items including; joinery, heating and cooling, cladding materials, appliances and tapware.
- Once we have your selections, we will update your detailed pricing with them and provide you with revised pricing. If required, we can break this pricing down to help you decide which you will proceed with and which ones you may go without. There is quite often several versions of this updated pricing where you will be given ample opportunity to consider different options and consider the pricing for each. Any selections made through this process will have a flat 20% builders margin applied to them.
- At this stage, we will recommend that we have engineering completed in order to revise your pricing when required. When a land developer has not provided a site classification, it is required that we have one completed prior to the engineering being done. This can all be organised by our team and invoiced to you at cost plus a 20% builders fee.

PROJECT SCOPE

STAGE 3

PRE-CONSTRUCTION

- **A build contract will be drafted once your selections and pricing are finalised. You will have the opportunity to review the conditions set out in the contract and have a solicitor read over it if you wish, we use standard HIA building contracts. When you are comfortable, we can then organise a time to sit down together at our office to go through in detail and sign. The balance of 5% of the build contract will be payable at this stage.**
- **The approval process varies depending on your design and where your home is being built. We will talk you through the steps required for your individual build. If you have a block that is ready to build on, we can talk about what steps we can take to start the approval process before contract signing and as with all the costs for the preliminary stages, the costs involved would then come off the total price when contracts are signed.**
- **Once we have contracts signed and approvals in place, we will apply for Home Owners Warranty insurance to secure the final building approvals and once obtained you will need to send all this information to your bank (if one is involved) to obtain your final approvals and a letter for us stating they are ready to start making progress payments.**
- **Once these steps are completed, we will then schedule to start construction on your home within 15 working days.**

PROJECT SCOPE

STAGE 4

CONSTRUCTION

- **The hard part is done, your selections are made and approvals obtained, which means we are now ready to build your home.**
- **Once your build has been scheduled, you will be provided with a copy of the schedule for your build with each step of the construction process booked in. It will include an indicative completion date that will give you our best estimate of when you will get the keys. This can obviously be changed due to weather and/or the availability of trades and supplies.**
- **Building a new home is such an exciting experience and we know you will be keen to check out the progress. Your pricing includes a monthly site visit to observe the progress of your build, as well as additional site visits when required by our team for you to make decisions at stages such as rough-in and fit-off, as well as any other stages that come up during the build. Outside of this you will not be permitted to access the building site without written permission from the Project Manager or Foreman of your project, this is to ensure we comply with safety requirements and jobs can proceed as scheduled.**
- **You will receive written updates fortnightly from your Project Manager on what has recently taken place on your site and what tasks will be undertaken in the coming weeks.**
- **Any changes made will have a 20% builders margin applied to them and will require a \$300 after contract variation fee applied prior to us quoting them, unless they are from a list of standard items that do not require quoting.**
- **There will be a progress payment schedule set out in your build contract that will explain when each claim is due. There are times when we don't follow the build schedule exactly but will never invoice unless we have completed the value of work to that claim as a minimum. There may be occasions when you receive a progress claim a couple of days early due to our team completing other claim invoices at the time. These claims will be due 7 days after the work is completed (or when the claim is sent, whichever is later) and while we are flexible with the due date as there are quite often factors out of your control with banks, it is expected of you that you follow up the payment of these invoices until they are paid.**
- **The building certifier that is engaged for your build will email you copies of the inspection records following the on-site inspections that take place at crucial stages of your build including; foundations, pre-sheet and final.**

PROJECT SCOPE

STAGE 5

HANDOVER AND POST-CONSTRUCTION

- **When we get to within 3-4 weeks of our anticipated completion date we will update you with a handover date, that is still subject to change but in most cases is accurate.**
- **Within 2-3 weeks of the handover, we will have the final inspections completed in order to obtain the occupation certificate. Once we receive it, we will pass it onto you in order for you to send to the bank, along with the final progress claim for payment.**
- **At no cost to you, we engage a third-party building inspection company to complete a defect inspection prior to handover, which you will take part in with them. They will ensure your new home meets all the relevant Australian Standards and answer any questions you may have. Following this walk through with them, a defects list will be produced which we will work through prior to the handover of your home.**
- **Once the final claim, along with any variations have been paid, we will organise to meet you at your home to give you the keys. We will go through any defect items to ensure they are completed and give you information for post-construction. If there are any outstanding items, you will have a signed document to ensure these items are completed within the 90-day maintenance period.**
- **The 90-day maintenance period is your opportunity for us to attend to any parts of your home that have been affected while your home settles. We will again send a third-party building inspector to go through your home with you to identify any maintenance items that require our attention.**
- **Our commitment to you does not end here, you have a 7-year structural warranty from us and we are here to help you with any questions you may have to help you enjoy your home.**