



THE CLIENT JOURNEY

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STAGE 1

HOME DESIGN

YOUR LAND AND DESIGN

To commence our discussion about your new home, please supply the following:

- 1.** Site secured – have you purchased the land; we will not enter into discussion about your project unless the land is secured. Please advise your total land size.
- 2.** What are you planning to build? Is your site suitable for your construction?
- 3.** What is the total budget for your project?
- 4.** When do you intend to commence construction?
- 5.** Dwelling inclusion (ie, number of bedrooms and bathrooms, all other spaces you would like incorporated.)



STAGE 1 HOME DESIGN

INITIAL MEETING

We will give you a call to arrange our initial meeting. Depending on the site location, this meeting may be held onsite or via zoom.

- 1.** Do you have a site survey?
- 2.** Are there trees on-site?
- 3.** Is there an existing building on-site?
- 4.** Are overhead power lines an issue?
- 5.** What's the size of your land?
- 6.** Are there any easements on your property?
- 7.** When would you like to commence the project?
- 8.** What's the approximate budget you have in mind?
- 9.** What style of home are you building?

Site conditions (neighbours and adjoining properties, easements local Council controls, street access, sewer and storm water issues)
- 10.**
- 11.** Do you have any photos?
- 12.** Are you considering using one of our pre-designed homes or building a custom design home?



STAGE 1

HOME DESIGN

DESIGN AGREEMENT

With the information gathered Harris Build will now prepare a design agreement. This will outlay the design service costs, as well as the external consultants that may be required and their associated costs.

Option 1: Custom design

Option 2: Adapt a pre-designed home to suit the block.

Note: all projects differ, therefore, design fees are quoted pre project. Our team can only supply general price guides until quoted.

Design agreement will be signed between the builder and the client.

DESIGN BRIEF

Harris Build will issue the client with a list of questions to assist with the design. This is where we can focus on your "must haves", basic external materials palette and internal inclusions such as bedroom, bathroom numbers and general house size.

DESIGN CONCEPT

With the information provided and with a focus on home orientation, we will best position the home to your land and will include features to maximize your development whilst maintaining your budget.

Harris Build will create 3D perspectives, elevations, external materials palette and a scaled floor plan. We will also run a preliminary costing to ensure we are on track with your proposed budget.

CONCEPTS TO WORKING DRAWINGS

Once the concept plans are approved, if you are required to submit to council for planning approval, we will assist with arranging a planning consultant to act on your behalf.

Note: town planning and planning consultant fees are excluded from our design agreement. Costs incurred to be paid directly by owner/ client.

If you do not require council approval, we will commence working drawings ready for construction. This will include internal elevations, electrical and geotechnical engineer.

External consultants such as an energy assessor, structural engineer, geotechnical engineer and land surveyor that may be required, will at this stage be quoted specifically for your project and will need approval to move forward. The cost of these external consultants is excluded from the design agreement and instead will be paid directly by the owner/client.

FINAL WORKING DRAWINGS

These plans will be completely detailed, ready for us to provide an accurate quote for your project. Detailed specifications and inclusions will be supplied with your final quote. A draft construction contract will also be supplied at this stage for client review to familiarise the overall contract layout and Harris Build special conditions.

STAGE 2

CONTRACT

1. Harris Build will provide a detailed quote based on your approved working plans, specifications, soil report, demolition (if required), engineering and energy assessment.

2. Upon approval of the quote Harris Build will prepare the final Master Builders new homes contracts.

3. Harris Build will email a draft copy of the Master Builders new homes contract including quote, colour selections, specification, soil test, energy assessment, survey, all risk insurance, contract drawings and domestic building guide for your review prior to the contract signing appointment.

4. Client to complete contract signing with Harris Build. We will apply for warranty insurance once the contract is signed and send through the certificate once complete. Upon receiving the warranty insurance, the 5% deposit invoice will be issued.

Harris Build to finalise the building permit application and receive stamped plans ready to commence construction.

5. Note: in the instance where demolition works need to be undertaken, Harris Build will complete the preliminary building permit application for approval upon demolition works completion.

6. Ensure you have read and understand your stage claim breakdown in the contract for progress payment throughout the build. This will ensure you know what to expect invoices for during the build.



STAGE 3

PRE-SITE

Process for sites requiring demolition works:

- 1.** Client to organise vacant site/property 6-8 weeks prior to planned demolition if required.
- 2.** Harris build to coordinate asset protection on the clients' behalf, any associated bonds to be paid by owner.
- 3.** Harris Build to co-ordinate demolition including abolishment of services, permits and certificate of compliance.
- 4.** Harris Build to finalise building permit application for final approval. We will forward a copy of permit, stamped plans and insurance to clients' chosen finance institute.

Process for Vacant Land:

Items which the client needs to have ready for the construction team, prior to starting on-site:

- 1.** There is power on site and working.
- 2.** There is water on site and working.
- 3.** Access to the site clear from any obstructions.
- 4.** A solid path for vehicles to access the site is available. You may need to put down some crushed rock in the wetter months. Harris Build can advise if this is necessary.



STAGE 4

CONSTRUCTION

DEPOSIT

Harris Build will issue the 5% deposit invoice in accordance with your Master Builders new homes contract upon contract signing. Payment is required within 7 days.

BASE

Base stage will be completed incorporating site excavation, set out, underground electrical, underground plumbing, slab or footing preparation, building surveyor inspections, slab or footing completion.

Harris Build will issue the base stage invoice in accordance with your Master Builders new homes contract. Payment is required within 7 days.

FRAME

Structural frame for the dwelling is completed and approval is received by the building surveyor upon completion.

Harris Build will issue the frame stage invoice in accordance with your

Master Builders new homes contract. Payment is required within 7 days.

STEEL

All structural steel is erected and fixed into place.

Harris Build will issue the steel stage invoice in accordance with your Master Builders new homes contract. Payment is required within 7 days.

ROOF

All roofing sheets are installed, excluding the flashings and gutters which are installed following the installation of all wall cladding in the succeeding lock up section.

Harris Build will issue the roof stage invoice in accordance with your Master Builders new homes contract. Payment is required within 7 days.

WINDOWS

Windows are installed and secured into the frame.

Harris Build will issue the windows stage invoice in accordance with your Master Builders new homes contract. Payment is required within 7 days.

LOCK UP

Cladding is installed and the building is considered watertight. Note: external doors may be temporary.

Harris Build will issue the lock up stage invoice in accordance with your Master Builders new homes contract. Payment is required within 7 days.

INTERNAL LININGS

All insulation is installed, as well as plasterboard is hung and stopped up.

Harris Build will issue the internal linings stage invoice in accordance with your Master Builders new homes contract. Payment is required within 7 days.

STAGE 4

CONSTRUCTION

JOINERY

All builder supplied joinery is installed.

Harris Build will issue the joinery stage invoice in accordance with your Master Builders new homes contract. Payment is required within 7 days.

CARPENTRY FIX

All internal doors, skirting and architraves are installed.

Harris Build will issue the carpentry fix stage invoice in accordance with your Master Builders new homes contract. Payment is required within 7 days.

FINAL

This is the final stage of construction prior to handover of your new home. During this stage, our contractors will complete painting, tiling, plumbing/electrical/heating and cooling fit off, robe fit outs,

mirrors, splashbacks and shower screens. Externally driveways and decking (if any) that you have chosen to include in your contract will be completed.

As we approach completion Harris Build will arrange a client inspection to walk through your new home. We will schedule a handover date at this time.

Harris Build will arrange for the building surveyor to complete their final inspection and issue a certificate of occupancy. This certificate will be forwarded once it is available.

Harris Build will issue the final stage invoice in accordance with your Master builders new homes contract. Payment due prior to hand over.

HANDOVER

Congratulations on the completion of your dream home, time to organise the housewarming. On the day of handover your Project Manager will meet you on site. You will be presented with your

keys, remote controls and all associated manuals and warranties for your new home.



STAGE 5

BUILD WARRANTY

- 1.** The defect liability period is the 3 months which immediately follows construction handover.
- 2.** All identified warranty items for rectification must be itemised by the client and reported to the project manager, who will coordinate the contractors to return and complete the required works.
- 3.** Client to provide access for contractors to complete work as agreed at warranty inspection.
- 4.** Once the end of the 3 month period is reached, this formally marks the end of the defects liability period.



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