Version

14

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JIM'S BUILDING INSPECTIONS

Franchise Manual

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CONTACT FOR QUERIES

MY FRANCHISOR IS: _____ (Ph/Em)

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Welcome to Jim's Building Inspections

Congratulations on joining the Jim's Building Inspections team.

We invite you to share our ambition to become the dominant national inspection service across Australia. We are keen to ensure that you benefit from our investment in the technology, resources and marketing and of course the Jim's Group brand.

This manual is designed to assist you as throughout the startup and operation of your franchise business. Please ensure you review it thoroughly and contact your Franchisor for clarification at any time.

Again, welcome to the family and we wish you the very best for a rewarding and enjoyable new enterprise.

Paul Commerford and Jim Penman

paul@jimsbuildinginspections.com.au

jim@jims.net

Obligations & Limitations

Commercial in confidence

This franchisee manual is commercial in confidence. Do not copy, distribute, publish, share or allow others to view the manual. The manual is proprietary intellectual property designed solely for the benefit of Jim's Building Inspections Franchisees, Franchisors and their employees. Protect your competitive advantage.

Limitations and disclaimers

This franchisee manual is designed to guide franchisee and franchisor operations to help them build a successful business.

The information however is limited, and the user still has a responsibility to research and comply with local, state and commonwealth laws. In addition, the information does not replace the advice of professional advisers such as lawyers, accountants and financial planners.

Impartiality and Conflicts of Interest

JBI conforms to the requirements of AS/NZ ISO/IEC 17020:2013 Part 4.1 regarding the requirement to undertake inspection activities impartially.

However, our statement of Impartiality and Conflicts of Interest applies to all services.

Impartiality means to undertake inspections with objectivity, free of commercial, financial or other pressures which could compromise impartiality.

Objectivity means that conflicts of interest do not exist or are resolved so as not to adversely influence subsequent activities of the Inspector or Inspection Body.

Other terms that describe objectivity that are useful in conveying the element of impartiality are:

- Independence
- Freedom from conflict of interests
- Freedom from bias
- Lack of prejudice
- Neutrality
- Fairness
- Open mindedness

- Even handedness
- Detachment
- Balance

Regional Franchisors are responsible for assisting the Franchisee to review and identify conflicts of interest and to implement strategies to declare, minimise and / or resolve such risk.

Each entity engaged in the franchise system the franchisee (Inspector), the Franchisor (Manager) and the Divisional Franchisor (National Office) commits to the maintenance of impartiality in inspection and related reporting.

Confidentiality and Privacy

The Franchisee is required to manage all information obtained during inspection processes confidentially and within the framework of our Divisional Privacy Policy and standard franchise contract requirements.

A copy of the Privacy Policy is publicly available on our website.

Through the provision of Pre-Inspection Agreements all clients are to be notified of their entitlement to confidentiality and privacy prior to the Inspection Service taking place.

Clients will be notified should the inspection body be required by law or authorized by contractual commitment release confidential information.

All information about the client obtained from sources other than the client (eg: complainant, regulators etc.) shall be treated as confidential.

Record Keeping

Records related to inspections must be kept within the following nominated guidelines in particular to meet the requirements of our Insurers, your Franchise Contract and Jim's Group Operations Manual.

These record keeping requirements include:

- All evidence recorded during the Inspection is kept for a minimum of 10 years in an accessible format and safe location.
- Content recorded via use of BuildInspect is automatically backed up on emailing of the report to any party.
- All other materials recorded during specialist inspections Asbestos Inspections for example: documentation of subcontractors, lab results or reports, or photographic records must be securely stored for 10 years.
- Samples of Asbestos Containing Materials are kept in accordance with the procedures of the NATA lab and may be destroyed or disposed of within a nominated time frame by them. The client should be advised of this timeframe in the case of each inspection and report.

Individual Report Identification

Each report containing the inspection findings is stored on submission to client (sending via email) on a remote server with a unique identifying number. It is searchable based on a variety of factors including its UIN, client name, property address details and the date range of the report being sent.

The alternative is that it may be manually backed up in the event that it is not stored.

Storage

- Information is stored in its raw data format and in the form of a completed PDF copy of the report.
- Each report generated is automatically assigned a UIN (Unique Identifying Number).
- The report data is automatically backed up to a Windows VPS Server, managed by Warkeys Web Works. The Windows VPS Server is backed up nightly to an external file server with password protected files and encryption enabled. This is the primary form of data storage and security. Each Franchisee is contractually required to maintain their own copies of inspection reports, any associated records from site inspections and all photos pertaining to the inspection.
- Individual Inspectors utilize a centrally provided Dropbox account which is a secured cloud system. Centralised access to the dropbox is possible and this is automatically backed up. Key events such as changes to documentation, tracking of changes and by whom, version control and deletion events are also recorded.
- Protection
- Server information / data security.

Retrieval and Disposal

Reports are backed up automatically. These can be retrieved in a section of the app where a list of backed up reports exists. The user selects to download a backed up report.

On sale or termination of the franchise agreement or in the event of the demise of the Inspector access to their Dropbox is mandatorily required and in any case of changed passwords can be overridden to retrieve stored documentation via the contracted IT provider. Should retrieval be required the backup file can be utilized.

On the expiry of ten years from the date of the inspection records may be disposed of in a manner consistent with Confidentiality and Privacy Provisions.

Samples of Asbestos Containing Materials are kept in accordance with the procedures of the NATA lab and may be destroyed or disposed of within a nominated time frame by them. The client should be advised of this timeframe in the case of each inspection and report.

This timeframe is always less than 10 years and most often only 6 weeks. Samples can be returned to the client on request prior to the expiry of this timeframe at their cost.

Compliance Audits

Jim's Group require in accordance with the Franchise Manual, Franchisor Manual and related contracts that an annual audit of Franchisee and Franchisor Compliance be conducted.

Changes & Updates

From time to time, changes, updates and corrections may be made to this Manual in accordance with the Contract conditions. The table following will reflect these changes. Use the distribution register provided to ensure you are using or distributing the current version of the manual to any employees.

You should notify us of any errors and feel welcome to make suggestions and improvements. Email changes to: info@jimsbuildinginspections.com.au

Register of Amendments and Distribution

Register of Amendments					
Date	Page/Form No.	Version No.	Description of Amendments	Prepared by	Approved by
7		2	Finalisation of Build Inspect Procedures – General	SC	PC
		3	Revision of Appendix and Issue of Termite and Timber Pest Inspection Procedures	SC	SC
6.3.13		3	Adding of new staff and inclusion of Social Media Policy	KB	SC
13.12.13		4	Amendment to x2 Leads	SC	SC
02.06.14		6	Staff Update Distribution Register Update Dilapidation Inspection Procedures Update Insurance Claims and Complaint Management Building Commission / Authority – Expert Witness Procedures Dropbox and IT Photography Update Safe use of ladders – height in excess of 3.6m Confined space – electrical hazards in roof spaces	SC	PC
9.10.14		7	Update Instructions for Photography – retention & management	SC	SC
			Projects & Partners – Addition of mandatory national price list and procedure for working with Renovating for Profit clients	SC	SC
			E-Commerce Procedure Added	SC	SC
			On Spec Inspection Procedure Added	SC	SC
			New Service – Owner Builder Warranty Inspection Procedure Added	SC	SC
20.11.15	4	8	Impartiality and Conflicts of Interest Added	SC	SC
	5		Confidentiality and Privacy Added	SC	SC
	5		Record Keeping Added	SC	SC
	7		Compliance Audits Added	SC	SC
	203		YPA Agreement Added	BZ	SC
	18		Digital Marketing Co-Ordinator added	BZ	SC
	22		Divisional Policies inserted	BZ	SC
	35		Flow Chart Inserted	BZ	SC

	79		Inserted clarification about quotation services	BZ	SC
	132		Asbestos section revised due to NATA requirements	SC	SC
	146		Changed sample sizes required for testing	BZ	SC
	201		Inserted IPRG Partner Information	BZ	SC
	18		Digital Designer Added	BZ	SC
	197		Quality Standards Inserted	SC	SC
	265		Appendix 2 Added	BZ	SC
	270		Appendix 3 Added	BZ	SC
	273		Appendix 4 Added	BZ	SC
	10		Distribution Register updated	BZ	SC
	71		Principals and Clients section added	BZ	SC
	70		Change to wording regarding use of PPE	BZ	SC
	23		Quality Management System Added	BZ	SC
	N/A		Name of document changed to 1.0	BZ	SC
	64		Removed Asbestos Sampling procedure from OH&S	BZ	SC
	156		New Services Added - Strata, Property Condition Report, Property Safety Report, Standard smoke alarm, Pool Fence and Structural	BZ	SC
	86		Building and Termite Inspection information updated	BZ	SC
	202		Removed Reportsafe and replaced with Core Logic (with amendments to procedure)	BZ	SC
	146		Amended Asbestos Sampling Procedures	BZ	SC
	76		Add attachments to emails on ipad	BZ	SC
	198		Hello Real Estate Information Updated	BZ	SC
	32		Insurance Claim and Complaints Management Procedure Updated	BZ	SC
	42		Insurance Requirement Updated	BZ	SC
	135		Added an asbestos course to requirements	BZ	SC
	150		Added clearance certificate procedures	BZ	SC
	203		Hudson Homes Agreement Added	BZ	SC
	47		Amended Work Availability Guarantee to Pay for Work Availability Guarantee	BZ	SC
	47		Amended Pay for Work Availability Guarantee to specify free service	BZ	SC

01.08.16	20-22	9	Added Ashley, Manie, David as FSOs.	BZ	SC
	18		Removed Admin Assistant	BZ	SC
	18		Changed Business Development Office to Jamie Byard	BZ	SC
	200		Amended Hello Real Estate partner section	BZ	SC
	204		Added Ausin Group into partner section	BZ	SC
	51		Added Divisional Policy for Ladders under Safe Use of Ladders	BZ	SC
	38		Amended minimum size recommendation for ladders from 4m to 2.9m	BZ	SC
	57		Added full face mask recommendation to sub floor access	BZ	SC
	79		Added Rules and Requirements to E-Commerce	BZ	SC
	134		Amended Asbestos for NATA requirement	BZ	SC
	207		Added ENData procedures	BZ	SC
23.09.16	60	10	Amended Asbestos OH&S with Loose Fill Warning	BZ	SC
	72		Added Full Face Requirement for subfloor and roof to Mould section of OH&S section	BZ	SC
	147		Added Excel Templates reference for Asbestos sampling collation	BZ	SC
	140		Removed option of Air Monitoring Equipment and added stipulation to hire from NATA labs	BZ	SC
	137		Amendments to Experience and Practical Training for Asbestos reporting requirements	BZ	SC
04.09.17	83	11	Amendment to eCommerce procedures	BZ	SC
	39		Added must notify insurer when first become aware of potential claim and no avenue other than insurance claim	BZ	SC
	209		Removed Hello Real Estate	BZ	SC
	207		Added Lawlab/Rundl procedures	BZ	SC
	26		Prerequisites for Franchisees added/clarified	BZ	SC
	26		Divisional policy – can't dispute insurance claim through any other option.	BZ	SC
	209		Update to IPRG Pricing	BZ	SC
	48		Insurance – Green highlight	BZ	SC
	143		Asbestos Assessor licensing amended for ACT	BZ	SC

	94		Termite prerequisites updated and supervised procedure amended	BZ	SC
	205		Link for prepurchase supervised added and amendments to supervised requirements	BZ	SC
	27		Added requirement to get run off insurance upon exit from franchise	BZ	SC
	23		Added Cornelius as FSO	BZ	SC
	217		Fee added to Core Logic Jobs	BZ	SC
	99		Added requirement to photograph moisture metre reading in timber pest inspection	BZ	SC
	144		Added SA Asbestos Assessor information	BZ	SC
	11		Updated Distribution Register	BZ	SC
	42 & 95		Minimum standard for moisture meters related to termite inspections	BZ	SC
	26		Added that insurance claims will be reported to divisional	BZ	SC
	30		Inserted Quality Management Policy	BZ	SC
	81		Added requirement to receive signed preinspection agmt back	BZ	SC
20.03.18	14	12	Updated Distribution Register	BZ	SC
	22		Removed Reference to Jimbo in introduction	BZ	SC
	22		Removed icon key from Chapter 1	BZ	SC
	23		Update Our History and Jim's Group details	BZ	SC
	21		Added Shan as Full Stack Developer	BZ	SC
	24		Added Jamie as Divisional Support and FSO Support for Paul Commerford	BZ	SC
	30		Added Slade and Vanessa to FSO details	BZ	SC
	28		Added Bevan Foster to SE QLD	BZ	SC
	32		Amended External and Internal Objectives	BZ	SC
	33		Added completion of training to divisional policies for eligibility of franchisees	BZ	SC
	34		Added no kickbacks or commissions	BZ	SC
	34		Removed possible QMS roll out to FSOs and FSEs	BZ	SC
	34		Removed "at this stage" to logo use by Divisional office	BZ	SC
	39		Added qualified, licensed and insured to Word Templates for additional services for premium	BZ	SC
	40		Amended services to include those that were under development.	BZ	SC

	39		Added clause to Owner Builder.	BZ	SC
	43/44		Added mandatory requirement to CRBI and supervised inspections	BZ	SC
	44		Corrected dot point and removed discounted rates to PD Opportunities and conference	BZ	SC
	46		Removed hyperlinks (did not exist) from Procedure for insurance claims	BZ	SC
	47		Amended excess to reflect excess rather than dollar value	BZ	SC
	50		Amended vehicle age requirement from 3 years to 5 years	BZ	SC
	48		Added QA policy for report reviews and PIA	BZ	SC
	51		Added section on updating and refreshing Build Inspect	BZ	SC
	53		Amendments to Business Stationery section	BZ	SC
	54		Added reference to style guide and compliance	BZ	SC
	54		Removed reference to MOU for Pest Division	BZ	SC
	54		Removed subcontractors being added to use build inspect	BZ	SC
	60 to 89		Updated OHS Policy section in detail – please review the whole section	BZ	SC
	90		Removed reference to FMS4 Manual	BZ	SC
	90		Added in All Areas for default work	BZ	SC
	90		Replaced FMS4 with Jim's Online	BZ	SC
	90		Added "both" to sending PIA to principal and client	BZ	SC
	90		Made failure to have third party forward PIA red in colour	BZ	SC
	91		Added NZ Standard	BZ	SC
	91		Added text message to call back time	BZ	SC
	91		Added Cancelling Lead Section	BZ	SC
	91		Added Work Load Section	BZ	SC
	92		Added in ACT Requirements	BZ	SC
	92		Added consultant to Call Script	BZ	SC
	93		Removed Energy Efficiency to Upsell	BZ	SC
	94		Amended point 3 of objections	BZ	SC
	94		Added Check email address	BZ	SC
	95		Added in Preinspection Agreement Information	BZ	SC
	96		Changed FMS4 to Jim's Online	BZ	SC

	97		Added in requirement to call client post inspection	BZ	SC
	97		Amended pricing for eCommerce	BZ	SC
	98		Added in third party suppliers must be divisionally approved for ecommerce sales	BZ	SC
	99		Added photos for "for sale" and "not for sale" in app	BZ	SC
	100		Removed % discount for multiple reports	BZ	SC
	101		Added in NZ eCommerce procedures	BZ	SC
	101		Amended commission price	BZ	SC
	102		Amended email to request report be taken down	BZ	SC
	102		Amended Reporting Module to read Build Inspect Manual	BZ	SC
	103		Added in Significant Defect for NZ	BZ	SC
	103		Added in preparation of NZ Certificate	BZ	SC
	104		Added in ACT Requirements	BZ	SC
	105		Added in verbal report limitations	BZ	SC
	105		Added in call client	BZ	SC
	105		Added in Certificate for NZ	BZ	SC
	106		Added in obstructions and limitations to be added with defect line item and photos	BZ	SC
	104		Added in NZ Standard	BZ	SC
	107		Added in Moisture metre not optional for pest	BZ	SC
	110		Added in NZ Section for additional reporting requirements	BZ	SC
	110		Added in further detail for obstructions and limitations	BZ	SC
	110		Added high rating when otherwise can't be proven	BZ	SC
	110		Added in NZ certificate	BZ	SC
	111		Added Summary tips	BZ	SC
	112		Added Defect Writing Tips	BZ	SC
	112		Added Unit 6 as a requirement for pest inspection prerequisites	BZ	SC
	119		Amended training providers	BZ	SC
	120		Added NZ Standard	BZ	SC
	123		Added high rating when otherwise can't be proven	BZ	SC
	131		Added NZ Standard	BZ	SC

	136		Included NZ terminology for Guide to Tolerances	BZ	SC
	140		Included NZ terminology for Guide to Tolerances	BZ	SC
	141		Included NZ terminology for Guide to Tolerances	BZ	SC
	148		Added NZ Reference Material	BZ	SC
	161		Included NZ terminology for Guide to Tolerances	BZ	SC
	164		Added NZ reference for OHS asbestos	BZ	SC
	165		Added NZ reference for asbestos assessor requirements	BZ	SC
	166		Added NZ reference for asbestos assessor requirements	BZ	SC
	180		Correct PI coverage from $10M (typo)	BZ	SC
	180		Removed PIA for clearance certificates	BZ	SC
	193		Removed reference to word format	BZ	SC
	223		Added in insurance information for strata	BZ	SC
	225		Added no NZ equivalent for Structural Inspections	BZ	SC
	248		Added in Meth Procedures	BZ	SC
	248		Removed Hudson Homes	BZ	SC
	248		Removed YPA	BZ	SC
	248		Added in iBuild New	BZ	SC
	249		Added in IAG	BZ	SC
	249		Amended Appendix Order and Location	BZ	SC
	249		Amended Style Guide Location	BZ	SC
18.04.18	232	12b	Minor typo corrected – PPC to PPE	BZ	SC
	227		Minor typo corrected – PPC to PPE	BZ	SC
	233		Inserted instructions from Meth Screen regarding sampling kit use	BZ	SC
	48		Amended report review requirement to 12 months, with strong recommendation for every 6 months.	BZ	SC
	88		Inserted Meth OHS for NZ	BZ	SC
	237		Inserted Meth Procedures for NZ	BZ	SC
	Various		Amended wording of Meth from positive/negative to detected/undetected	BZ	SC
	226		Amended insurance to $1M for Meth Aust (from $250K)	BZ	SC
01.06.18	220	13	Amendment to Meth Procedures (Aust only)	BZ	SC

	235		Amendment to Meth Procedures (NZ only)	BZ	SC
	34		Added in Divisional Marketing Committee Fund	BZ	SC
	4		Amended impartiality and conflicts to remove reference to NATA	BZ	SC
	5		Amended Confidentiality and Privacy to remove reference to NATA	BZ	SC
	5		Amended Record Keeping to remove reference to NATA	BZ	SC
	7		Amended Compliance Audits to remove reference to NATA	BZ	SC
	162		Amended Asbestos Inspection & Audit Services to remove reference to NATA	BZ	SC
	166		Amended Experience & Practical Training to remove reference to NATA	BZ	SC
	168		Amended Experience & Practical Training to remove reference to NATA	BZ	SC
	167		Removed NATA Accreditation	BZ	SC
	249		Removed Quality Standards (NATA related)	BZ	SC
	261		Removed Appendix 1 (NATA related)	BZ	SC
	261		Removed Appendix 2 (NATA related)	BZ	SC
	261		Removed Appendix 3 (NATA related)	BZ	SC
	261		Renamed Style Guide to be Appendix 1	BZ	SC
	218		Removed Pool Fence Service	BZ	SC
	39		Removed Pool Fence reference in Our Services	BZ	SC
	95		Removed Pool Fence reference in Upsell Services	BZ	SC
	15		Updated Distribution Register	BZ	SC
01.09.18	92, 93, 96, 97, 98, 117, 123, 126, 169, 170, 175, 188, 192, 194, 260, 270	14	WA Roof Inspection (Electrical Waiver Required)	BZ	PC
	42		New Con Entrance Test	BZ	PC
	34		CRBI Certificate Required	BZ	PC
	42		New Con Certificate Required	BZ	PC
	35		Removed ISO9001		
	49		$42 per month for new app		
	100 & 103		$25 fee per report sale for ecommerce		

	61		Worksafe notification responsibility of FSO		
	61		Added Incident Reporting Folder to OHS		
	34		Retraining for more than one insurance claim. Possible breach for further occurrence.		
	35		Ongoing PD including theory tests, tool audits etc		
	33 & 34		Minimum entry requirements amended to reg builder for all states		
	41, 53, 98, 116, 124		Updated subcontractor section re: agreement required and reminder to have agreement in place at all mention of subcontractors		
	114		Amended Timber Pest requirements for WA		

Distribution Register				
Version No.	Date of Issue	Name of Recipient	Territory	Mobile Number
14	01/09/18	Adam Liddell	St Kilda East	0409 333 723
14	01/09/18	Adam Phillips	Launceston	0437 759 558
14	01/09/18	Adam Tortoreto	Caroline Springs	0414 371 375
14	01/09/18	Adrian Holdsworth	Bendigo East	0438 345 053
14	01/09/18	Alex Miekautsch	Carlingford	0418 446 365
14	01/09/18	Andre Van Schalkwyk	Rodney	(+64) 021 212 1398
14	01/09/18	Andrew Johnson	Campbelltown	0451 460 147
14	01/09/18	Andrew Muling	Glen Waverley	0425 725 497
14	01/09/18	Andrew Skinner	Prospect	0407 186 380
14	01/09/18	Andy McMeeking	Hamilton South	(+64) 027 270 7665
14	01/09/18	Anthony Szalkay	Manly	0411 473 853
14	01/09/18	Anton Molnar	Mt Eliza	0466 636 164
14	01/09/18	Ashley Dando	Bli Bli	0416 436 606
14	01/09/18	Ben Monaghan	Berry	0416 033 472
14	01/09/18	Berner Duvenage	Kalamunda	0405 901 108
14	01/09/18	Bevan Foster	Bundall	0407 676 702
14	01/09/18	Bhavin Kunjadia	Lalor	0406 583 750
14	01/09/18	Bill Pastou	Northcote	0425 804 566
14	01/09/18	Birendra Bhandari	Marion	0400 110 719
14	01/09/18	Brendan Louttit	Rockhampton	0487 707 204
14	01/09/18	Brett Hotchkin	Warragul	0417 050 838
14	01/09/18	Brian Taylor	Yokine	0448 194 195
14	01/09/18	Bryce Harrington	Bondi	0404 200 867
14	01/09/18	Callie Louw	Ellenbrook	0402 152 392
14	01/09/18	Cameron Reynolds	Shellharbour	0410 687 190
14	01/09/18	Colin Kelly	Sandy Bay	0418 311 557
14	01/09/18	Cornelius Strydom	Auckland North Shore	+64 2150 2364
14	01/09/18	Darren Fleming	Penrith	0401 259 252
14	01/09/18	Darryl Baker	Currimundi	0408 827 073
14	01/09/18	David Brunner	Ipswich	0477 990 940

14	01/09/18	David Holtham	Adelaide Hills	0478 955 467
14	01/09/18	David Ollerenshaw	Sutherland	0418 606 666
14	01/09/18	David Piva	Canada Bay	0466 136 675
14	01/09/18	David Waters	Ballajura	0488 108 929
14	01/09/18	David Williamson	Torquay	0418 335 318
14	01/09/18	Dominic Toole	Mooloolaba	0448 398 944
14	01/09/18	Drew Woods	Keysborough	0487 199 478
14	01/09/18	Dugald Young	Indooroopilly	0417 922 509
14	01/09/18	Eric Ng	Point Cook	0474 221 368
14	01/09/18	Gary Davies	Kawana	0437 830 911
14	01/09/18	Gary Gommers	Ringwood	0450 385 900
14	01/09/18	Gary McGivney	Bentleigh	0424 289 578
14	01/09/18	Gary Payne	Port Stephens	0412 823 624
14	01/09/18	George Vasilakis	Brighton	0404 033 387
14	01/09/18	Glen Collings	Bendigo South	0419 011 656
14	01/09/18	Glenn Brown	Sydney	0408 000 890
14	01/09/18	Gordon Xue	North Sydney	0410 543 828
14	01/09/18	Graeme Boyd	Geelong	0421 909 709
14	01/09/18	Grahame McCulloch	Bowral	0438 465 646
14	01/09/18	Grant Tremlett	Collaroy	0468 594 034
14	01/09/18	Greg Campbell	Hope Island	0477 799 613
14	01/09/18	Hetal Pancholi	Cranbourne East	0410 530 823
14	01/09/18	Ivan Brown	Manukau	+64 210 821 4255
14	01/09/18	Jack Oddy	Pakenham	0418 220 641
14	01/09/18	James Donovan	Hills District	0447 977 757
14	01/09/18	Jason Collett	Central Plateau	+64 214 67704
14	01/09/18	Jason Illingworth	Bellarine	0407 499 123
14	01/09/18	Jason Rowell	Eltham	0423 672 662
14	01/09/18	Jaswinder Singh	Wantirna	0452 237 132
14	01/09/18	Jim Coghlan	Doncaster	0408 580 055
14	01/09/18	Jody Russell	Whittlesea	0418 155 411
14	01/09/18	John Christie	Montville	0408 583 355
14	01/09/18	John Clancy	Greater Canberra	0408 015 814
14	01/09/18	John Markham	Marrickville	0448 440 082
14	01/09/18	Justin Fraser	Wendouree	0418 368 099
14	01/09/18	Karim Chehate	Brunswick	0421 890 044
14	01/09/18	Kerian Marmont	Goulburn	0477 759 077
14	01/09/18	Lachlan Hill	Maryborough	0428 535 457
14	01/09/18	Leon Carnevale	Five Dock	0451 308 020
14	01/09/18	Leon Thomson	Limestone Coast	0467 622 781
14	01/09/18	Les Camilleri	Essendon	0411 807 766
14	01/09/18	Louis Csonka	Williams Landing	0415 236 682
14	01/09/18	Manie Van Vuuren	Sorrento	0432 156 877
14	01/09/18	Mark Rowlingson	Bracken Ridge	0488 108 833
14	01/09/18	Mark Southern	Caloundra	0419 739 035
14	01/09/18	Martin Lilley	Frankston	0439 644 512
14	01/09/18	Mat Willis	Dandenong	0413 665 386
14	01/09/18	Matthew Forsyth	Warrnambool	0407 041 229
14	01/09/18	Mehran Orangi	Boxhill	0401 295 096

14	01/09/18	Michael Merrick	Wollongong	0458 280 892
14	01/09/18	Michael Silverstein	St Kilda	0439 011 456
14	01/09/18	Mick Martini	Subiaco	0400 177 406
14	01/09/18	Nathan Atkinson	Mandurah	0419 938 099
14	01/09/18	Nathan Pizzino	Gawler	0415 908 758
14	01/09/18	Nick Pepper	Jervis Bay	0407 011 477
14	01/09/18	Nick Tzotzis	Henley Beach	0413 122 184
14	01/09/18	Nigel Crocker	Carindale	0418 676 442
14	01/09/18	Paul Burchill	Maroochydore	0409 655 633
14	01/09/18	Paul Commerford	Divisional	0407 541 052
14	01/09/18	Paul Nagle	Murrumbeena	0419 896 719
14	01/09/18	Paul Rowe	Cranbourne	0407 267 824
14	01/09/18	Peter Berry	Glenorchy	0429 889 495
14	01/09/18	Peter Zuccala	Woodvale	0409 838 411
14	01/09/18	Phil Abourizk & Tim Mercer	Melbourne	0478 779 457 (PA)
14	01/09/18	Phil Smallman	Caroline Springs	0400 198 993
14	01/09/18	Phil Parish	Erina	0402 221 757
14	01/09/18	Pieter Kastelan	Blacktown	0499 775 197
14	01/09/18	Prasad Dharmadhikari	Onehunga	+64 212 296 672
14	01/09/18	Rishies Sivabalasingam	Kellyville	0406 661 250
14	01/09/18	Rex Southern	Redcliffe	0418 727 555
14	01/09/18	Rob Coulson	Mornington	0448 555 930
14	01/09/18	Robert Francischelli	Berwick	0477 660 118
14	01/09/18	Robert Graham	Byron & North Coast	0429 113 633
14	01/09/18	Robert Velovski	Wyong	0497 900 884
14	01/09/18	Sam Anstee	East Gippsland	0400 076 236
14	01/09/18	Sam Robertson	North Sydney	0414 894 277
14	01/09/18	Senaka Daluwatta	Riverton	0429 500 522
14	01/09/18	Simon Imbesi	Officer	0432 563 418
14	01/09/18	Simon Isaac	Parramatta	0420 990 777
14	01/09/18	Simon Lovisa	Newcastle	0437 123 380
14	01/09/18	Slade Stanley	Riverina	0428 225 885
14	01/09/18	Stefan Niceski	Balmain	0400 662 208
14	01/09/18	Stephen Boike	Caboolture	0413 294 465
14	01/09/18	Stephen McBride	Bli Bli	0414 473 050
14	01/09/18	Stephen Tye	Gympie	0407 764 416
14	01/09/18	Steve Ahn	Wentworthville	0413 377 511
14	01/09/18	Steve Wilson	Noosaville	0499 093 959
14	01/09/18	Sukhdev Mangar	Werribee	0403 717 847
14	01/09/18	Tiho Lerota	Mosman	0401 300 056
14	01/09/18	Tim Freshney	Rowville	0448 222 550
14	01/09/18	Tony Borrillo	Victor Harbor	0400 096 707
14	01/09/18	Tony Greig	Rolleston	(+64) 021 546 724
14	01/09/18	Tony Fenech	Williamstown	0410 543 150
14	01/09/18	Tony Oswald	Runaway Bay	0415 551 506
14	01/09/18	Trent Mison	Randwick	0416 978 230
14	01/09/18	Vince Paterno	Sandringham	0498 110 155
14	01/09/18	Wayne Kidd	Franklin	(+64) 027 482 2938
14	01/09/18	Wayne Maloney	Morphett Vale	0466 568 127

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Chapter

1

How to Use this Manual

This manual documents the process required to successfully operate a Jim's Building Inspection Franchise.

Review this manual before commencing your franchise operations and return to it regularly. In addition to your contract, the manual outlines processes and procedures that you are contractually obligated to comply with.

This manual outlines best practice within our industry. It will help you build a successful business.

The manual is organised into chapters and is designed to be used in conjunction with the tools, reference documents and templates found in the shared FSO and FSE Resources Folders available via Dropbox on your home PC and iPad as well as other resources distributed to you on commencement.

If you have questions call your Franchisor. And don't forget to make use of our social networks to connect with other Jim's Building Inspectors. Post your questions, share frustrations and benefit from other people's experience.

Our History

Jim's Building Inspection Division resulted after Paul Commerford approached Jim Penman about establishing a leading building inspection service.

Paul Commerford is a Melbourne based carpenter and experienced builder who has worked in the specialised field of pre-construction termite barrier installation for major commercial builders. Paul's existing company has also delivered pre-purchase termite and building inspections since 2008.

After purchasing a Jim's Pest Control franchise in 2010 and repaying it within three months, Paul identified the opportunity to partner with Jim's to more effectively and efficiently establish market dominance in the inspection industry.

Jim's Building Inspections commenced operations in July 2011 and has over 100 franchisees.

The Jim's Group

The Jim's Group currently has 54 divisions and nearly 4000 franchisees. From humble beginnings as a part time gardening job whilst studying History at university, the Jim's Group is arguably Australia's dominant franchise group.

The Group continues to experience strong growth with new divisions and more franchisees joining each year. The Group is still lead by Jim Penman with a dedicated management team in place who are constantly improving support to franchisees.

The Group has invested significantly in an independently owned, local call centre and a database, Franchise Management System (FMS) for the management of the Group's franchise business and the fair distribution of leads to franchisees.

The Jim's Group has a base in Mooroolbark Victoria. The Foothills Conference Centre acts as a base for training activities and includes a full service hotel. The Jim's Group is developing a wide array of general professional development opportunities across the group including training programs and conferences.

The Jim's Group is also continuously seeking the best value for franchisees via group purchasing discounts.

Most importantly the Jim's brand continues to experience a reported 94% recognition in Australia and has resulted in many divisions securing large scale contracts with national companies and government departments.

The longevity of the brand also ensures the general public has a level of personal trust in the brand, resulting in a higher than usual enquiry conversion rate.

Director's Paul and Suzanne Commerford

Paul and Suzanne are joint directors of Jim's Building Inspections Australia. Suzanne's background is in executive management within Australian and Local Government sectors and has worked in regional and remote areas prior to living in Melbourne. Suzanne also has qualifications in Business Management & Marketing.

Paul is a qualified carpenter and experienced builder with a wide array of additional trade accreditations. With a wealth of practical experience working in the building industry as well as extensive experience owning and operating small businesses, Paul provides leadership and technical management.

Paul and Suzanne were attracted to working with the Jim's Group because of:

- the fair and equitable nature of the franchise relationship
- the emphasis on protecting the rights of franchisees that Jim enforces
- the independence to develop your division and franchise to suit your industry

Management Team

The company's Directors have a management team of staff and Franchisors who are working collaboratively to build the new Division nationally.

Divisional Administration Manager – Bek Zerbe

Division administration management and project support

Mobile: 0448 043 338 / Email: bek@bauengroup.com.au

Business Development Officer – Jamie Byard

Mobile: 0417 299 231 / Email: jamie@jimsbuildinginspections.com.au

Digital Marketing Co-ordinator – Caleb Terpstra

Marketing and Social Media Implementation

caleb@bauengroup.com.au

Digital Designer – Emily Cherry

Digital and Graphic Design

emily@bauengroup.com.au

Full Stack Developer – Shan Prabhu

Full Stack Developer for back end software

shan@bauengroup.com.au

Franchisors

Divisional and Franchisor Support, and Franchisor Support for Aust and SE Regions – Jamie Byard

Mobile: 0417 299 231 / Email: jamie@jimsbuildinginspections.com.au

Jamie has had a long history with the Jim's Group, starting as a Franchisee in the Test and Tag division. He successfully grew a profitable franchise, then acquired the Region of SE Melbourne for this Division.

It was after this successful purchase where Jim Penman requested Jamie join the National Team in the role of Divisional Support looking after all the Divisional Franchisors within Jim's Group. At the same time, Jamie personally ran many Divisions of the Jim's Group that did not have a Divisional Franchisor in place – such as Mowing, Fencing, Dog Wash to name a few.

Jamie joined the Jim's Building Inspections team in 2016 in the role of Business Development Officer. He has also been instrumental with Franchisor support and Franchisor based activities on behalf of Paul Commerford for both the SE Melb and Aust Regions.

Phil Smallman - West Melbourne

Phil has an extensive background in Business Management, Building Inspections and also teaches at Victoria University delivering modules in Certificate IV in Building Construction in the Advanced Building and Construction Faculty.

Phil has a strong understanding of the Building Code, Building Act and Regulations and a comprehensive knowledge of many of the Australian Standards.

Mobile: 0408 924 241 / Email:
phil.smallman@jimsbuildinginspections.com.au

Sam Robertson - North Sydney and East Melbourne

Sam has a marketing background and has been involved in the construction industry for the past 10 years. He joined Jims looking for a new challenge and wanted to join a trusted brand.

Sam's goal is to make Jim's Building Inspections the largest and most trusted building inspector in NSW.

Mobile: 0414 894 277 / Email: sam@jimsbuildinginspections.com.au

Andrew Skinner - Adelaide

Andrew kicked off his building career as an M.B.A Apprentice back in 1990. Upon completion of this he quickly moved on to contract roles running teams of carpenters and supervising commercial jobs worth up to four million dollars from the ground up like Shaw and Smith Winery.

From there he concentrated on his own commercial, industrial and residential construction jobs until four years ago when he took a job with a larger commercial builder which has since branched out into civil construction also.

Mobile: 0407 186 380 / Email: andrew@jimsbuildinginspections.com.au

Glenn Brown – Northern NSW

Glenn studied as an Architectural Draughtsman in Sydney and then moved to Port Macquarie to join the very successful Better Homes, he was involved in the designing, selling and building of project homes.

For over 25 years Glenn has worked in the building industry involved in commercial building and fit outs.

Mobile: 0408 000 890 / Email: glenn@jimsbuildinginspections.com.au

Ben Monaghan – South Sydney

Ben had been a Carpenter and Builder operating his own building business since 2000. Wanting a change but to still use his extensive industry experience, Jim's Building Inspections was the ideal solution.

Ben is also Jim's Building Inspections first franchisee to take on the role of Franchisor. Having joined the group in mid-2012, Ben established himself throughout southern Sydney through to Berry on the South coast.

As a successful building inspector and franchisee Ben then took on the next challenge of becoming a Franchisor in April 2014. Ben currently manages a growing team of five franchisees.

Mobile: 0416 033 472 / Email: ben.m@jimsbuildinginspections.com.au

Ashley Dando – Sunshine Coast

Ashley is the Sunshine Coast franchisor. Initially completing a building apprenticeship in the United Kingdom, Ashley went on to work as a construction project manager, also gaining a Bachelor of Arts degree in International Business Management. He has amassed more than 25 years' building industry knowledge, through the residential, commercial and industrial sectors and more than 10 years in project management.

Ashley is a certified building inspector and holds an open builders licence in Queensland. His experience spans high and low set house construction to high and low-care aged care facilities as well as high-rise and high-end office fit outs. His passion for the building industry is matched only by that of his passion for skydiving where he holds a gold medal for skysurfing.

In 2012 he and his wife Sally moved from Adelaide, to the Sunshine Coast where they decided they wanted to raise their 3 year old son. Ashley said, "After coming to the Sunshine Coast on holiday both my wife and I knew this is where we wanted to call home, you don't need to be here long before you fall in love with the culture".

Mobile: 0416 436 606 / Email: ashley@jimsbuildinginspections.com.au

Manie Van Vuuren – Northern Western Australia

Manie joined our team as Regional Franchisor for Northern WA which includes all areas from Perth to Broome to manage our Franchises in Western Australia. Manie will also manage his own Franchise between the area from Sorrento to Ocean Reef and the coast line to Wanneroo road.

Manie has extensive business and project management experience from over twenty years working and managing projects across multiple disciplines in the Infrastructure, construction, telecommunications, security and mining industries. Manie has managed large teams delivering multi-million dollar projects as well as portfolio management of projects in the order of $300m.

Manie holds a master's degree in business administration (MBA) as well as a project management diploma. Amongst other certifications he also holds a Cert IV in Engineering Drawing, Diploma in Painting Techniques and he is currently in the process of completing his Advance Diploma in Building Surveying.

Manie brings to the JBI group his history and experience of successful management, technical background, can do attitude and a passion for quality in customer service. Manie's aim is to grow the JBI business across northern WA and offer a variety of professional services to the commercial and residential markets.

Manie values quality family life. With his lovely very supportive wife and fabulous two teenage boys, they enjoy camping, fishing, 4x4ing, exploring nature, photography, cycling and anything outdoors. Manie managed a Scout Group for a few years and has a passion for teaching children about the environment, but due to studies and work life balance now offer the outdoor experience only to his own two boys. Together they take every moment possible to be outdoors and enjoy the quality of live WA offers.

Mobile: 0432 156 877 / email: manie@jimsbuildinginspections.com.au

David Brunner and Bevan Foster – South East Queensland (including Gold Coast Region and Brisbane Region)

David started his career by completing a Carpentry & Joinery apprenticeship in the Army and served for 20 years as a Construction Supervisor on projects both large and small throughout Australia and the Pacific Islands. He also completed his Building Foreman & Clerk of Works Post Trade Course and a Diploma of Construction Management whilst serving in the armed forces.

After settling back in his home town of Brisbane in 1998, he worked on several large projects as a Clerk of Works including the revamp of the Royal Brisbane Hospital and then as a Building Consultant and Loss Adjuster in the Insurance Repair Industry. During that time, he completed a Diploma in Financial Services- General Insurance.

David holds a mid-rise Builders Licence, has his Residential Building Inspectors licence and Pool Inspectors licence with the Queensland Building and Construction Commission and is also qualified in Asbestos.

Gold Coast born and bred, Bevan and his wife love Queensland and have enjoyed raising their three daughters in this exciting and ever-changing town. Bevan has been fortunate enough to always maintain residency in the Gold Coast, while occasionally traveling for work over the course of his 30+ year career.

Bevan's career in the building industry kicked-off from the shopfloor, after completing a Carpentry/Joinery apprenticeship in

1987. His career progressed strongly as he successfully attained more industry based accreditations/capabilities which in turn lead Bevan into senior supervisory positions.

During these earlier times, Bevan was fortunate enough to work with many Tier 1 building companies such as F.A.Pidgeon and Son, Barclay Mowlem, McMasters Q.L.D, BuildCorp International and Concrete Constructions. By 2003, Bevan had completed many prominent landmark projects throughout South-East Queensland, progressively achieving an appointment of Site/Project Manager. At this point in his career, Bevan decided to begin working for himself, migrating into the booming luxury house market, and later took on multi-level unit developments and house/land sub-divisions.

For the next 10 years, Bevan successfully completed a few remote Mega projects in the capacity of Construction/Project Manager for UGL, Hatch and Anglo American, and finally leaving the resource sector as a Coach and Mentor for BHP Exploration.

Now days, running his own building consultancy business has allowed Bevan to appreciate what I really missed working in the local area. Bevan discovered Jim's Building Inspections and knew immediately that the business was a hand in glove fit. Bevan flet that the model was not only extremely appealing, but would also allow him to operate with the branding, knowledge and support of the largest franchise in Australia.

When he's not out inspecting properties, you'll find Bevan spending time with his wife and 3 adult daughters, relaxing in the beautiful Gold Coast surrounds.

David - 0477 990 940 Bevan – 0407 676 702 or email: seqld@jimsbuildinginspections.com.au

Cornelius Strydom – Auckland

Cornelius has joined the JBI team as a Regional Franchisor in Auckland New Zealand and is our first representative in the land of the long white cloud! On top of his duties as franchisor, Cornelius will also be operating in the North Shore area to provide service delivery.

Cornelius and his family moved to New Zealand in 2015 and have settled in Torbay area. An engineer by trade he has worked in the construction industry for the past 20 years.

He is looking forward to adding a to the range of inspection services currently on offer in NZ and tailoring our brand to suit the NZ market.

He can be contacted on 021 502 364 at any time or email cornelius@jimsbuildinginspections.co.nz

Slade Stanley – NSA/ACT

Slade is a Regional Franchisor for Jim's Building Inspections in both regional NSW and the ACT. He has had a passion for the building industry since his youth and now has over 22 years experience in the industry.

After completing his carpentry apprenticeship, Slade started his own business and completed a Building Supervisory/Clerk of Works qualification. Since then he has facilitated numerous projects. Slade prides himself on customer satisfaction and professionalism.

Slade has lived in Wagga Wagga area all his life and is very passionate about the area and giving back to the community. In his spare time he enjoys time with his wife and two children. He is also known in the motor sport world as a two-time world champion V8 Superboat driver.

Slade is excited to be part of Jim's Building Inspections and looks forward to assisting you with your building inspection needs.

He can be contacted on 0428 225 885 at any time or email slade@jimsbuildinginspections.com.au

Our Values & Plans

Jim's Building Inspections has a set of trademark behaviours which guide our interactions with each other and others.

These behaviours are set collaboratively by the Franchise team and are regularly reviewed for their relevancy. Examples of how they are put into practice are suggested below.

UNITED	PROFESSIONAL	MOTIVATED / DRIVEN
• We look out for each other - have each other's backs	• We act with honesty and integrity • We buy into new initiatives • We follow through on commitments - be good for your word	• Take ownership of outcomes • Participate and get involved • Be passionate about JBI

Reliability Guaranteed *Before you Buy, Before you Build*

This value or motto is repeated frequently throughout our internal and external communications and sums up the division's public and private values.

Our clients are often making the biggest purchase of their lives or are seeking protection from significant risks, we owe them and they expect our reliability in the advice we provide.

All of our inspection tools, training and resources are designed to ensure you provide the most reliable advice in the industry and ultimately we rely on you - our franchisee - to ensure this is how we are perceived.

In turn, our Franchisees and Franchisors are relying on us to ensure these tools, training and resources are industry leading and accurate.

Most importantly our actions put this value into practice.

Divisional Actions:

- Developing the industry leading iPad application for building inspection reporting
- Creating a comprehensive building inspector training program
- Seeking Australian Standard quality accreditation
- Building the country's most useful and current Knowledge Centre on our website

- Requiring franchisees and franchisors to participate in annual professional development

Franchisees and Franchisors will be expected to identify practical and innovative ways they will ensure reliability within their businesses.

Objective

Our division has an internal and external objective.

External Objective: Maintain our status of Australia's dominant building inspection service provider and expand our services in New Zealand and begin service delivery in UK. Expand our team from 115 franchisees to 300 franchisees globally within 4 years.

Internal Objective: To maintain a minimum gold standard of Franchisee satisfaction and secure more National Referral partners.

The Division will measure and report on our performance by the following standards:

- Number of franchisees nationally
- Number of services provided nationally by our franchisees
- Number of commercial & government tenders won
- Number of complaints & warranty claims
- Franchisee profitability & satisfaction
- Number of enquiries made to the National Jim's Call Centre

Our Expectations

Purchasing a franchise is about interdependence. A franchise will allow you to do more than you would have otherwise on your own.

Interdependence requires interaction and the following expectations set the guidelines for interactions between members of the Division.

1. Honesty - tell the truth and communicate directly with people
2. Responsibility - be accountable for your actions, do what you say you will
3. Positivity - we are all responsible for the energy we bring to any situation, commit to being positive, energetic and share good stories
4. Respect - respect each other's views, disagree respectfully but robustly and demonstrate the courtesy you would expect to receive

Divisional Policies

- There is a minimum standard of qualifications and experience required to purchase a franchise. These standards ensure quality inspections and that, where state licensing applies, franchisees are eligible. These prerequisites ensure that we are moving forward within the Building Inspection Industry and are preparing our team for changes we believe will be made in the future as they relate to minimum qualifications for anyone conducting inspection work.
    - Licensed States

      Hold or be one of the following:

      - Building Licence (Low or Medium Rise or Open) (QLD)
      - Building Licence (Unlimited or Medium Rise or Low Rise Residential) (ACT)
      - Building Surveyor, assistant building surveyor or building surveying technician
      - Completion of an approved Building Inspectors Course (QLD)

      Plus

      - Five year's relevant trade experience
      - Provide referees and proof of financial capacity
    - Unlicensed States

      Hold or be one of the following:

      - VIC: Building Licence (Low or Medium Rise or Open) or Domestic Project Manager

        WA: Registered Building Practitioner or Registered Building Contractor with the Building Services Board

        SA: Building Contractor (if licence is limited it must be approved by the divisional office) or Building Work Supervisor

        NSW: Contractor Licence or Qualified Supervisor Certificate

        TAS: Builder or Construction Manager (Low Rise or Medium Rise) or Builder (open)

        NZ: Licensed Building Practitioner (Carpentry or Design or Site or All)
      - Building Surveyor, assistant building surveyor, building surveying technician, Architect, Building certifier, or Licensed Building Practitioner and or Licensed Building Inspector (with that states licensing board)

- Where a prospective franchisee is not currently licensed, they must complete the Builder Registration Training Course (or an approved equivalent – please contact Paul Commerford directly to seek approval for an alternative course) and provide the certificate for this completed course to the insurer in order to process their application. This training course is designed to ensure that an applicant will be able to obtain their licence based on existing qualifications, and/or map out the steps required to reach a qualification level to obtain said licence. They must then ensure they obtain their limited builders licence within 15 months of their go live date. This will be stipulated in all contract except Queensland.

Plus

- A minimum of two year's relevant experience
- Provide referees
- Completion of required Divisional Training being Jim's Generic Training course and Completed Residential Building Inspection (CRBI) Course as minimum. Further courses are required for some services.
- Franchisees cannot go live until they have received a CRBI Certificate from the Divisional Office. This will be required to obtain insurance.

- It is the policy of Jim's Building Inspections that no territory swaps will be permitted.
- All insurance claims will be reported to the divisional office by the insurer. Any franchisee who has had an insurance claim lodged against them may be required (at divisional discretion) to undergo a related and approved course (i.e. Completed Residential Building Inspection) as nominated by the National Business Manager. This course would be at their cost and at the next available opportunity. The National Business Manager will evaluate their reporting and procedures during the insurance claim process and determine if this is a requirement.
- A franchisee does not have the right to deny an insurance claim, or dispute an insurance claim through any avenue other than following the documented complaint procedure. The insurance company's decision will be considered final.
- It is mandatory for all existing franchisees to take up Run Off Insurance for a minimum of 24 months from the date of exit. Most insurance claims come in at approximately 18 months from the date of report. Wallace can provide this run off insurance.
- Franchisees and Franchisors are not permitted to take or to give commissions or kickbacks to or from agents or similar referrers.
- Where a franchisee has more than 1 insurance claim, that franchisee will be required to retrain in the areas related to these claims at their cost. If the claims relate to more than one area (eg one claim for stumps and one claim for asbestos) the franchisee will be required to retrain in all areas of concern. These may include (but are not limited to) Asbestos, CRBI, New Con, Timber Pest and Methamphetamine. Should any claims be made in the same area a franchisee was retrained, a breach will be the escalation of this process. This will be decided by the Divisional Office on a case by case basis.

- Continued Professional Development is an important part of Jim's Building Inspections. Franchisees will be required to complete this on an ongoing basis. Whilst we encourage franchisees to participate in a wide variety of professional development available in their state within this industry, the minimum requirement will be to participate in the yearly theory and tool audit tests. These will be rolled out for all service types in the near future.

Divisional Marketing Committee Fund

Due to the resources of a Digital Marketer and Graphic Designer there is a current marketing plan in place for all Australia.

There is a fixed fee of $80+GST per FSE (monthly) to be paid to divisional for this and other national plans which will come out of your marketing budget which includes things like SEO and management of lead generating campaigns.

A $218.18+GST is also payable for these per region (monthly) which cannot come out of marketing funds as this is used for FSE recruitment. FSOs have the option to have their adwords campaign run in line with the national campaign. These fees may increase overtime.

There are setup costs associated with new Franchisees and new Regional marketing campaigns. These setup costs are charged at $900+GST for a Region, and $261.81+GST for a Franchisee.

These charges are direct costs to manage and oversee the spend for regional funds – any spend (such as Google Adwords, Facebook Marketing, Social Media, other paid forms of advertising etc) are charged separately.

What We Do

Jim's Franchisees are granted territory in which they deliver a wide range of building inspection services. However you are not restricted to operating within this territory and are encouraged to develop local referral networks any all unoccupied territories and you can nominate to receive work from as widely as you are willing to travel.

Summarised below are our clients and services. Refer to detailed procedures in this manual as well as the Reference Documents, Templates and Training Materials in your iPad application library and in the resources provided to you on Start Up.

Our Clients

Our clients include:

- Home buyers and sellers
- Property investors and investment groups
- Real Estate Agents & Property Managers

- Body Corporates
- Property & Facility Management companies
- Commercial Property Owners
- Government Departments & Local Government Authorities
- Specific Industries including child care and aged care
- And more …

The diverse client base ensures that our source of work is not tied to the performance of the real estate market and that there is opportunity for recurrent work.

Our Services

As indicated by the client list our services extend far beyond pre-purchase property inspections, although this is a large market segment. The greater the diversification of services you offer the wider the range of income sources, reduction in risk associated with dependency on one client segment and the greater potential to undertake more profitable and less competitive areas of inspections.

You are eligible to provide all services for which you are insured and qualified to provide. Some restrictions do apply but you are encouraged to develop new skills, gain more qualifications, licences.

Currently our initial and mandatory Training Program and Building Inspection App support the delivery of the following services in either residential or commercial contexts:

- Pre-Purchase (or PreSale) Building Inspections
- Pre-Purchase (or PreSale) Termite & Timber Pest Inspection
- Dilapidation Inspections
- Asbestos Inspections – Visual
- Asbestos Inspections – Sampling
- New Construction Inspections including:
    - Slab
    - Frame
    - LockUp
    - Handover or Practical Completion

Word Document Templates we provide also allow you to complete (where qualified, licensed and insured to do so) or to subcontract for the delivery of:

Premium Inspection Services:

- Plumbing & Gas
- Electrical

General Building Inspections:

- Special Purpose Building Inspections
- Maintenance Inspections
- Property Condition Reports
- Invasive Inspection Reports
- Property Condition Reporting (Tenancy Inspections)
- Owner Builder Warranty Inspections (some restrictions apply based on state or country of service)

However you are not constrained to the delivery of services available on our App or delivered via our internal training programs.

Using or modifying provided word templates you can expand the range of services you offer to reflect your skills, qualifications, licenses and interests.

The services that you will be authorised to offer are those that your initial training will equip you for. Some services require additional specialist training, licensing and additional insurance.

Furthermore some services are delivered in collaboration or via subcontracting with other specialist trades; specifically and especially where a license is required or where other Jim's divisions have primary rights to conduct these services.

Conversely you may also choose not to provide some services, you can pick and choose which services you provide where and when by managing your own settings which determine what leads you receive from the Jim's Group.

Other types of inspections you may consider up skilling to deliver are:

- Essential Maintenance & Safety Inspection
- Disability Access Inspection & Report
- Worksite OHS Inspection
- Depreciation Schedules and Strata Sinking Reports
- Industry Specific Inspections for example Child Care Centre or Aged Care Facility Inspections

- Playground or Play Equipment Inspections
- Energy Efficiency Inspections

Your input is welcome

Email or raise any suggestions or issues you may have with the services we provide and the inspection process and content.

Your contributions may:

- Help improve reliability and quality
- Respond to consumer and industry issues, suggesting additional services and inspections which may be required.
- Further develop and refine content

Send your contributions to: info@jimsbuildinginspections.com.au

Our Job Sources

There are a wide number of sources of new clients and job opportunities. The Franchisor and Franchisee have different responsibilities related to securing work.

Franchisees pay a fee to their Franchisor which is dedicated to regional marketing. This fund is open for inspection and audited annually with a report presented to franchisees in that territory.

The Franchisor creates efficiencies by marketing services on behalf of all franchisees in a region. This generally includes the following types of strategies. Each franchisor determines their own marketing plan in consultation with their Franchisees.

- Pay Per Click Google Adwords Campaigns
- Print media advertising
- Public relations events and publicity
- Business directory listings
- Search engine optimization
- Direct marketing

All marketing by the Divisional and Franchisors directs enquiries to the Call Centre; these enquiries are then fairly and evenly distributed among local franchisees for a lead fee as set in your contract schedule.

Franchisees are required to undertake additional local area marketing in order to be successful which primarily includes:

- Developing direct referral relationships with agents, conveyancers, finance brokers and other related industry providers
- Developing a strong community profile and awareness of the service through valuable and genuine PR opportunities
- Creating a visual presence through the use of vehicle and where possible street signage
- Any other creative and effective strategies

Your resource library includes useful templates and suggested template marketing plans for your use. A Local Area Marketing Guide is also available for your use.

Key Features

The key features of our Jim's Building Inspection services are:

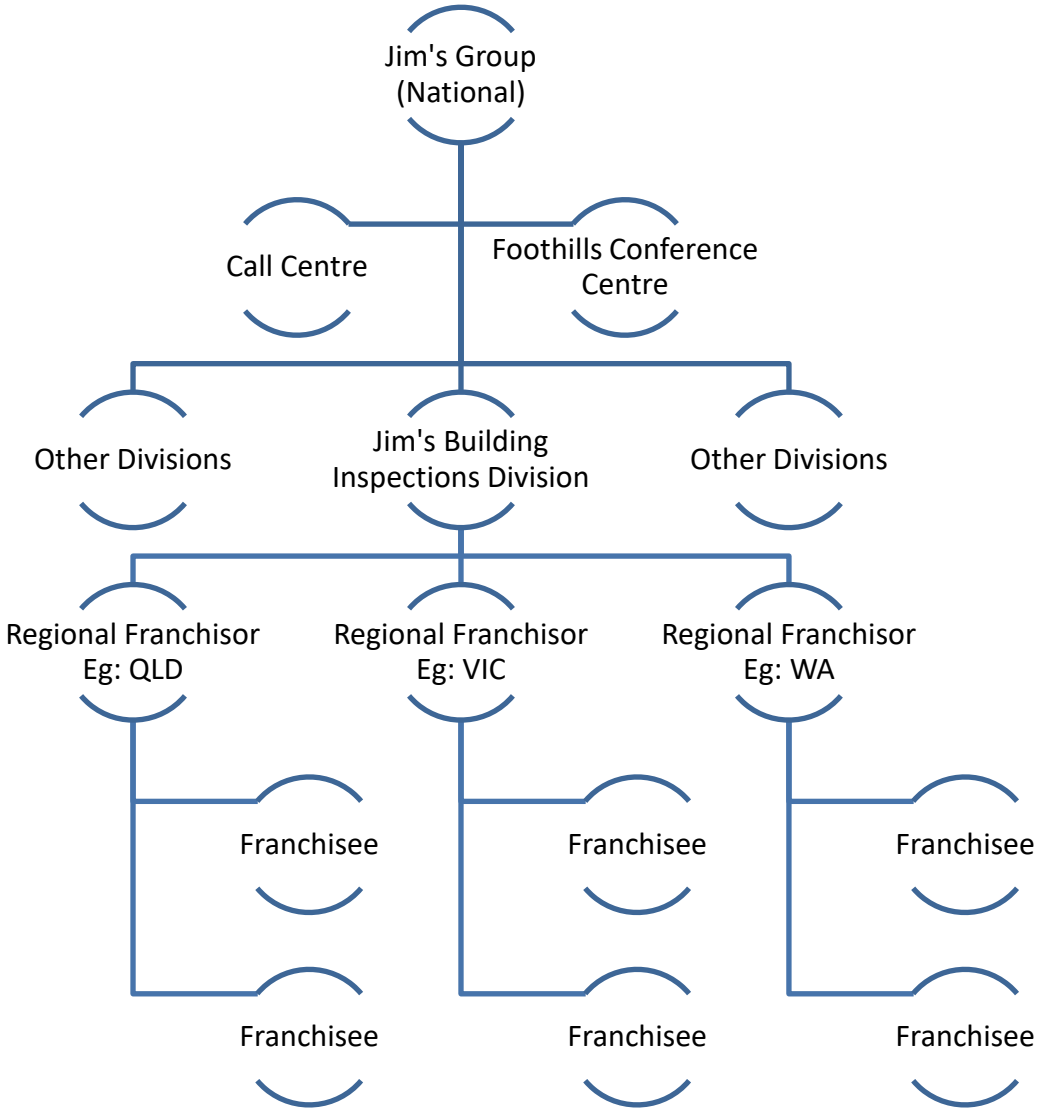
- *Same Day Reports* - our iPad application makes onsite completion and submission of your reports possible and paperless. All reports are required to be provided to the client within 24hours unless they provide permission for a variation of this timeframe.
- *No Jargon* - our reports use images, graphics and layman's terms to describe what is wrong with the building and what's required to fix it.
- *No Fine Print* - our reports and preinspection agreements document our terms and conditions upfront and in everyday language. We avoid pages of definitions, limitations and exclusions that confuse and upset clients.

Most important however is our *Reliability Guarantee.* This warranty provides that:

- We will contact all clients within 2 hours
- All Reports will be provided within 24hours
- Every inspector is licensed where required and fully insured for both professional indemnity and public liability

Roles and Responsibilities

Franchisee and Franchisor roles and responsibilities differ.



Franchisor Role:

- Recruitment of franchisees
- Training
- In the field coaching and online reviews of draft reports for new franchisees
- Regular franchisee meetings including networking, peer support and professional development and regional news / initiatives
- One on one business reviews
- Monthly proactive calls
- On call technical and business support
- Contractual compliance
- Management of customer complaints

Franchisee Role:

As a building inspector, your day to day role and work activity would generally include the following activities.

1. Respond to leads within 2hours (mostly franchisees respond within minutes), answering client questions and converting their enquiry into a booked service

2. Schedule inspections – often working in conjunction with real estate agents and sometimes other trade subcontractors (see Subcontractor Network, specifically relating to a subcontractor agreement)

3. Deliver inspection services, prepare and send your reports

4. Invoice and receipt payments from your clients

5. Spend time each day building your business:

    a. Develop your referral network to increase the number of leads you generate for yourself

    b. Undertake other local area marketing activities

    c. Complete training to offer a wider array of services

    d. Maintain your vehicle and minor equipment

    e. Maintain your client database on FMS4, add new clients and note which leads you converted

    f. General administration of your business including reviewing business performance and undertaking short and long term planning. This includes Book keeping unless you have engaged someone else to do it.

A more detailed description of relevant procedures relating to these core tasks is outlined later in the manual.

Franchisee Support

As a franchisee you are required (for some items) and entitled to receive the following training, support and benefits:

Training & Initial Support:

- Three module training program including:
    - Business Management & Marketing
    - Completed Residential Building Inspections Course (mandatory course for any service delivery)

  - New Construction Inspections Course (a test must be completed prior to acceptance into this course)
  - A certificate for the New Con Course will be required from the Divisional Office for this service to be added to the insurance policy

- Intensive onsite supervision of your first 10 inspections and reports (mandatory course for any service delivery)
- Subsequent weekly supervision for at least four weeks after commencement
- Access to annual PD opportunities & conference

Ongoing Support:

- Proactive monthly phone call and on-call assistance from your Franchisor
- On call technical assistance via your Franchisor
- Group newsletter and supported social media interaction
- 6 weekly meetings which include professional development
- Annual business reviews

Benefits:

- Access to group purchasing discounts for phone services, eftpos terminals, insurance and more
- Regular software updates for your industry leading iPad application
- Access to collaborative marketing strategies using the Jim's branding

Evaluation

Franchisee satisfaction is important to us. Your views and opinions as well as technical input can help to improve the overall business outcomes and reduce risk.

Our strategies or evaluating and measures of franchisee and franchisor satisfaction include:

- Survey of franchisees
- Survey of franchisors
- Topic specific occasional surveys of franchisees
- Evaluation of training activities and events
- Monitoring qualitative feedback on social media networks
- Franchisee business performance; profitability

- Number of leads generated per month, per franchisee
- % tracking of lead conversion across the division
- Cost per lead ratio of marketing expenditure vs no. leads generated at a regional level
- Number of customer complaints and warranty claims across the division
- Growth in the total number of jobs won across the division
- Exit surveys of all franchisees leaving the Jim's Building Inspections division

As the names and contact details of all Franchisees are published in disclosure documentation the most effective evaluation and review mechanism are the verbal reports of satisfaction that existing franchisees may provide new franchisees.

Insurance Claim and Complaints Management

This chapter outlines how to manage customer complaints, potential and actual insurance claims.

There are two categories of complaints that you will receive:

- Customer Service – my report is late, I haven't received a receipt, the inspector is not here on time etc
- Professional Conduct – my report is wrong, inadequate, the inspector has not done a thorough job, since I've moved in I have found defects that the inspector did not

You will receive either complaint in one or more of the following ways:

- A formal complaint lodged via the Call Centre – you receive it as a text and your FSO is notified automatically
- Your FSO may notify of you a complaint which occurs when the customer contacts the Jim's Group and outlines that they have a complaint but no longer wish to deal with you.
- A customer calls or emails you or sends you a letter

  This may initially appear to be querying something in relation to your report or seeking further explanation

  Or it could be a direct allegation of unprofessional conduct or substandard inspections and reporting

Complaint and Claim Management

Step1 : customer contact

- Customer Complaint or Professional Conduct Complaint is received as per above.

Step 2:

- If customer service type complaint: FSE Manages – refer to General Jim's Group Manual
- If suspected or potential Professional Conduct Complaint: Refer to the following procedure and act within the Terms and Conditions of your Professional Indemntiy Policy at all times.

Procedure

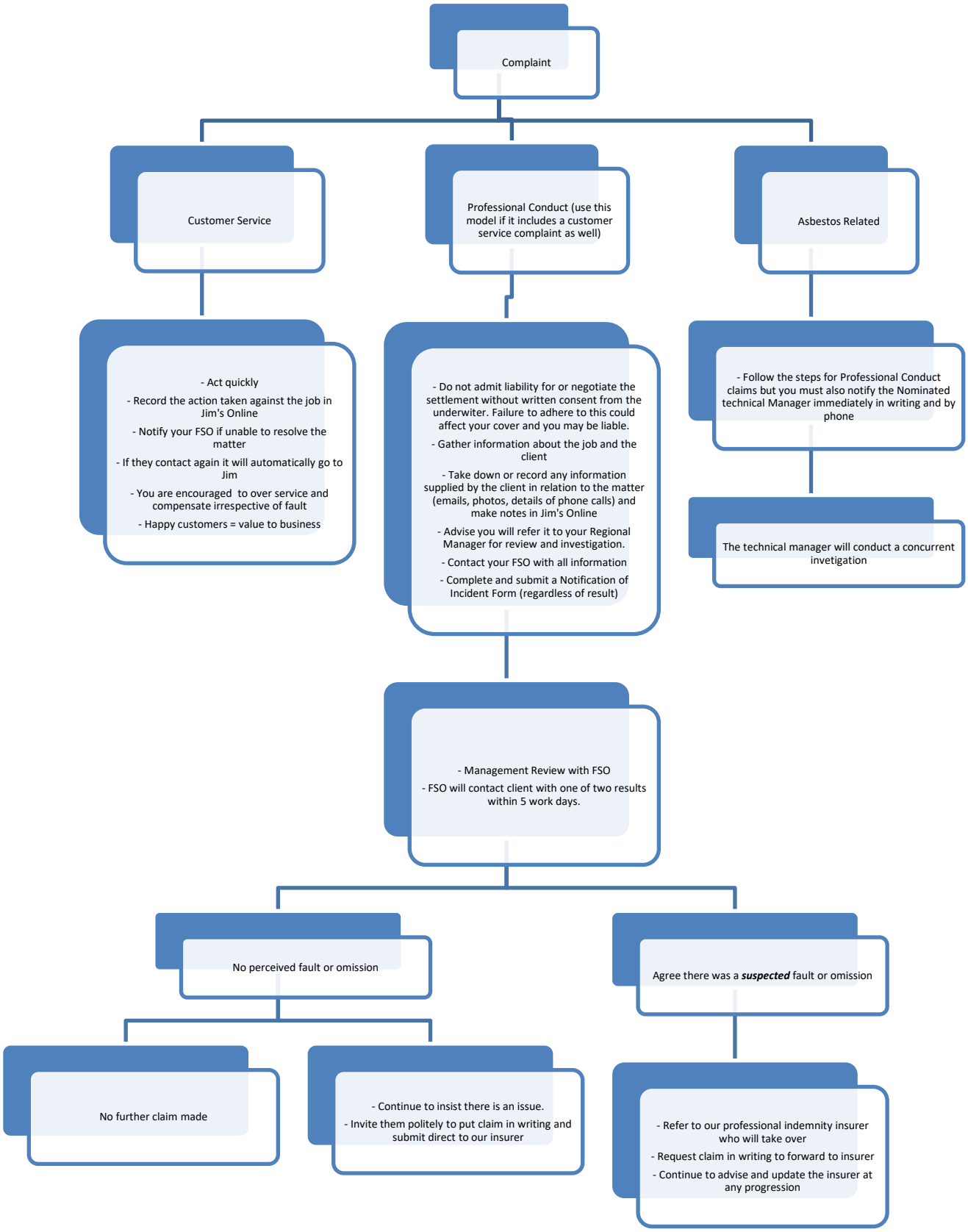
1. The insured shall not admit liability for or negotiate the settlement of any Claim without the written consent of the Underwriter. Failure to adhere to this advice could affect the insured's insurance cover and you may be liable for all the damages over and above the excess.
2. In all situations where the franchisee believes that there may be an insurance claim made by a client (whether the franchisees believes they are in the right or not) the franchisee MUST inform their Franchisor and then Insurance company as soon as they are aware.
3. The Franchisee does not have the right to deny an insurance claim, or dispute an insurance claim through any other avenue. The insurance company's decision will be considered final.
4. Gather information about the job and client (ie basic details like which job it was, get a copy of all related reports and any additional photos taken but not used in the report)
5. Take down or record any information supplied by the client in relation to the matter, the emails, the photos or what they've said during the phone call, make notes and add these to Jim's Online as notes against the job.
6. Advise the client that you will refer it to your Regional Manager for review and investigation – do not admit liability, do not attempt to investigate it further, do not attempt to resolve it.
7. Refer it to your Franchisor with information from the client plus a copy of the report and any other records like photos. Provide your explanation.
8. Download and complete the Incident Notification form and submit it to the Underwriter and cc in your FSO.
9. Your FSO will investigate and provide a management response to the client. This management response will only advise the client in relation to obvious matters and exclusions. Franchisors should supply this management response within 5 work days. Examples:

   Defect complained about is the gas hot water service or AC appliance – clearly not in the scope of the inspection and is excluded from the report.

   Defect complained about was clearly inaccessible and therefore excluded or obstructed as evidenced by photos at the time of the inspection.
10. Should the client disagree with the Regional Manager's finding or should the RM believe there is the basis of the claim, then advise the client that the matter has been forwarded to the Underwriter for independent investigation. Provide contact details for

the Underwriter, update the underwriter and then no further input would be required until there was an investigation.

Should an Investigation occur:
You may be directly contacted by the appointed investigator or insurers legal representative to answer questions or provide further information. The will then either decline the claim in your favour or approve it to whatever value is suggested or negotiated. If this value exceeds your excess you will need to pay up to your excess amount, and the insurer pays any costs above that.



As a part of our Quality Assurance procedures 1 report every twelve months will be reviewed by the Franchisor (or their nominated representative) for every franchsiee. It is strongly recommended that this review take place every six months. This report will be selected at random, and evidence of the Preinspection Agreement being sent and agreed to must be provided.

Start Up Requirements

As a franchisee you are required to arrange the following items to enable you to commence efficiently. It is advised that you have these items prepared prior to commencement (signing contracts) as you will then be able to immediately take leads from the call centre.

Equipment

The following items are mandatory equipment that you should have at start up and which should be maintained throughout your franchise business operations.

You are responsible for:

- ensuring all equipment meets minimum safety and Australian Standards
- ensuring you maintain the equipment regularly and that it is safe to use
- ensuring that your equipment is well maintained and presented, e.g.: don't take dirty or muddy ladders into people's home / workplaces
- ensuring that your equipment is stored safely and securely on or in your vehicle:
  - Use appropriate fixings for ladders
  - Use fixed storage equipment in cabs to prevent items becoming projectiles in the event of an accident

Mandatory Equipment Items

Extendable Ladder

An extendable ladder is required for accessing manholes and first storey roof structures. We use a telescopic ladder which is easy to carry however you may choose which ever type of ladder suits you.

The ladder should be suitable for single person use and should suit the purpose

Also consider ladder footing, securing devices and clamps. Also consider purchase and use of a personal, portable fall arrest and harness system.

Your ladder should be at least 2.9m high and be able to be extended up beyond a standard height roof line to allow for safe use. See OHS guidelines. Your ladder should facilitate first floor roof access and internal roof void access.

Moisture Meter

A moisture meter is a necessary inspection device. You may use any brand you prefer unless you plan on conducting Timber Pest Inspections. There are specific minimum standards for this type of moisture meter – see the section under Timber Pest Insepctions for this.

Good Torch

A torch is required for safe and effective inspection of dark areas of buildings such as ceiling cavities and subfloor voids. You may also sometimes inspect a building where the power is otherwise off.

Select a rechargeable torch with a strong light source, the torch would preferably be light weight, water resistant and able to be clipped to your uniform.

You may use any brand you prefer.

Donger

A donger is a timber sounding device, used to identify hollow or soft timber areas, often associated with wood rot or timber pests.

You may use any brand you prefer.

Level

A portable level can be used during an inspection to identify any surfaces that are uneven. Suggest you have a small, easily portable level and a larger level for bigger surface areas.

You may use any brand you prefer.

Optional Equipment Items

Boroscope

A boroscope will aid you to conduct invasive inspections of areas with a minimum level of damage to surrounding surfaces. A boroscope can be used in other situations where limited or obstructed access would otherwise prevent inspection

You may use any brand you prefer.

Thermal Imaging Camera

Thermal imaging cameras are primarily used in termite and timber pest inspections. However they are beneficial to building inspectors enabling them to 'see through' stud walls to identify issues.

Vehicle and Vehicle Signage

You are required to have and use a recent model (no more than five years old) dual cab ute or SUV type vehicle in the following approved colours:

- Navy
- Silver
- White

The vehicle should be no more than three (3) years old when you originally sign your franchise contract. You are required to update your vehicle at a maximum of seven year intervals. That is, the vehicle must be no older than 7 years from date of manufacture.

The vehicle will be sign written by us with provided templates prior to commencement.

Other requirements:

- No additional stickers, adornments or embellishments are allowed on your vehicle eg: bumper stickers, flags, hood ornaments etc.
- Any damage, including minor damage such as surface scratches, to the vehicle or the signwriting should be repaired and reinstated within three weeks
- Signwriting will be replaced at a maximum of 3.5 year intervals or as signs of wear and tear become evident, at franchisee cost
- Vehicles will be inspected by Franchisors at least twice a year for compliance and a photograph of your vehicle is submitted to Jim's National for compliance purposes annually.
- Regular vehicle maintenance and presentation (washing) is mandatory. Vehicles should be cleaned internally and externally as needed or at least fortnightly. Vehicle internal and external surfaces must be free of dust and dirt, windows must be clear and the internal area of the vehicle must be neat and clean.
- Vehicle maintenance and other requirements such as registration, insurance and fuel are the franchisees responsibility.

Information Technology Set Up

Build Inspect iPad Application

At startup your Build Inspect profile is created and the app is installed on your device. From the release of the new version of Build Inspect (anticipated to be September 2018), all new starters will be required to be on this new version. The fee for this service is $42 per month. Any franchisee on the old version has the option of swapping over to the new app at any time. This fee will be added to their monthly Jim's Group Invoice. There will be no further development on the old app – this includes any amendments made, any new services under development, and any development required due to the release of future iOS upgrades. We will maintain the old app for as long as possible without further development, however at some point it will stop working. At that time, all franchisees remaining on the old app would need to switch across to the new app at the $42 per month charge. If you wish to switch across to the new app please speak with the Divisional Office.

Phone & IT Plans

Prior to your start up, you will be required to discuss and select a phone plan, two options are provided for your consideration (Telstra and Optus) although you are free to use whomever you prefer. You can also elect to have a new phone included in your package or you may elect to use your existing phone.

Important to note: Your phone number is a key business asset. You can keep your phone number but expect to pay a penalty – as per your contract and also in terms of a decreased perceived value for your business. Consider at the outset.

You will also need your own data plan / sim for use in your iPad when you are operating on the road.

Dropbox

At commencement you will be provided access to a program called Dropbox. We share a folder of resources, templates and materials with all FSE's and FSO's using Dropbox. Your iPad will come installed with this.

It is also intended for you to use this cloud storage system for your data requirements. We will ensure its set up on your iPad, home pc and iPhone if you request it.

Overtime you may need to upgrade this – at your cost – to a larger subscription with greater storage as you will accumulate or use a lot of data for storage of all of your photos in particular.

You may choose to use other methods / programs or supplements like external Hard Drives. We won't compel you to use Dropbox but we do encourage it. If you choose not to use Dropbox for the storage of your data you should ensure that you have a cloud back up solution or secondary hard drive for back ups.

Either way the suggested structure for organization is as follows:

- You should create a folder called – Inspection Reports
- You may like to make a subfolder for different service types
- Each job must result in an individual folder for saved by address which contains:
    - a copy of the Report PDF
    - All photos related to the job (not just those contained in the report)
    - All inspections and related photos must be kept for 7 years

There are features for more advanced users of iPad and dropbox which involve some automation of the syncing of photos in particular.

Detailed instructions are available https://www.dropbox.com/help

You can also make use of the album categorization in Apple's photos program to help you stay organised.

Backup Your Devices

You are responsible for backing up your iPad to your home PC on a regular basis, at least weekly is advised.

Again attend an Apple Store workshop for training on how to do this or use available online resources if required.

Importantly – always back up your iPad before doing an Apple software update and before installing any updates of our BuildInspect App.

Updating and Refreshing Build Inspect

Refreshing build inspect can be done at any time. As a precaution you may wish to close any open reports or complete any currently in progress.

To Update the app:

- Ensure any open reports are closed for precaution
- Ensure you finish any in progress reports before updating. Send and close these also.
- You can "backup" (see Build Inspect Manual) reports for any that have not been sent
- Do NOT delete the app before "installing" the update – it writes over the top. This should mean you don't lose any local data
- Have your local data in your notes section just in case
- Compensation is not provided for any data losses or other losses incurred due to failures of the app or errors in use or downtime.

Equipment

You will be provided with the following equipment items at start up:

- 1 x iPad current model and nominated accessories
- 1 x Camera, charger and case / cover

You will also be provided with:

- An email account (territoryname@jimsbuildinginspections.com.au)
- A Dropbox account (up to 2GB) for the purposes of backing up your IT, emails and reports
- IT support to install and set up programs on your home or office PC, your iPad and phone (if applicable)

Additionally you should ensure that you set up your mobile phone so that you have a personalised missed call message or message bank service.

Arrange to have an EFT machine delivered, we use mobile or portable devices so that they can be carried in a vehicle and payments processed on the spot.

Uniforms

At start up, you will be provided with a full set of uniforms, tailored to your location and climate.

These items will require replacement at regular intervals, at least every two years at a minimum but more regularly should wear and tear become evident.

It is critical that you are well presented; specifically this includes:

- Ironed uniform shirts and shorts / pants
- Clean and unstained / unmarked uniform items
- Minor repairs are acceptable but if significant repairs are required arrange replacement
- Uniforms are required to be the brands and items specified in the list below.
- Embroidery must be as indicated and as supplied, including your first name over your right breast.

Ordering

Additional uniform items may be ordered via LOD Workwear in Victoria or any other supplier you elect as long as the items are identical to the list below.

Item	Colour	Name required
1050 Team Polo	Silver/Navy	Yes
05500 Generation Y Shorts	Stone	
BSP36 Babywaffle Knit Polo	Navy with Grey Piping	Yes
8429 Doohan Soft Shell Vest	Light Blue & Navy	
W05 Long Sleeve Harley Shirt	Navy	Yes
W06 Short Sleeve Harley Shirt	Navy	Yes
J555 Sentinel Jacket	Navy/Royal	
436 Long Sleeve Business Shirt	Light Blue	
BC6008 Bisley Regular Weight Coverall	Navy	Yes

Business Stationary

At start up you will be provided with the following items:

- Set of 250 business cards
- Electronic, customised, letterhead and email footer (via templates in the shared folder of dropbox)
- Electronic services brochure (via templates in the shared folder of dropbox)
- Set of 200 printed services brochures

After these items are consumed you will be responsible for the cost of reprinting them as you require.

You will also be provided with electronic templates for a variety of documents and electronic formats of key promotional items.

The Jim's Group has specific conventions on the use of the Jim's logo. Your schedule contains the approved variation of the Jim's logo for the Building Inspections Division. You cannot vary the logo in any way.

The style guide (attached at the end of this document) must also be complied with. All material must be proofed by your Franchisor prior to printing.

Subcontractor Network

Several of the services we deliver require collaboration with other licensed trades. For example the premium pre-purchase inspection requires that we coordinate an electrician, plumber and pest controller to attend and complete their inspections.

Make contact with the Jim's Group electrician, plumber and pest controller closest to your territory. Introduce yourself and develop a good working relationship with these providers.

In the case of electricians and plumbers, if the Jim's Group franchisees are not interested in providing the inspection service you may approach any other provider as long as they are:

- Currently licensed
- Have completed the appropriate qualification
- Have or are eligible for a police check
- Hold professional indemnity and public liability insurances

When working with other subcontractors they must at all times wear and use a high visibility Jim's Building Inspections vest. The subcontractors provide the report to you and you submit a single report and invoice to the client.

You should nominate and independently coordinate what you will pay subcontracted trades.

- A template subcontractor agreement is included in your Library. This Agreement MUST be in place for all subcontractors you work with.
- A subcontractor must provide their own Preinspection Agreement directly to the client if required to provide one through any Australian or New Zealand Standards.
- A template inspection checklist and report for Electrical, Gas and Plumbing Inspections is included in your Library.

Referral Network

Prior to commencement you should identify relevant potential referrers and gather their contact details. Your franchisor and Jim's Group nationally can assist you to gather these details.

These referrers generally include:

- Real Estate Agents
- Buyers & Sellers Agents
- Conveyancers & Solicitors
- Local Banks
- Finance Brokers

These referrers are all involved in the process of buying and selling property and would have the greatest level of contact with potential buyers and sellers.

Having these individuals and organisation's contact details to hand at commencement will enable you to immediately distribute direct mail introducing yourself and your services.

Insurance

Prior to commencement, get quotations for public liability and professional indemnity insurance so that you can present your Certificate of Currency at sign up, again enabling you to commence service delivery as soon as possible.

You require at least $1,000,000 professional indemnity and $10,000,000 public liability insurance.

Whilst the Jim's Group Manual for Franchisees states that the Public Liability Insurance must be held with Jim's Insurance, we have secured a policy option inclusive of PI and PL via Wallace Risk Solutions. This is now the only policy provider. To contact Wallace please call 1300 797 830 or email trades@wallacerisksolutions.com.au

It is mandatory for all existing franchisees to take up Run Off Insurance for a minimum of 24 months from the date of exit. Most insurance claims come in at approximately 18 months from the date of report. Wallace can provide this run off insurance.

Social Media

<u>Impacts of Social Media</u>

The use of Social Media to aid Franchisees in the development of their business profile and their business networks is supported by Jim's Building Inspections (Australia).

The potential impacts and uses include:

- Research

- Marketing
- Sales
- Customer Service
- Brand Recognition

Research demonstrates that brands which aggressively embrace social media are more financially successful.

However there have been as many case studies and examples where the poor use of social media and unplanned access and integration between business and consumer can lead to negative impacts on a business.

There are liability risks for libel, privacy violations and brand damage. This policy provides guidance on the best practice adoption of social media by franchisees.

What is Considered "Social Media"?

Social media technology involves the creation and dissemination of content through social networks using the Internet.

The differences between traditional and social media are defined by the level of interaction and interactivity available to the consumer.

For example, a viewer can watch news broadcast on television with no interactive feedback mechanisms, while social media tools allow consumers to comment, discuss and even distribute the news.

Use of social media has created highly effective communication platforms where any user, virtually anywhere in the world, can freely create content and disseminate this information in real time to a global audience ranging in size from a handful to literally millions—in less time than it takes to read this document.

There are many types of social media tools:

- Blogs such as WordPress,
- Microblogs such as Twitter
- Image and video sharing sites such as Flickr and YouTube,
- Social networking sites such as Facebook, and professional networking sites such as LinkedIn

The common link among all forms of social media is that the content is supplied and managed by individual users who leverage the tools and platforms provided by social media sites. (http://www.brandprotect.com/resources/Social-Media-Wh-Paper-26-May10-Research.pdf)

Adoption of Social Media in a Franchise Context

When adopting Social Media within a Franchise context there are a number of factors to consider:

- Contractual obligations
- Divisional Owner Roles & Responsibilities
- Franchisor Roles & Responsibilities
- Franchisee Roles & Responsibilities

These factors are the guidance for the guidelines described below.

In particular within our Division we have made a commitment: Reliability Guaranteed which guides our trademark behaviours within the group and to our external stakeholders.

As such we ask participants in our division at all levels to inform themselves of the risks and if they choose to implement social media in their business to adhere to the guidelines set out below.

This policy and guidelines will be documented in the divisional manual and risks for non-adherence include loss of compliance discounts, escalating to further sanctions after warnings.

Contractual Obligations

The application of Social Media must be considered within the context of the Jim's Group Franchisor Manual and the Divisional Manual as well as your Contract.

Key components include:

- Character provisions in the contract
- Promotion of mobiles and direct emails in the Jim's Manual
- Social Media Policy Guidelines as outlined in this section

Divisional Roles & Responsibilities

The Division will develop and maintain the following primary social media channels which will primarily represent the Jim's Building Inspections brand.

FSO's and FSE's are encouraged to interact with from their own Social Media accounts which should be personal in nature (see provided guidelines below):

- JBI Facebook Page
- JBI Twitter Account
- JBI YouTube Channel

The Division will set Policy and Guidelines and will monitor FSO management of Social Media Application.

The Divisional has the right to require any FSE or FSO to remove or edit posts and or to remove FSE and FSO interactions on shared pages. The Divisional can remove an FSO's administration rights, providing cause.

Pay for Work Guarantee

Outlined below are the instructions about how to manage and claim PfWG.

- If you expect that, by Wednesday of each week, you may not earn $1500 (gross) over the full week contact your Franchisor by phone and advise them.
- Your franchisor will then work with you intensively to identify possible causes including checking conversion rates, status of Jim's Online work registration, efforts to generate independent leads etc.
- Your franchisor may also move you onto PfWG status on Jims Online where you receive 2:1 leads to other franchisees
- If you have a working franchisor (a franchisor who also has a franchise) you may be reallocated leads or sent booked jobs to attend from them
- Finally, if the above strategies do not assist you to reach your $1500 per week target, your franchisor may require you to provide free inspection services along with the required 10 point plan which includes agreed local area marketing activities.
    - As per your contract, these services and activities act as Local Area Marketing activities to help you build the relationships and local awareness you require to secure more work.
    - You will be paid up to the value of the $1500 for undertaking this work.
    - Each free service will be worth $220 per job but must be accompanied by the 10 point plan.
    - If you expect to need to claim PFWG you should begin offering these free jobs and organizing to do agreed LAM activities as soon as you think you may need to claim PFWG.
    - If you don't do enough of these free jobs you may not be able to claim the full value of the $1500 per week.

To make the PFWG claim you will need to complete a form detailing:

- What you earned and details of jobs you did
- Free jobs you provided
- What local area marketing activities you undertook

Please note PFWG would not be paid if you were in any other way not contractually compliant some examples of this are below:

- Not calling customers back within 2 hours
- Too many customer complaints

- Not wearing uniform or using your signed vehicle
- Not providing reports within 24hrs.
- Fees fully paid

If you have any queries about how to claim PFWG or what you have to do to earn it, speak with your FSO, immediately.

OHS Policies and Procedures

In early 2012 OHS legislation was standardised nationally. The model WHS laws have been implemented in all jurisdictions except Victoria and Western Australia; Western Australia is currently consulting on options to implement elements of the model. If you are located in Victoria or WA (who have not updated their regulations) refer to your state specific website as per the below links:

Victoria: https://www.worksafe.vic.gov.au/

Western Australia: https://www.commerce.wa.gov.au/worksafe

If you are in New Zealand the correct authority is Worksafe - https://worksafe.govt.nz/

There are some unique or specific risks involved in the delivery of building inspections. These particular risks have been identified below with particular procedures each inspector should follow to reduce risk.

This is not a complete OHS manual and as a franchisee you are responsible for independently assessing and managing risk as well as being informed about the legislation that applies to the OHS area of your business. This is especially pertinent if you are employing staff and hiring subcontractors.

You should ensure you are aware of your rights and responsibilities under the Occupational Health and Safety Act 2004 and the *Occupational Health and Safety Regulations 2008* which are made under the Act. See https://www.safeworkaustralia.gov.au/law-and-regulation/law-your-state for more details.

Legislation

The below legislation is applicable for the various states, territories and countries. Legislation is also downloaded and available in the FSE Shared Folder on dropbox.

Australian Capital Territory

- Work Health and Safety Act 2011 (ACT)
- Work Health and Safety Regulation 2011 (ACT)

New South Wales

- Work Health and Safety Act 2011 (NSW)
- Work Health and Safety Regulation 2011 (NSW)

Northern Territory

- Work Health and Safety (National Uniform Legislation) Act 2011 (NT)
- Work Health and Safety (National Uniform Legislation) Regulations (NT)

Queensland

- Work Health and Safety Act 2011 (QLD)
- Work Health and Safety Regulation 2011 (QLD)

South Australia

- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Regulation 2012 (SA)

Tasmania

- Work Health and Safety Act 2012 (TAS)
- Work Health and Safety Regulation 2012 (TAS)

Western Australia

- Occupational Safety and Health Act 1984
- Occupational Health and Safety Regulations 1996 (WA)

Victoria

- Occupational Health and Safety Act 2004 (VIC)
- Occupational Health and Safety Regulations 2017 (VIC)

New Zealand

- Health and Safety at Work Act 2015
- Health and Safety at Work (General Risk and Workplace Management) Regulations 2016
- There are also other industry and product specific – please view them here https://worksafe.govt.nz/laws-and-regulations/regulations/regulations-at-a-glance/

All workers including self-employed persons (franchisees) have a duty of care to ensure that they work in a manner that is not harmful to their own health and safety and the health and safety of others. Learn more about resolving health and safety issues.

Reporting an Injury

You must notify your Franchisor of any injury within 30 days. However, some injury events are reportable under WHS regulations in each state. These must be reported to your franchisor and to worksafe immediately. These incidents are detailed on this website - https://www.safeworkaustralia.gov.au/incident-reporting

It is the responsibility of the franchisor to notify Safework of any reportable incidents.

Employer Obligations

As an **employer** (which includes a self-employed person or franchisee) you must provide a safe and healthy workplace for yourself, your workers and contractors. This includes:

- providing and maintaining safe plant (such as machinery and equipment) and safe systems of work (such as controlling entry to high risk areas, controlling work pace and frequency and providing systems to prevent falls from heights)
- maintaining the workplace in a safe condition (such as ensuring fire exits are not blocked, emergency equipment is serviceable, and the worksite is generally tidy)
- providing workers and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)
- making sure workers have adequate information, instruction, training and supervision to work in a safe and healthy manner.
- There is an "Incident Reporting" folder within the OHS section of the FSE shared folder to assist FSOs with their reporting.

You must also:

- adequately monitor your workers' health (such as providing hearing tests for workers exposed to high noise levels, providing blood tests for workers exposed to lead and monitoring fatigue levels of transport and other workers)
- keep information and records relevant to your workers' health and safety (such as records of biological monitoring, asbestos assessments, first aid records and relevant medical information)
- consult with employees on matters that may directly affect their health, safety or welfare. Where the employees are represented by a health and safety representative (HSR), the HSR must also be involved in the consultation
- nominate a senior management representative (or yourself) to deal with workers and their health and safety representatives in resolving health and safety issues at the workplace

- provide your workers with information about your workplace health and safety arrangements, including the names of those to whom the workers can make an inquiry or complaint.

Other health and safety obligations

You must ensure that **other people** (such as your customers, visitors and the general public) are not endangered by the conduct of your business (for example, by providing protection from falling debris and preventing trip hazards). You also have obligations to:

- meet particular licensing, registration and certification requirements
- immediately notify Safework Australia of certain dangerous incidents
- co-operate with Safework Australia Inspectors
- comply with Inspector's Notices and Written Directions issued by:
  - Safework Australia: https://www.safeworkaustralia.gov.au/
  - Worksafe Victoria: https://www.worksafe.vic.gov.au/
  - Worksafe Western Australia: https://www.commerce.wa.gov.au/worksafe
  - Worksafe New Zealand: https://worksafe.govt.nz/

Specific Hazards

Working Alone

'Working alone' is working anywhere a person is unable to get immediate assistance from colleagues or other people. This is likely to be a frequent occurrence for building inspection franchisees. In some cases other people may be close by, such as an estate agent or property owner. In other cases the franchisee could be alone in an unoccupied building.

The risks of working alone include:

- Poor access to emergency assistance
- Increased severity of injuries due to a delay in accessing emergency services

Because there are no hazards which are exclusive to working alone, the general hazards and risks of the particular job need to be deal with first. However working alone increases the likelihood of the hazard or the risk.

Specific strategies to reduce the risk of Working Alone include:

- Ensure someone else knows your schedule for the day and where you are expected to be. Consider using Life 360 (https://www.life360.com/) for this purpose. This could be your wife, a relative or close friend who receives a copy of your schedule by email or can access it when needed.
- Ensure you carry your mobile phone on you to jobs and in particular into ceiling cavities and subfloor spaces in case of entrapment. Store emergency contact numbers in your phone and ensure you have an emergency contact for yourself listed in your phone (I.C.E).

- If you employ staff or have admin support maintain regular contact by checking in throughout the day, or use Life 360 or an equivalent.
- Liaise with Agent's representatives and owners who may be on site so they are notified when you are getting into ceiling cavities, onto a roof or under a floor.
- Park in a prominent location close to or at the inspection address, avoid parking in areas that are not publicly observable.
- Manage environmental hazards when you arrive on site, begin by looking for any unsafe conditions, falls or trip hazards, aggressive animals, poorly stored hazardous substances, weather conditions etc.
- Note all exits as you enter, allowing you to quickly identify them if the need to evacuate the site arose (e.g.: fire or other hazard).
- Make a risk assessment of the individuals you may be working with or for. This could be tenants, agents, clients, neighbors or the public. Identify any aggressive behaviors and if concerned arrange for a second person to meet on site when aggression may occur.
- Where practical conduct inspections during daylight hours, Monday to Friday

Safe Use of Ladders

Safework Australia has detailed Safe use of ladders https://www.safeworkaustralia.gov.au/media/safe-use-ladders and there are links to their model codes of practice on this page and located in the shared FSE folder in dropbox.

Please note – any areas exceeding 3.6m in height require additional safe work methods and strategies to be employed.

Our Pre-Inspection Agreement template now notes areas in excess of 3.6m in height as being generally excluded unless prior additional arrangement for safe work at heights strategies has been made.

Divisional policy is that ladders should be 2.9 metres long. This allows 900mm overhang as required by OHS, and puts your feet no more than 2 metres above the ground. With feet 2 metres above the ground, any inspector should be able to view 3.6 metres to comply with AS4349. Should any inspectors be less than 1.6M in height please discuss with your FSO.

Strategies would include:

- Provision for a second person to be in attendance
- Use of personal falls arrest devices
- Use of alternative structures to ladders i.e. scaffolding with falls barriers
- Use of a cherry picker with operator

You would need to discuss additional charges. In these circumstances the height of the building itself would act as an Obstruction to full inspection if you did not employ these strategies – usually due to cost – and a visual – at a distance inspection would result.

Ladders are commonly used in the Building Inspection industry to access roof cavities and also external roof areas. Best practice in management of falls risks indicates that ladders are in effect a last resort to be used where it is not practicable to use scaffolding or other safe platforms.

In this instance the use of ladders is accepted practice. Consequently we have outlined a number of strategies below which are designed to reduce the risk of falls from heights and injuries resulting from use of ladders.

The most common causes of injury when using a ladder are:

- Not properly securing the ladder
- Overreaching
- Carrying out heavy tasks

You should begin by considering the following questions:

1. Assess the physical surroundings and conditions in which the ladder will be used (wet & slippery, uneven ground, heavy pedestrian traffic, windy, nearby electrical wiring or appliances)
2. Is the person using the ladder familiar with the ladder's operation and safe use?
3. Is the ladder long enough to allow the person to stand on a rung at least 900mm from the top or stand on or below the second tread below the top plate?
4. Is the place for someone to stand after alighting from the ladder unsafe in anyway?
5. Does the ladder show any evidence of faults such as missing, cracked, broken, loose, worn or warped parts?
6. Are there any other factors present that might increase the risk of a fall from a ladder?

Implement strategies to reduce the risks identified. Instructions for setting up a ladder safely are outlined below.

<u>Setting Up a Ladder Safely</u>

To use a ladder safely it must be used on a solid and stable surface so as to prevent the ladder from slipping.

Slipping can be prevented by:

- ensuring the ladder has non-slip feet;
- placing single and extension ladders at a slope of four to one, and setting up stepladders in the fully opened position; and
- securing single and extension ladders at both the top and bottom.

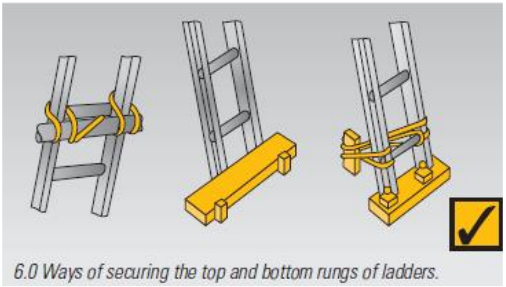


Figure 1 - Ways of securing the top and bottom rungs of ladders

Using a Ladder Safely

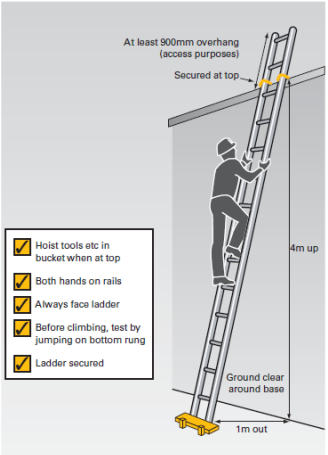


Figure 2 - Safe Use of Ladders

People using ladders should:

- make sure that the ladder is clear of powerlines;
- use non-conductive ladders when working on live electrical installations;
- set up the ladder in places where there is no chance of the ladder being hit or knocked, use cones to demarcate your safe working area;
- work from within the ladder stiles and not overreach. Over-reaching can lead to the ladder tipping sideways;
- always have two hands free to climb up and down;
- not use tools that require a high degree of leverage, such as stillsons or pinch bars. This may result in overbalancing or falling;
- make sure that no one works underneath the ladder, use cones to exclude people from the base;
- not allow anyone else to be on the ladder at the same time. (Exception: Emergency Services personnel in certain circumstances); and
- ensure that there is a safe place to stand when alighting from the ladder.

Wherever possible people using ladders should always:

- face the ladder when going up or down or when working from it;

- stand on a rung that is at least 900mm from the top of a single or extension ladder; and
- stand on or below the second tread below the top plate of any stepladder.

Ladder Maintenance

A ladder needs to be regularly inspected to make sure that it does not pose a risk in itself. Ladders with any of the following faults should be replaced or repaired:

- timber stiles that are warped, splintered, cracked or bruised;
- metal stiles that are twisted, bent, kinked, crushed or with cracked welds or damaged feet;
- rungs, steps, treads or top plates that are missing, worn, damaged or loose;
- tie rods that are missing, broken or loose;
- ropes, braces or brackets that are missing, broken or worn; and
- timber members that, apart from narrow identification bands, are covered with opaque paint or other treatment that could disguise faults in the timber. Ladders should not be painted as essential safety information may be obscured.

When you are required to inspect a building that is double storey ensure you advise the client that only the roof surface of the first storey will be inspected unless prior arrangement has been made for safe work harnessing or the use of a platform.

Consider use of a personal falls arrest device.

Hire cherry pickers for multistorey job site access and ensure you have secure harnessing available to prevent falls from heights. Factor this into your job costing.

See also Falls Prevention. Documents have also been downloaded and are available in the FSE Shared Folder in Dropbox.

Falls Prevention

Falls from even moderate heights can leave workers with permanent and debilitating injuries.

The risk of serious injury or death from a fall increases significantly if you are working at heights over two metres and/or working alone. Employers have a duty to ensure their workplace is safe, and this means controlling the risk of falls from any height.

Analysis has shown that the risk of injury from a fall increases significantly for falls from two metres or more. The prevention of falls part of the OHS regulations applies when there is a risk of a fall of more than two metres.

Typical falls that cause death and injury include those resulting from:

- Using unsafe or incomplete scaffolds

- Inappropriate ladders/ladder use
- Falling from or through roofs
- Falls from trucks
- Falls into holes, pits or shafts
- Accessing shelving
- Accessing mezzanine areas.

Falls from height are a common cause of **death in workplaces** across Australia and New Zealand.

Even from a relatively low height, a fall can cause very serious injuries, including **fractures, spinal cord injury, concussions** and **brain damage.**

Falls within our industry should be prevented by:

1. Know your responsibility for managing falls risks in the workplace
2. Identify all situations where a fall of more than 2m may occur
3. Assess the nature of the risk, consider:
    a. The nature, size and layout of the work area (roof space)
    b. The duration, extent and type of work – how long will you be up there
    c. The level of training and experience you have
    d. How you will be accessing the area (see Ladders)
    e. The number of people who will be on the roof and any equipment you will be using
    f. Conditions (weather, degree of slope, surface type, hazards like powerlines or trees)

If this assessment concludes that there is a risk of a fall from this job then by law you need to put precautions in place to prevent yourself or anyone else from falling. If it is not reasonably practically to take measures to eliminated the risk implement strategies to reduce the risk or likelihood of a fall and / or a person being injured.

Strategies that control the risk are outlined below in order of priority:

1. use a passive fall prevention device
2. use a work positioning system to ensure employees work within a safe area
3. use a fall arrest system to limit the risk of injuries in the event of a fall
4. use a fixed or portable ladder, or implement an administrative control

If you use a control measure other than working on the ground or on a solid construction, you must establish **emergency procedures** covering the **rescue** of an employee in the event of a fall and provision of **first aid.**

Any equipment of materials used to control the risk of a fall must be designed and constructed for the task and the conditions it will be used in.

Likewise, fixed or portable ladders must be suitable for the task and **set up properly**.

If you are using only an administrative control, you must **record** what it is and the task for which it is being used.

You must **review** (and, where necessary, revise) your risk controls if things change or at the request of a health and safety representative.

Employers also have a duty to **consult employees and health and safety representatives** when identifying hazards and deciding on control measures. For more information, see consultation.

At the same time, employees have a general duty to **take reasonable care** for their own health and safety, and that of others who may be affected by your work, and to **cooperate with their employer's** efforts to make the workplace safe.

This may include:

- **following workplace policies** and procedures
- **using equipment properly**
- **attending health and safety training**, and
- helping to **identify hazards** and risks.

See also on Safework Australia page - https://www.safeworkaustralia.gov.au/doc/model-code-practice-managing-risk-falls-workplaces, Worksafe WA - https://www.commerce.wa.gov.au/sites/default/files/atoms/files/code_falls.pdf , Worksafe Vic - http://www.worksafe.vic.gov.au/pages/safety-and-prevention/health-and-safety-topics/falls-prevention, and Worksafe NZ https://worksafe.govt.nz/topic-and-industry/working-at-height/working-safely-at-height/ .

Documents have also been downloaded and are available in the FSE Shared Folder in Dropbox.

Confined Spaces

confined space means a space in any vat, tank, pit, pipe, duct, flue, oven, chimney, silo, reaction vessel, container, receptacle, underground sewer or well, or any shaft, trench or tunnel or other similar enclosed or partially enclosed structure, if the space - (a) is, or is intended to be, or is likely to be, entered by any person; and (b) has a limited or restricted means for entry or exit that makes it physically difficult for a person to enter or exit the space; and (c) is, or is intended to be, at normal atmospheric pressure while any person is in the space; and (d) contains, or is intended to contain, or is likely to contain - (i) an atmosphere that has a harmful level of any contaminant; or (ii) an atmosphere that does not have a safe

oxygen level; or (iii) any stored substance, except liquids, that could cause engulfment - but does not include a shaft, trench or tunnel that is a mine or is part of the workings of a mine;

From time to time the subfloor and roof voids we enter may be defined or considered under law to be a 'confined space'. You must wear a mask in the subfloor and roof void to avoid any harmful airborne hazards. A full face mask is recommended as mould spores can enter through the eyes.

Definition: Confined spaces are spaces that have limited or restricted means of entry and exit, and may contain harmful atmospheres or stored substances that pose a risk to employees working in them.

You must consider prior to entering whether or not the area meets the definition of a confined space. A confined space is determined by the hazards associated with a set of defined circumstances (restricted entry or exit, hazardous atmospheres or risk of engulfment) and not just by the fact that work is performed in a physically restrictive location. The effect of physical or chemical agents may be exacerbated in a confined space.

Working in a confined space can be fatal.

Limited means of entry and exit, poor ventilation and the presence of toxic gases and vapours in confined spaces pose serious risks to workers. People have also been killed as a result of being suffocated or crushed by materials stored in the space.

Examples of potential confined spaces can include:

- subfloors
- roof voids
- vats, tanks and silos
- pipes and ducts
- ovens, chimneys and flues
- reaction vessels
- underground sewers or wells
- shafts, trenches, tunnels and pits.

Working in confined spaces can be extremely dangerous.

Some of the risks include:

- loss of consciousness, injury or death due to contaminants in the air
- fire or explosion from the ignition of flammable contaminants
- suffocation caused by a lack of oxygen
- enhanced combustibility and spontaneous combustion

- suffocation or crushing after being engulfed by loose materials stored in the space, such as sand, grain, fertiliser, coal or woodchips.

It's not uncommon for incidents involving confined spaces to often result in **multiple fatalities**. Other workers, unaware of the risks, often enter a space to rescue a victim but are then also overcome by toxic vapours or gases.

As a self-employed person you are both employer and employee so you have dual responsibilities. Refer to the Confined Spaces Code of Conduct which is included the FSE Shared Folder in Dropbox and below. It has specific details on assessing and managing risk.

Review the codes of practice at:

Safework Australia - https://www.safeworkaustralia.gov.au/confined

Worksafe Victoria - http://www.worksafe.vic.gov.au/pages/safety-and-prevention/health-and-safety-topics/confined-spaces

Worksafe WA - https://www.commerce.wa.gov.au/worksafe/confined-spaces-0

Worksafe NZ - https://worksafe.govt.nz/topic-and-industry/planning-entry-and-working-safely-in-a-confined-space/

Broadly your role is to identify if the area you are entering has a restricted means of entry and exit which may make rescue difficult, it may also be that the point of access is difficult to reach.

Also consider whether there is a risk that harmful atmospheres may be present as a consequence of what is stored in the confined area or its byproducts. Also consider the materials being used in any other work occuring in the confined space and the entry of natural contaminants like ground water, mould and bacteria as well as pests.

Oxygen should also be at a safe level of 19.5% to 23.5%, situations where oxygen may be limited is where airflow is limited, combustion, displacement and depletion and absorption has occurred. Too much oxygen can also increase the risk of fire and explosion.

Engulfment is the possibility that you could be swallowed up or immersed in material and be asphyyxiated. Eg: plastics, sand, fertiliser, grain and earth are risks.

Other risks included:

- Uncontrolled introduction of substances eg: gas, water, fumes or solids
- Equipment operation causing a buildup of exhaust gases
- Fire and explosion
- Contact with micro-organisms, such as viruses, bacteria or fungi, may result in infectious diseases, dermatitis or lung conditions such as hypersensitivity pneumonitis. Sewers, grain silos and manure pits are examples of confined spaces where biological hazards may be present.
- Mechanical hazards such as the operation of plant adjacent to you which may result in entanglement, crush, cutting or piercing of parts of a person's body.

- Electrical hazards may cause electrocution, shocks or burns and can arise from cables, transformers, capacitators, relays, exposed terminals and wet surfaces where circuits and plant are used.
- Skin / Surface contaminants may result in irritations, burns, allergic reactions and longer term systemic effects.
- Noise levels in a confined space may be exacerbated and amplified. It may also prevent people hearing warning signals or sounds.
- Hazards arising from manual handling may be exacerbated by physical constraints with working in a confined space.
- Environmental hazards associated with work in a confined space may include: heat or cold stress, slips, trips and falls as well as protrusions and inadequate lighting.

Refer to the Code of Conduct for specific risk abatement strategies. Generally you should:

- Ensure people are aware you are in the confined space
- Take appropriate lighting
- Use appropriate PPE
- Take a communication method - eg: phone
- Conduct a risk assessment - consider potential hazards as listed above
- Manage and monitor exists

Confined Spaces – Roof Interiors and Voids – Electrical Hazard

There are a number of factors which create specific electrical hazards in roof spaces.

As such it is JBI recommended procedure to turn mains power supply off before entering the roof space. This is now disclosed in the Pre Inspection Agreements as of the 2nd June 2014.

You should discuss this with agents and property occupiers when booking the inspection so that it is expected to occur.

In some instances (e.g.: New Construction) where wiring is not yet installed or in some roof structures where no power is run to them you can make individual risk assessments about the requirement to turn off mains power.

In any instance you should elect to use caution and turn it off if you have any doubt about the potential risk.

Review the codes of practice at:

Safework Australia - https://www.safeworkaustralia.gov.au/confined

Worksafe Victoria - http://www.worksafe.vic.gov.au/pages/safety-and-prevention/health-and-safety-topics/confined-spaces

Worksafe WA - https://www.commerce.wa.gov.au/worksafe/confined-spaces-0

Worksafe NZ - https://worksafe.govt.nz/topic-and-industry/planning-entry-and-working-safely-in-a-confined-space/

First Aid

You should carry a first aid kit with you in your vehicle. It should at least meet the min requirements of the OHS Act.

Additional first aid items which may be of use relate to being able to clean up should it be required. As such it is advisable to also carry:

- A change of uniform
- Second pair of coveralls
- Clean water for washing / drinking
- Soap & Towels
- Rubbish bag for storing dirty clothes / clean up materials

You may also choose to carry an instant ice pack for any sprains or contusions.

Sun / Heat Stroke

The climate in which franchisees are working may vary drastically, depending on your location and the time of year. You should be conscious of the effect of environmental considerations which can be exacerbated especially when working in roof voids, where temperatures can be much higher than externally.

Suggested risk management strategies:

- Conduct a hazard assessment – check temperatures
- Reschedule inspections when days over 30d occur that require you to enter the roof space
- Reschedule inspections within a day for either the start or the end of the day
- Ensure you carry and consume enough water throughout the day
- Wear sunscreen and use hats / beanies provided
- Dress appropriately for the weather

In some areas there is also a risk that cold and wet weather would represent a hazard. Consider carrying a change of clothes.

PPE

Specific PPE is advisable including maintaining a stock of and using where applicable:

- Coveralls
- Gloves
- Eye protection
- Hard hat
- Enclosed, steel capped boots
- Face mask (nose and mouth) disposable
- Respirator (if preferred or warranted)

Asbestos

Important!
In recent experience we have found secondary asbestos contamination in loose fill insulation. Some loose fill insulation outside of the ACT (specifically in NSW including metro and regional areas) has also been found to contain asbestos as per the Mr Fluffy loose fill insulation found in the ACT. Before entering a roof void, even for a general purpose building inspection, about the probable risk of the oprescence of asbestos in the property as either secondary asbestos contamination or primary containmination as it relates to Mr Fluffy or equivalent ACM. Consider wearing PPE including a P2 Mask and disposable suit as a preventative caution in properties built before the mid 1980s and between the mid 1980s and 1990. If you elect to wear PPE and or suspect ACM follow decontamination procedures upon your exit.

AS A GENERAL RULE ...
if your house was built:

before the mid-1980s	it is **highly likely** that it has asbestos-containing products
between the mid-1980s and 1990	it is **likely** that it has asbestos-containing products
after 1990	it is **unlikely** that it has asbestos-containing products.[a]

[a]Some houses built in the 1990s and early 2000s may have still used asbestos cement materials until the total ban on any activity involving asbestos products became effective from December 2003.

Background

This procedure references the new National WHS Regulations and the associated Guide: "How to Manage and Control Asbestos in the Workplace." Franchisees in Victoria and WA should also refer to state based Regulations still in operation. The Regulations of any given state take precedence over these guidelines.

Jim's Building Inspectors may undertake specific training courses to qualify them to deliver Residential and Commercial Asbestos Inspections and Condition Audits. However and more generally Asbestos and Asbestos Containing Materials (ACM) may be present during any other type of residential and commercial inspection service.

Asbestos is harmful to individuals who come into contact with it and the aim of these procedures is to reduce and where possible eliminate occupational exposure so that asbestos-related diseases such as mesothelioma, asbestosis and lung cancer do not develop.

As such care, caution and awareness of the presence of ACM should be assumed during all inspection services. The duty of care of Inspectors extends beyond themselves to the general public, occupants of buildings they inspect and their clients.

The condition of the Asbestos and ACM is generally the determining factor in application of OHS guidelines below and you are required, after training, to exercise due diligence, decision making and apply your own risk assessment to each individual circumstance.

Under WHS Regulations (419) any work with and around Asbestos is prohibited however for the purpose of our industry (Inspections) it is an allowable exception (sampling and identification) provided it is undertaken in accordance with the provided Regulations.

Definitions

Asbestos is defined as:

asbestos means the asbestiform varieties of mineral silicates belonging to the serpentine or amphibole groups of rock forming minerals including the following:

(a) actinolite asbestos;

(b) grunerite (or amosite) asbestos (brown);

(c) anthophyllite asbestos;

(d) chrysotile asbestos (white);

(e) crocidolite asbestos (blue);

(f) tremolite asbestos;

(g) a mixture that contains 1 or more of the minerals referred to in paragraphs (a) to (f).

asbestos containing material (ACM) means any material or thing that, as part of its design, contains asbestos.

asbestos-contaminated dust or debris (ACD) means dust or debris that has settled within a workplace and is, or is assumed to be, contaminated with asbestos.

The general aim of the WHS regulations is to manage the risks associated with Asbestos by:

- Assisting you to identify Asbestos or ACM you may come across in your 'workplaces' ie buildings you inspect
- Provide a framework for you to assess the risk of exposure to *airborne asbestos* by following the hierarchy of control measures below:
    - Eliminate or minimise the risks by implementing control measures such as:

- Removal of self from area suspected to be Asbestos
- Substituting the risk – eg: isolate the area or use engineering controls like encapsulation, sealing, use of certain tools (eg: no power tools)
- Using administrative controls – this safe work practice procedure and inspection procedures
- Use of PPE

OHS Procedures for Inspections where suspected Asbestos or ACM may be present

Outlined below are general procedures for all inspection services and where the service is a specific Asbestos Inspection and Condition Audit related service, additional precautions apply. These are also outlined below.

You should cross reference to the attached lists of general Personal Protective Equipment and specific Asbestos Inspection and Condition Audit equipment, PPE and materials.

Inspectors, for all services, must follow the guidelines:

1. Have completed an Safety in the Construction Industry course (White Card)

2. Complete basic Asbestos Identification Worksheet as part of preliminary induction and orientation.

3. Be aware that many of and any of the materials you are inspecting may be Asbestos or may contain Asbestos. If, based on visual inspection, you are in doubt, always assume they are Asbestos or ACM. That is, apply your training and knowledge and consider Asbestos as a WHS risk when undertaking every inspection.

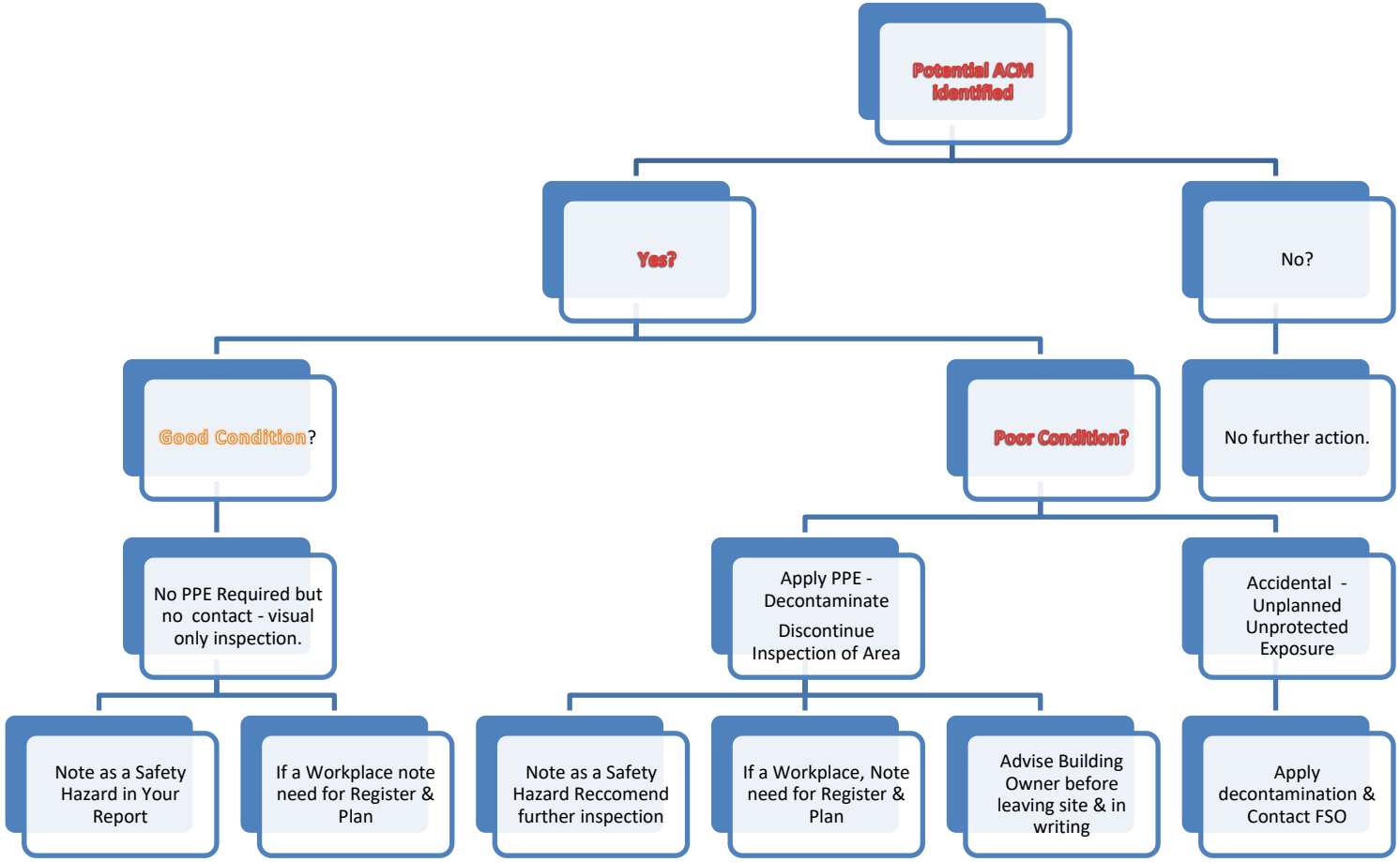
STOP & THINK – could this be Asbestos?

4. Where suspected or confirmed Asbestos or ACM is in poor condition (Damaged, friable, cracked, chipped, frayed, broken, unsealed, loose fiber ends exposed, deteriorating, asbestos dust, brittle or altered, cut or modified.
    - immediately leave and/or avoid the area
    - apply PPE
    - and / or decontaminate (see additional instructions below) if you have been in unprotected contact with the materials
    - Discontinue inspection of affected area containing ACM and or Asbestos and note it as an Obstruction or Limitation in your Report
    - Implement controls to prevent access to the area, eg: close doors, replace access panels, remove access points eg: ladders to restrict access to the area by others in the short term
    - notify the property owner of the presence of poor condition asbestos prior to leaving the site – verbally (in person or via phone) and in writing (eg: an email – see templates provided)
    - always note it as a safety hazard in your report for the client's benefit
    - always advise that further inspection (an Asbestos Inspection & Condition Report and potentially an Asbestos Register and Management Plan – where the site is a workplace) is recommended and that in some situations

(depending on which state) is now a requirement under the new WHS Regulations.

- **If you are accidentally exposed without PPE please follow decontamination procedures and contact your FSO to report the incident.**

5. Where suspected or confirmed Asbestos or ACM is in good condition (non-friable, not exposed, sealed, encapsulated);
    a. If you suspect asbestos or ACM, <u>in any condition</u>, is present **always** note it as a safety hazard in your report
    b. advise that further inspection (an Asbestos Inspection & Condition Report and potentially an Asbestos Register and Management Plan – where the site is a workplace) is recommended and that in some situations (depending on state) a requirement under the new WHS Regulations.
    c. You may undertake or continue your visual inspection of the ACM and areas and building elements that are adjoining
        i. If you subsequently discover ACM in poor condition refer point 4. Above.


Potential ACM identified
Yes?
No?
Good Condition?
Poor Condition?
No further action.
No PPE Required but no contact - visual only inspection.
Apply PPE - Decontaminate
Discontinue Inspection of Area
Accidental - Unplanned Unprotected Exposure
Note as a Safety Hazard in Your Report
If a Workplace note need for Register & Plan
Note as a Safety Hazard Reccomend further inspection
If a Workplace, Note need for Register & Plan
Advise Building Owner before leaving site & in writing
Apply decontamination & Contact FSO

Personal Protective Equipment – General Inspections

As previously noted in your OHS Procedures; all inspectors, during every inspection, are advised to wear:

- gloves
- coveralls
- safety glasses
- disposable face masks
- hard hats / helmet

When entering subfloors, ceiling voids and other confined spaces or where the presence of other identifiable hazards is noted. These hazards include but are not limited to Asbestos, Mould, Dust and other potential health hazards.

Personal Protective Equipment – Asbestos Inspections and Audits

You are required to carry at all times - in your vehicle - at least one full set of all the PPE items noted below.

It is advised that you carry your Asbestos PPE kit in a separate identifiable bag or container including all other items you may need for decontamination procedures.

The ease of decontamination should be one of the factors considered when choosing PPE. For PPE that is not clothing and cannot be disposed of, it must be decontaminated and kept in a sealed container until it is reused for the purposes of asbestos-related work.

Where an Asbestos Inspection & Audit (Visual Only) is being undertaken the above PPE applies until:

- potential Asbestos or ACM is identified
- where the inspector has been advised it is present or expects it to be present based on client interaction
- where the inspector reasonably expects that it will be present

In these situations Inspectors should in addition or replacement wear the following PPE:

1) Disposable Coveralls with fitted hoods and cuffs made from material capable of providing adequate protection against fibre penetration – consider other hazards, eg: heat stress.
   Disposable coveralls rated type 5, category 3 (prEN ISO 13982–1) or equivalent would meet this standard. Please note non-disposable coveralls are not recommended and would require specialist laundering if used or accidentally contaminated.

   - Coveralls with open pockets and/or velcro fastenings should not be used, because these features can be contaminated and are difficult to decontaminate.
   - Fitted hoods should always be worn over the straps of respirators and loose cuffs should be sealed with tape.
   - Any clothing worn under coveralls must be disposed of or suitably bagged for laundering as asbestos-contaminated clothing. See Decontamination/Laundering Procedures

2) Footwear and gloves

- Footwear options are:
  - Laceless Boots – eg: GumBoots
  - Or Laced boots with disposable boot covers that have antiskid or anti-slip soles
    - Laced boots should be avoided as they can be difficult to clean and asbestos dust can gather in the laces and eyelets.
- Glove options are determined by a risk assessment
  - If significant amounts of asbestos fibres may be present, disposable gloves should be worn.
  - Protective gloves can be unsuitable if dexterity is required.
  - Any gloves used must be disposed of as asbestos waste.

3) Respiratory protective equipment (RPE)

In general, the selection of suitable RPE depends on the nature of the asbestos work, the probable maximum concentrations of asbestos fibres that would be encountered in this work and any personal characteristics of the wearer that may affect the facial fit of the respirator (for example, facial hair and glasses). A competent person should determine the most efficient respirator for the task.

Within this discretion provided JBI requires that a Respirator compliant with AS/NZS 1716-2003 *Respiratory Protective Devices* (P2 Respirator) and be selected, used and maintained in accordance with AS/NZS 1715-1994 *Selection, Use and Maintenance of Respiratory Protective Devices*.

- They must always be worn under fitted hoods.
- RPE should be used until all contaminated disposable coveralls and clothing has been vacuum cleaned and/or removed and bagged for disposal and personal washing has been completed.

RPE should be properly stored when not in use. Face pieces should be cleaned and disinfected – see decontamination procedures.

Decontamination Procedures

The aim of decontamination procedures are to prevent secondary exposure to ACM or ACD for yourself and others as well as to prevent ACM fibres or ACD being transported beyond the immediate work location.

JBI Decontamination Procedures are based on the WHS Model Code of Practice for Asbestos Removal.

Decontamination procedures apply:

- should you come into unplanned, accidental contact with suspected Asbestos, ACM or ACD
- in emergency contexts eg: falling against or tripping into ACM
- after any sampling activities
- any activities where you suspect you may have become exposed to airborne fibres or ACM or ACD

Decontamination procedures also apply for the decontamination of equipment and materials used during the inspection services.

The Inspector is required to use their knowledge to determine the level of decontamination required by each circumstance.

The risk assessment should reference:

- The condition of the asbestos
- Potential for airborne fibres
- Presence of ACD
- Quantity and location of asbestos

GENERAL REMINDERS & ADVICE

Remember it is a requirement to wear your PPE whilst decontaminating the work site and your equipment and during removal of other PPE and personal decontamination keep your Respirator on. Remove respirator last.

Contaminated items, tools, equipment and clothing must not be removed from the sampling work area unless they have been decontaminated or contained.

If an item is not able to be decontaminated, or is not suitable for decontamination, it should be placed in a sealed container and disposed of in accordance with the WHS Regulations. The sealed container must be decontaminated before it is removed from the asbestos removal work area.

Personal decontamination is the focus of our decontamination procedures and should be carried out where a decontamination unit is not necessary such as during minor or small scale removal and sampling work. Larger scale decontamination units as described in the WHS procedures relate to Asbestos Removal rather than sampling.

Decontamination Kit

Your decontamination kit – carried in your car and providing it is not contaminated from use, potentially also carrying your PPE kit – must include:

- Sealable, container of sufficient size to store equipment and to use as a bucket for water labelled with an Asbestos warning sticker.

- Soap or detergent
- Rags or cloths to wipe down contaminated areas – single use
- Heavy Duty disposable plastic or rubbish bags - 200µm thick (min of 4)
- Duct tape
- Asbestos Waste Labels
- Traffic Cones and Hazard Tape

Decontamination Strategies

There are two broad types of decontamination processes. JBI inspectors predominantly use the wet decontamination or dry decontamination as a second preference.

Wet decontamination, or wet wiping, involves the use of damp rags to wipe down contaminated areas.

- Rags should only be used once, although they may be refolded to expose a clean surface.
- The rags should be used flat and should not be wadded.
- If a bucket of water is used, the rags should not be re-wetted in the bucket as this will contaminate the water.
- If the water is contaminated, it must be treated as asbestos waste.
- Care should be taken to avoid any potential electrical hazards when using this procedure.

Dry decontamination involves carefully rolling or folding up and sealing plastic sheeting or bags and/or vacuuming the asbestos removal area with an asbestos vacuum cleaner.

- Dry decontamination should only be used where the wet method is not suitable or poses a risk because of other hazards such as electricity or slipping.

Decontamination of tools

All tools used during asbestos removal work should be:

- fully dismantled (where appropriate or relevant),
- cleaned under controlled conditions and
- decontaminated using either the wet or dry decontamination procedures described above before they are removed from the sampling work area

The method chosen will depend on its practicality, the level of contamination and the presence of any electrical hazards.

If tools cannot be decontaminated in the asbestos sampling work area, or are to be reused at another asbestos sampling work area, they should be:

- tagged to indicate asbestos contamination
- double bagged in asbestos labelled bags before removing from the asbestos removal work area.

The bags containing the tools must remain sealed until decontamination or the commencement of the next asbestos sampling or service task where the equipment can be taken into the sampling work area and reused under controlled conditions.

PPE should be worn when opening the bag to clean or reuse the equipment or tools, and decontamination should only be performed in a controlled environment.

In some circumstances it may be better to dispose of contaminated tools and equipment, depending on the level of contamination and the ease of replacement.

Personal decontamination procedures

Personal decontamination involves the removal of all visible asbestos dust/residue from PPE and RPE.

Personal decontamination must be undertaken each time a worker leaves the asbestos sampling work area, when moving between sampling locations and at the completion of the asbestos sampling or service work.

Personal decontamination should be done within the asbestos sampling work area to avoid recontamination.

Personal decontamination should be carried out where a decontamination unit is not necessary such as during minor or small scale removal and maintenance work.

Asbestos-contaminated PPE must not be transported outside the asbestos removal work area except for disposal purposes.

Before work clothes and footwear worn during asbestos sampling work are removed from the asbestos removal work area for any reason, they should be thoroughly vacuumed with an asbestos vacuum cleaner to remove any asbestos fibres and the footwear should also be wet wiped.

RPE should be used until all contaminated disposable coveralls and clothing has been vacuum cleaned and/or removed and bagged for disposal and personal washing has been completed.

Any PPE used while carrying out asbestos sampling work must not be taken home by a worker.

Personal hygiene and careful washing are essential. Particular attention should be paid to the hands, fingernails, face and head.

PERSONAL DECONTAMINATION

- Never leave the asbestos sampling work area until decontamination is complete.
- Remove any visible asbestos dust/residue from protective clothing using an asbestos vacuum cleaner or wiping down with damp cloths. Warning: do not reuse or resoak damp cloths.
- Carefully remove disposable protective clothing and place into bags (RPE must still be worn).
- Place cloths into disposal plastic bags (200µm thick).
- Take disposable coveralls off and place into disposal bags (RPE must still be worn).
- Use damp cloths to wipe down footwear and place cloths into disposal bag.
- Seal all plastic bags with duct tape and place each into a second plastic bag.
- Seal this second plastic bag and label/mark as 'Asbestos Waste'.
- Use damp rags to wipe external surfaces of the disposal bags to remove any dust before it is removed from the asbestos removal work area.
- Remove PPE and double bag, seal with duct tape and mark as 'Asbestos Waste'.
- Remove non-disposable PPE and place in container labelled as containing asbestos.
- Remove RPE and double bag, seal with duct tape and mark as 'Asbestos Waste'.
- Ensure the outside of the bags are decontaminated by using a damp cloth.
- Place the damp cloth into disposable bags.
- Dispose of asbestos waste at the appropriate waste facility.

Your Local Waste Facility Address:

Make contact with the centre to confirm their acceptance policy.

In general, all samples must be at least double wrapped in durable plastic, air tight, be pre dampened and be clearly labelled.

VIC

Centre	Location
Banyule Waste Recovery Centre - Detox your home drop off centre	Corner Waterdale Road and Banksia Street Bellfield VIC 3081

Boroondara Transfer Station	648 Riversdale Road Camberwell VIC 3124
Brimbank City Council Depot	Stadium Drive Keilor Park VIC 3042
Port Phillip Resource Recovery Centre	Corner White and Boundary Streets South Melbourne VIC 3205
Hume Resource Recovery Centres	Blinda Road Campbellfield VIC 3061
Monash Waste Transfer and Recycling Station	380 Ferntree Gully Road Notting Hill VIC 3168
Knox Transfer Station	251 George Street Wantirna South VIC 3152
National Resource Recovery	20 Jersey Road Bayswater VIC 3153
Super Safe Eco Waste Recycle Centre	199-201 Colchestor Rd Kilsyth VIC 3137
Riddell Road Waste and Recycling Transfer Station and Landfill	Riddell Rd Sunbury VIC 3429
Mornington Peninsula Shire Resource Recovery Centre	280 Truemans Road Rye VIC 3941

QLD

Centre	Location
Enviro Site Services	65 Telford Street Virginia QLD 4014
Lantrak Waste Management & Recycling Facility	1 Memorial Drive Swanbank QLD 4306
Stapylton Commercial and Domestic Landfill	Rossmanns Road Stapylton QLD 4207
Scenic Rim Regional Council Central Waste Transfer Facility	Beaudesert-Boonah Road Bromelton QLD 4285
Caboolture Resource Recovery & Waste Management Facility Moreton Bay Regional Council	51 McNaught Road Caboolture QLD 4510
Waste Management Australia	70 Pacific Drive Banksia Beach QLD 4507
A E Shaw & Associates P/L	5/10 John Duncan Court Varsity Lakes QLD 4227

See also SWMS – Asbestos Sampling

Mould, Pests, Dust & Dirt

By entering subfloors, roof voids and a wide variety of other building situations a building inspector is likely to be exposed to dust, dirt, mould and potentially pests.

These hazards may seem minor nature but they can have a cumulative affect or one particular instance may result in a longer term or more severe injury.

Reduce your exposure to mould, pests, dust and dirt. Wear coveralls, gloves, cover your eyes with appropriate eye wear and use a face mask or personal respirator if preferred.

You must wear a mask in the subfloor and roof void to avoid any harmful airborne hazards. A full face mask is recommended as mould spores can enter through the eyes.

Methamphetamine Inspection and Sampling OHS Procedures (Aust only)

Important Note:
This procedure is to be read, considered and implemented in conjunction with:

1) Building Inspection and Pre-Purchase Building Inspection Procedures.
2) Meth Inspection and Sampling Procedure
3) Other OHS procedures for general risks and risks related to building inspections generally.
4) Your training course and materials specifically; Methamphetamine Awareness and Sampling Technician Training Course
5) State based Table of Notification Responsibilities and Powers – see Training Course Page 13
6) The ACCC Clandestine Drug Laboratory Remediation Guidelines
7) The National Environment Protection Measure (AUS)
8) MSDS for specific products used in the manufacture of Meth can also be considered. Specifically: Acetone, Toluene, Ammonia, Hydriodic Acid (Hydrogen Iodide), Hydrogen Chloride, Phosphine, Sodium Hydroxide, Iodine, Red Phosphorus, Lithium, Phenyl –2-Propanone, Pseudoephedrine, Ephedrine (These are located in the FSE Shared Folder)

In NZ the following also apply and or substitutes for items 5,6 and 7. The standard is included in the Australian OHS Procedures as an additional reference guide for best practice.

- NZS 8510:2017

The following document also provides guidance on international best practice in relation to safe, effective sampling and should also be considered:

- The National Institute of Occupational Safety and Health (US) NIOSH 9111

Where this procedure is silent on OHS procedures or other matters refer to your Training Course and relevant state and commonwealth legislation.
The term Meth used in this procedure refers to Methamphetamine, MDMA, its precursors and related ATS.

Specific Risks

There are primary and secondary risks associated with Meth Inspections.
Primarily; you could be exposed to methamphetamine either in high doses quickly or low doses over prolonged periods of time.

Contamination occurs via respiratory system, ingestion and absorption by skin.
The risks and symptoms of exposure are:

- Burning or irritated eyes, nose or throat
- Itchy or aggravated skin
- Headaches
- Dizziness
- Nausea
- Fatigue
- Shortness of breath
- Confusion / decreased mental function

These low level, long term exposures can also have a possible transfer effect (for example to your clothes, from your footwear to your car carpet etc) although this risk is believed to be low and unlikely to occur. However, it is another reason to consider appropriate risk mitigation strategies and recommended PPE is to reduce the risk of transferring contaminants to secondary spaces like vehicles, your home or other people you are in regular contact with (ie your family).

Secondary risks relate to equipment and materials used to manufacture meth.
This includes general chemical exposures to solvents, corrosives, irritants and inorganic substances.
A full listing of the potential health risks of the individual products that make up meth are listed in their MSDS.

Longer term or higher-level incidences of exposure relate to risks inherent and present in the chemicals and volatile organic compounds used in manufacture. These include:

- Cancer
- Decreased mental function
- Kidney damage
- Birth defects

Other risks may be incurred in relation to general site and personal safety and may include the following.
These risks will be determined in your initial risk assessment.

- Presence of syringes / needles
- Risks presented by opening ac ducting, grates, removing light fitting or ventilation surrounds for sampling purposes
- Explosive or fire risks related to some products used in manufacture.
- Use of ladders
- Confined space entry
- Falls
- Working Alone
- Risks presented by occupants / people

IMPORTANT NOTE: Should you ever come across an operating meth lab, evidence of a meth lab or users / active use of meth, leave the site immediately and report it to Police at once. Do not attempt to change or cut off power or other services to the site. Recommend that any other bystanders also vacate the area without touching or interfering with anything.
Immediately advise your Franchisor by phone and then in writing by email of this occurrence and record details of its occurrence in writing in an email or notebook.
If you come across a suspected Meth user you are not required to report them to the Police however you should leave the site in this case and discontinue sampling advising the client that it can be rescheduled when no persons are present. The Meth user themselves may act as a sperate risk presented by occupants and people and can be exacerbated by the fact you may be attending the site otherwise on your own.

For your reference signs indicating a Meth user include:

- Bloodshot eyes
- Drowsiness
- Slurred speech
- Impaired coordination
- Aggressive behaviour

Required Personal Protective Equipment

The following items are mandatory and should be held on your vehicle and will be in attendance at each relevant instance of service provision.
However, the extent to which you apply this PPE is governed by your initial risk assessment and guidance has been provided during your training course as to the discretion you can apply in its use.
It is not intended that you should apply PPE (except for supplied disposable gloves) during Pre-Purchase Screening Assessments unless you identify conditions conducive to presence of meth such as evidence of manufacturing or use.
The likelihood of introducing cross contamination is a factor in your use of disposable PPE and the need to maintain and decontaminate PPE you carry from one site to another is important.

1) Disposable Gloves; thicker medical grade latex – however disposable gloves
2) Half Face Respirator that you currently hold for Asbestos Inspections (P2) can be used with replaceable organic compound cartridges at A1 level. Alternatively you can use equivalent disposable respirators.
3) Goggles or Safety Glasses
4) Disposable coveralls
5) Disposable shoe covers
6) Enclosed work shoes (puncture proof)
7) Sealable plastic bags for disposal of PPE
8) Sanitising wipes for cleaning of permanent equipment – alcohol wipes?
9) Fire Extinguisher (to remain in vehicles to avoid cross contamination)
10) First Aid Kit are general item (to remain in vehicles to avoid cross contamination.

Decision Making Framework for application of PPE:

Screening Assessments:
Recommended PPE, removable bootie covers, gloves as supplied in kit and respirator. Always wear enclosed work shoes resistant to punctures.
PrePurchase Screening Assessments:
Gloves as supplied in kit. Recommended PPE, removable bootie covers, gloves as supplied in kit and respirator. Always wear enclosed work shoes resistant to punctures.
Escalation of PPE:
If you identify conditions conducive to suspected use / manufacture revise your PPE to add:

- Full disposable coveralls
- Goggles and Safety Glasses

Note: Disposal of potentially contaminated items
Wrap discarded PPE or related materials in aluminium foil (see inspection procedures), progressively roll gloves off and dispose in general waste to the exterior of the property.

OHS Procedure Meth Inspections

Application:

The following OHS procedure applies for both Screening Assessments and PrePurchase Screening Assessments.

1. Site Specific Risk Assessment

On arrival at each site you first consider your Occupational Health and Safety by conducting a site-specific risk assessment; **hyperlink to other relevant procedures.**
Make consideration of pre-provided information about the site and potential occupants: is it tenanted, vacant or occupied, are there dogs on the property etc?
Your own visual inspection of the property will provide additional information to inform your Risk Assessment:

- Does the condition of the building itself pose any risks?
- Are there other building risks like Asbestos?
- Potential electrical or other risks related to entry of roof voids or other spaces
- Consider entry / exit points and options

2. Apply PPE

Consider the various risk factors in conjunction with your training and decide what PPE you will apply. Apply it prior to property entry.

3. Ongoing Monitoring

Circumstances may change during your inspection and sampling.
You may find new evidence of contamination which requires you to increase the applied PPE or leave the site entirely. You may come across other environmental risks and building hazards, the attitude or behaviour of people on site may change.
Constantly consider the potential and actual changing circumstances during the inspection and adjust your site assessment and responses to it accordingly.

4. Decontamination

Remove, secure and dispose of potentially or known contaminated PPE using the aluminium foil system as instructed.
Wipe down and clean using disposable wipes items of permanent use that may have been exposed – with non alcohol wipes to prevent deterioration of rubber seals for example on respirators.
Store and maintain your stock of PPE after each inspection.

Methamphetamine Inspection and Sampling OHS Procedures (NZ only)

Important Note:
This procedure is to be read, considered and implemented in conjunction with:

1. Building Inspection and Pre-Purchase Building Inspection Procedures
2. Meth Inspection and Sampling Procedure
3. Health and Safety at Work Act 2015 (HSWA 2015) (www.business.govt.nz/worksafe/)
4. NZS8510:2017 Testing and decontamination of Methamphetamine Contaminated Properties (https://www.standards.govt.nz/sponsored-standards/testing-and-decontamination-of-methamphetamine-contaminated-properties)
5. 'Protecting workers from the dangers of clandestine laboratories' (www.moh.govt.nz)
6. Cleaning Systems 'Methamphetamine Sampling Technician Training Course' materials
7. MSDS for specific products used in the manufacture of Meth can also be considered. Specifically: Acetone, Toluene, Ammonia, Hydriodic Acid (Hydrogen Iodide), Hydrogen Chloride, Phosphine, Sodium Hydroxide, Iodine, Red Phosphorus, Lithium, Phenyl –2-Propanone, Pseudoephedrine, Ephedrine
8. The National Institute of Occupational Safety and Health (US) NIOSH 9111 (https://www.cdc.gov/niosh/index.htm)

Where this procedure is silent on OHS procedures or other matters refer always to NZS8510:2017 which sets the precedent for all screening assessment procedures.
The term Meth used in this procedure refers to Methamphetamine and MDMA and the family of drugs referred to as ATS (Amphetamine Type Stimulants).
The most common terms in New Zealand are Meth and P. Methamphetamine may also be referred to as crystal meth, pure, ice, crank, whiz and molly.

Specific Risks
There are primary and secondary risks associated with Meth Inspections.
Primarily; you could be exposed to methamphetamine either in high doses quickly or low doses over prolonged periods of time.
Contamination occurs via respiratory system, ingestion and absorption by skin.
The risks and symptoms of exposure are:

- Burning or irritated eyes, nose or throat
- Itchy or aggravated skin
- Headaches
- Dizziness
- Nausea
- Fatigue
- Shortness of breath
- Confusion / decreased mental function

These low level, long term exposures can also have a possible transfer effect (for example to your clothes, from your footwear to your car carpet etc) although this risk is believed to be low and unlikely to occur. However, it is another reason to consider appropriate risk mitigation strategies and recommended PPE is to reduce the risk of transferring contaminants to secondary spaces like vehicles, your home or other people you are in regular contact with (ie your family).
Secondary risks relate to equipment and materials used to manufacture meth.
This includes general chemical exposures to solvents, corrosives, irritants and inorganic substances. A full listing of the potential health risks of the individual products that make up meth are listed in their MSDS.
Longer term or higher-level incidences of exposure relate to risks inherent and present in the chemicals and volatile organic compounds used in manufacture. These include:

- Cancer
- Decreased mental function
- Kidney damage
- Birth defects

Other risks may be incurred in relation to general site and personal safety and may include the following, which will be determined in the initial risk assessment:

- Presence of syringes / needles
- Risks presented by opening ac ducting, grates, removing light fitting or ventilation surrounds for sampling purposes
- Explosive or fire risks related to some products used in manufacture.
- Use of ladders
- Confined space entry
- Falls
- Working Alone
- Risks presented by occupants / people

IMPORTANT NOTE: If you ever come across an operating meth lab, evidence of a meth lab, meth users or actual, active use of meth, leave the site immediately and report it to the Police straight away. Do not attempt to change or cut off power or other services to the site. Recommend that any other bystanders also vacate the area without touching or interfering with anything.
Immediately advise your Franchisor by phone and then in writing by email of this occurrence and record details of its occurrence in writing in an email or site notebook.
If you come across a suspected Meth user you are not required to report them to the Police however you should leave the site in this case and discontinue sampling, advising the client that it can be rescheduled when no persons are present. The Meth user themselves may act as a separate risk presented by occupants and people and can be aggravated by the fact you may be attending the site on your own.
For your reference signs indicating a Meth user include:

- Bloodshot eyes
- Drowsiness
- Slurred speech
- Impaired coordination
- Aggressive behaviour

Required Personal Protective Equipment
The following items are mandatory and should be held on your vehicle and will be in attendance at each relevant instance of service provision.
However, the extent to which you apply this PPE is governed by your initial risk assessment and guidance has been provided during your training course as to the discretion you can apply in its use.
It is not intended that you should apply PPE (except for supplied disposable gloves) during Pre-Purchase Screening Assessments unless you identify conditions conducive to presence of meth such as evidence of manufacturing or use.
The likelihood of introducing cross contamination is a factor in your use of disposable PPE and the need to maintain and decontaminate PPE you carry from one site to another is important.

11) Disposable Gloves that are made of thick, medical grade latex
12) Half Face Respirator that you currently hold for Asbestos Inspections (P2) can be used with replaceable organic compound cartridges at A1 level. Alternatively you can use equivalent disposable respirators.
13) Goggles or Safety Glasses. If using a half face respirator then goggles should be worn to protect your eyes.
14) Disposable coveralls – wear new coveralls for each new job. To prevent cross contamination it is recommended that you change out of the coveralls once you have left the property.
15) Disposable shoe covers. If coveralls do not have foot protection built in then shoe covers should be worn.
16) Enclosed work shoes (puncture proof soles are mandatory)
17) Sealable plastic bags for disposal of PPE
18) Sanitising wipes for cleaning of permanent equipment
19) Fire Extinguisher (to remain in vehicles to avoid cross contamination)
20) First Aid Kit are general item (to remain in vehicles to avoid cross contamination, should be fully stocked).

Decision Making Framework for application of PPE:
Screening Assessments:
Recommended PPE, removable bootie covers, gloves as supplied in kit and respirator. Always wear enclosed, puncture-proof work shoes.
PrePurchase Screening Assessments:

Gloves as supplied in kit. Recommended PPE, removable bootie covers, gloves as supplied in kit and respirator. Always wear enclosed work shoes resistant to punctures.

Post Decontamination Sampling:

Recommended PPE, removable bootie covers, gloves as supplied in kit and respirator. Always wear enclosed work shoes resistant to punctures. Even though the property has been through the decontamination process it is best practice to continue to protect yourself as per the initial risk assessment.

Escalation of PPE:

If you identify conditions conducive to suspected use / manufacture revise your PPE to add:

- Full disposable coveralls
- Goggles and Safety Glasses

If in doubt – over protect yourself.

Disposal of potentially contaminated items

Carry a sealable plastic bag for the disposal of the contaminated items once you have completed your screening assessment on the property. For items you aren't disposing of – respirators, ladders, phones/cameras – a wash down or sanitising wipe should be used to remove any traces. This should be done after each job to prevent cross contamination.

OHS Procedure Meth Inspections

The following OHS procedure applies for both Screening Assessments, PrePurchase Screening Assessments and Post decontamination sampling.

1) **Site Specific Risk Assessment**

On arrival at each site you first consider your Occupational Health and Safety by conducting a site-specific risk assessment; **see JBI New Zealand Methamphetamine Screening Assessment Procedure.**

Make consideration of pre-provided information about the site and potential occupants (complete Sampling Checklist):

- ✓ What is the reason for sampling the property?
- ✓ Do you suspect there has been a user at the property?
- ✓ Have the police been involved?
- ✓ Is it a rental property?
- ✓ Is the property tenanted or have they moved out?
- ✓ Is there a dog/pet at the property?
- ✓ Has the property already been decontaminated?

Your own visual inspection of the property will provide additional information to inform your Risk Assessment:

- Does the condition of the building itself pose any risks?
- Are there other building risks like Asbestos?
- Potential electrical or other risks related to entry of roof voids or other spaces
- Consider entry / exit points and options

2) **Apply PPE**

Consider the various risk factors in conjunction with your training and decide what PPE you will apply. Apply it prior to property entry.

3) **Ongoing Monitoring**

Circumstances may change during your inspection and sampling.

You may find new evidence of contamination which requires you to increase the applied PPE or leave the site entirely. You may come across other environmental risks and building hazards, the attitude or behaviour of people on site may change.
Constantly consider the potential and actual changing circumstances during the inspection and adjust your site assessment and responses to it accordingly.

4) Decontamination

Remove, secure and dispose of potentially or known contaminated PPE using the aluminium foil system as instructed.
Wipe down and clean using disposable wipes items of permanent use that may have been exposed with non-alcohol wipes to prevent deterioration of rubber seals for example on respirators.
Store and maintain your stock of PPE after each inspection.
Ensure your first aid kit is comprehensive and well-stocked.

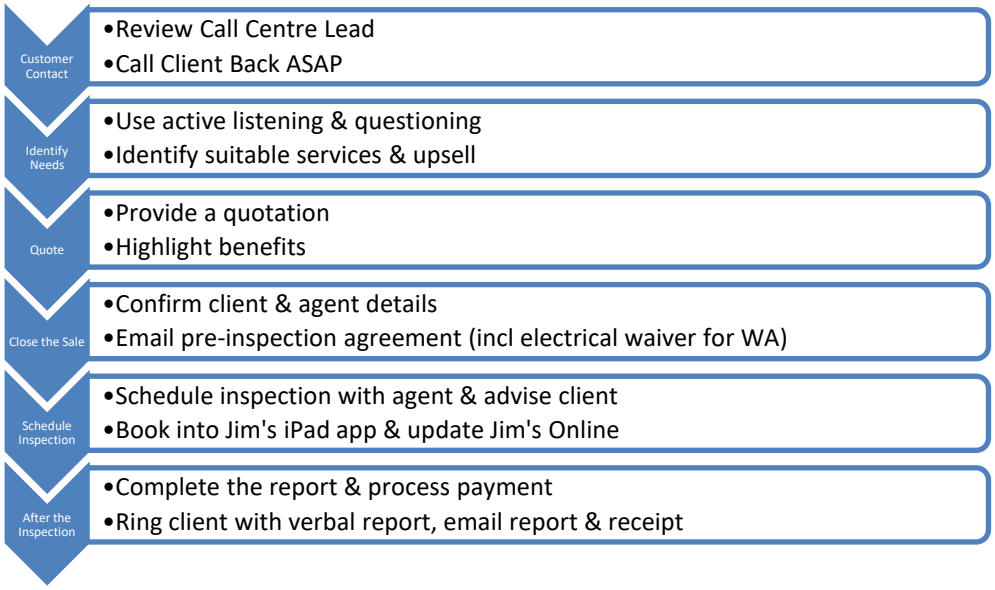
Work Procedures

Registering for Work

Registering for work is required at a maximum of 10 day intervals. If you are not registered for work on Jims Online you will not receive leads, or receive all areas depending on your contract signing date. Check with your Franchisor as to what your default work settings are. Set a reminder in your calendar to do this, preferably weekly but at least every 10 days.

Customer and Client Contact

Outlined below is a summary of the client contact process. More details, tips and hints are also outlined.



When you receive a lead via Jim's Online you should endeavor to contact the client immediately, excepting where you are dealing with a current client.

Principals and Clients - what's the difference?

Your client is the person who pays you. In some cases (most common in NSW but can be in other states) the Conveyancer or other third party (ie. Buyer's Advocates etc) will book and pay for the service on behalf of their client. We refer to their client as the Principal and they should be noted in the inspection report on the client parties page.

The principal and client therefore should both be supplied with the Pre-Inspection Agreement.

You should advise conveyancers that in each instance they should supply a Pre-Inspection Agreement to the Principal and that the property purchaser's name will be listed as The Principal in your reports (client details page).

Failure to have a third party (ie conveyancer) forward on the pre-inspection agreement to the principal can create an insurance liability.

The insurer may argue that the Principal has no relationship (commercial contract) with you and have relied on the report inappropriately.

They may also argue, if they accept the Principal is a party, that you did not give them a Pre-Inspection Agreement and therefore you did not comply with AS4349 or NZS4306.

Both scenarios may leave you exposed so please take care to use The Principal section of Client Details and ensure you have advised any third party to supply a Pre-Inspection Agreement.

You may wish to receive the Principal's email address so that you control the process of sending them a Pre-Inspection Agreement.

Please note WA franchisees will also need to use the Electrical Waiver Preinspection Agreement for electrical to be turned off for roof void/subfloor inspections.

If you have any queries please discuss with your FSO.

Call Back

Leaving the caller for even a few minutes provides opportunities for the client to keep contacting other providers, whilst waiting for your call.

Your potential client may even call you directly as they would have received a text message with your name, number and the statement that you will call within 2 hours.

The maximum time frame to contact a client is 2hours; you must have returned the call within 2 hours at most. Failure to call a client may result in a complaint. If you were unable to reach the client, you should send a text message (as well as a voicemail where possible) to evidence you have complied with this time frame. Jim will only cancel a complaint about call back time where this text message can be evidenced.

Cancelling Leads

There are strict guidelines from Jims Group as to when a lead can be cancelled. You may discuss this with your Franchisor, however please remember:

- Always contact the client and service their needs first.
- If it needs to be reassigned to someone else to complete we will arrange this. Do not ask the customer to call back the call centre or contact another franchisee.
- There are other franchisees who may offer services that you don't (including specialist reports). Always advise the client you will investigate this and get back to them.
- Do the above in a timely manner to ensure customer service levels are maintained. These should all be done before requesting a lead to be cancelled.

Work Load and Number of Jobs per Day

Where we see claims, there is often a theme of 3 or more inspections a day or the comment "It was needed in a hurry and if I didn't do it I would lose work".

Be careful of your workload. Do not dilute your concentration and time into your reports. Franchisees who have repeated claims, the amount of reports they do per day will be looked at by JBI and the insurer.

JBI strongly recommends that no more than 3 inspections per day are conducted. This may be variable based on type of service. Please speak with your Franchisor about your work load and what is reasonable.

Specific ACT Requirements

There are three aspects to a building inspection conducted by the inspector in the ACT.

- Building and Timber Pest Inspection Report
- Compliance Report (to be obtained from Access Canberra)
- Energy Efficiency Rating (obtained from a third party)

These are all provided to the client as part of the building inspection report and coordinated by the inspector.

Building Inspectors in the ACT must be registered with Access Canberra. Building inspection reports from properties in the ACT must be registered on the public register within seven (7) days of completion, listing the inspection date, the address, and who conducted the inspection.

Suggested Call Script

Introduce yourself using your name and identifying yourself as their Jim's Building Inspector/Consultant.

Practice active listening and the use of open ended questions to determine which services best suit your client's situation and identify opportunities to upsell additional services.

Refer to the lead you received and be informed about what the client has already discussed with the call centre. Use the client's name to help develop a rapport.

For example:

- I understand you need a building inspection Bill; what type of inspection did you have in mind?
- What would you like to know about building inspections, James?
- I understand you are interested in a building and termite inspection Mark, what would you like to know?
- Well, Sue, we provide a wide range of building inspection services; what do you want to know about the property you are buying?
- How can I help you Diana?

Upsell Services

Use the client's answers to identify upsell opportunities. For example include:

- Termite Inspection: e.g.: ask what area the property is in - is it in an area declared for termite activity? Ask what type of property it is - weatherboard?
- Premium Inspection electrical / plumbing / gas and termite
- Renovation Advice - are you planning on, likely to undertake renovations? Would you like a report on what renovations are permitted, what structural changes can be made, what would add the most value?
- Asbestos - is the home pre-1982? Do you suspect it may have asbestos?

Quote the Job

Remember to also ask: job location and size of building. These will help you to determine a fair price for the job. Consider these factors and the services requested and provide them with a quotation.

After quoting remember to highlight your benefits:

- We complete our reports on the spot, sending them to you on the same day
- You also get access to vouchers and specials from across the Jim's Group which help with the cost of fixing defects identified

Close the Sale

Here are some useful tips and hints on closing the sale:

- Stop talking - the client may just say 'Yes', allow space for them to respond and ask questions.
- Indicate your availability and directly ask if they would like to book the inspection in.
- Use the principle of threes, give three compelling final points eg: So our inspections are fully guaranteed, we are available to do the inspection tomorrow and you will receive your report on the same day
- Don't ask if they want to book the inspection ask which inspection they want
- Get a series of small agreements from the client, would that inspection help you? (yes) and you need it done this week? (yes) and you understand the Reliability Guarantee? (yes), shall I book in the service? (yes)…

Deal with Objections

Clients may delay making a decision, advise they are getting a number of quotes or indicate that your price or some other factor means they won't choose you.

Take the opportunity to respond to delays and objections proactively:

1. Identify the reason for the delay or the details of the objection - are they comparing like services, are they hesitant to make an offer, do they need more information or assurance
2. Reinforce the benefits and our competitive advantages of the Jim's Inspection:
    - One of few companies nationally to provide a Reliability Guarantee
    - Local inspector - familiar with construction in the area
    - Same day reports - timely information
    - Access to offers and discounts across the Jim's Group
    - Unique premium inspection service
3. Letting them know you'll send them your details and a useful Sample Report, Biography of yourself and/or Pre-Inspection Agreement with more information? (confirm their email address is correct or request it if not provided) *Please note WA franchisees will also need to use the Electrical Waiver Preinspection Agreement for electrical to be turned off for roof void/subfloor inspections.*
4. Ask if they would like us to follow them up in a day to see if we can be of further assistance?
5. Request feedback on their decision if they advise they are going with another provider – was it price, availability, time to respond, service?

Final Client Questions

Once you have closed the sale you need to ask some clarifying questions:

1. Are there specific timeframes are they working to? This will help define when the inspection needs to be scheduled.
    a. Have they already made an offer which is subject to inspection but time limited?
    b. Are they requiring the inspections prior to an auction date?
2. Get/Check the agents details, mobile and office phone number if possible.
    a. Enquire if the agent is aware of their interest in the property, expecting our call.
3. Get the client's email address
4. Advise the client you will send them a pre-inspection agreement. Advise the client to contact you with any queries. You will now be required to get a signed acceptance of this preinspection agreement – either printed and signed by client, or return email with an acceptance message. *Please note WA franchisees will also need to use the Electrical Waiver Preinspection Agreement for electrical to be turned off for roof void/subfloor inspections.*
5. Advise the client that payment is required / processed on the day of service and that a credit card is required to secure the booking.

We will charge their credit card, unless they make alternative payment arrangements, after the inspection is complete and then immediately release the report. This is critical to ensuring good cash flow.

Ensure you have payment details prior to giving verbal reports or sending written reports as clients may delay or fail to make a payment, especially if they do not win the property at auction.

Advise the client you will schedule the inspection with the real estate agent and then call them back to advise when the inspection will occur.

Preinspection Agreements

A reminder that acceptance of the preinspection is required (and should be kept as a matter of record) either by printed and signed copy (hard copy or scanned) or a return email with acceptance.

Failure to provide a PIA may negate the insurance you have in place and therefore become a costly mistake.

Not providing a PIA before inspecting a property is NEVER acceptable under any circumstance. This includes multiple properties for the same client.

Ideally the client must sign and return the agreement, however a reply email or text stating the property may be OK but please remember if for some reason if an insurance claim or legal action is taken you will need to be confident that you can produce this evidence, potentially months later.

So to make it clear, A pre-inspection agreement must be sent out and received confirmation back in writing from the client on all occasions before inspecting a property.

Providing the service without a PIA will mean that neither your insurance company or Jim's Building Inspection will support you in any claim that arises in which you cannot provide a PIA that relates to the property concerned.

This is starting to become a critical issue in our entire business as may make it difficult to gain insurance in the future if this trend continues.

Compliance audit on all Franchisees have commenced and will be required to be completed by all franchisees by their franchisors, and it includes that at least once every 6 months a report is reviewed by your FSO. This report is sampled at random, and when it is selected your FSO will request evidence of a PIA agreement being sent and accepted by the client for this sampled report.

If this sample report review shows that you have not sent a PIA agreement (or if at any other time your franchisor becomes aware that you have neglected to send a PIA, either by an insurance claim or in some other manner) you will be found to be not working inside the guide lines of the Operations manual and therefore be breached. This will not be at the discretion in this for Franchisors. Further evidence of a PIA being omitted after this point will result in termination.

Please note there are different preinspection agreements for each state and country. Ensure you are using the correct preinspection agreement. No amendments can be made to these without prior Divisional Approval. These have been signed off by the insurers.

Please note WA franchisees will also need to use the Electrical Waiver Preinspection Agreement for electrical to be turned off for roof void/subfloor inspections.

Schedule the Inspection

To schedule the inspection:

- Contact the estate agent to schedule the inspection
- Liaise with any required subcontractors to schedule their attendance (ensure a subcontractor agreement is in place – refer to Subcontractor Network)
- Call client to confirm inspection time (or text or email)
- Email pre-inspection agreement (and electrical waiver for WA); also send additional promotional information with further upsells or links to useful information on our website links to our social media pages such as Blogspot.
- It is now possible to add attachments to an email on the iPad.

- There are detailed instructions in the Shared Folder - "How to Attach files to email in iPad" under the stationery folder.
- Create a folder in dropbox to have your attachments easily accessible.
- In the Location section of attachments, enable Dropbox.

Once you have scheduled your job ensure you enter all available client and agent details into Jim's Online (if it is a new client you have secured). Load the scheduled appointment into your Jim's iPad application.

These client details will form the basis of a client list that you can directly market to. Any repeat work you secure from these clients doesn't attract any further lead fees.

Post Inspection

See detailed inspection procedures in the next chapter. After you have completed the inspection report:

- Create the invoice
- Process the payment
- Call the client with a verbal report (this must be done) – ensure you only discuss the contents of the report. Do not add any new information or contradict the written report in any way.
- Email report and receipt to client

Attach to the email any promotional cross divisional materials that are relevant to the inspection, include reference to further inspection or other services they may be interested in.

Jim's iPad Applications
Your work flow will integrate with your Jim's iPad applications. There are two separate user guides which give you detailed screen shots and instructions on how to use each part of these applications.

Refer to the User Guides and your Training to apply these procedures using your iPad.

E-Commerce Program Procedures

In August 2014 a new e-commerce functionality was added to BuildInspect and the JBI website. It allows franchisees to automatically upload their reports for sale to the general public. An important change to our Privacy Policy occurred at the same time which ensures that the resale of reports is provided for.

Importantly, any client can decline at any time – even after the report has gone up to the website – for their inspection report to be resold.

If this request is made prior to emailing the report to the client, move the button below to the left.

If this request is made after the report has been emailed, contact bek@bauengroup.com.au and provide the client street address and it will be immediately removed.

Rules and Requirements:

- A fee for each online sale is at a flat rate (no change based on price of report sold) of $25.00 as at 1st September 2018. This fee is subject to CPI each year.
- Any new inspectors coming onboard from 1st July 2016 will be required to use the eCommerce platform for any onselling of reports. Manually doing this for each sale will no longer be allowed. Inspectors in the system before this date may continue to onsell reports themselves, however are strongly encouraged to use the eCommerce platform to ensure all procedures required are ticked off. These include the requirement to deliver a preinspection agreement. The only acception to this clause will be through a Divisional approved online platform.
- Any information received from an online sale (including but not limited to name of client, address of client, phone of client, email of client) may NOT be given to any external parties. These parties may include (but are not limited to) real estate agents, vendors etc. Any information passed on in breach of this rule is a severe breach of our privacy policy and will be dealt with in a manner suitable to the severe nature of this breach.

Marketing and Procedures:

- Supporting marketing materials are available on Dropbox or through purchase from Dynamite online. These include Point of Sale Material to leave at home opens, QR codes and other brochures and stickers for direct promotioin.
- You should contact the purchaser (email provided during sale) of the report and offer them the opportunity to ask questions about the report. If they are unsuccessful in securing that property they will be more likely to come back to you for further inspection assistance.
- At the time of each sale you will receive notification. At the end of each week (Monday morning) you need to calculate the reports sold during the week (beginning 12am Monday until 11:59pm Sunday) and invoice Jim's Building Inspections for all reports sold during that week. The fee mentioned above must be deducted from each sale.

This image shows that the report will be marked for sale.

This image shows that the report will NOT be marked for sale.

Aims of the E-Commerce Project are:

- Improve organic search engine optimization by creating unique, location specific, keyword rich URLS
- Create further income opportunities for Franchisees and Franchisors by resale of existing reports and facilitation of OnSpec Reporting opportunities
- Creatively disrupt purchasing processes by encouraging consumers to check online and directly download reports, ideally reducing competition

Procedure (Aust):

1. Your Franchisor will provide you with a price list form, complete the price list form by:
    a. Service type

b. number of bedrooms

If you don't supply a price list a default price list will be applied until you do.

2. Ensure you select number of bedrooms on your report in the building details page, this will ensure your price list is applied.

   a. If you do not select a number of bedrooms a default price of $220 per report will apply.

3. Franchisees are encouraged to make every pre-purchase building and pest inspection report they do available for sale, even if they are not proactively promoting.

   This is because it improves organic search engine rankings (i.e. we appear higher in the unpaid search results for google which will generate more leads).

   To do this you just need to leave the settings as shown below, (i.e. do not touch anything and the report will be automatically made available for sale online).

4. Undertake On-Spec Reporting and work with your agent to promote your reports as available for sale

   See further detail below. Detailed instructions and supporting marketing materials are also available on Dropbox. This includes Point of Sale Material to leave at home opens, QR codes and other brochures and stickers for direct promotion.

5. If a report is sold, you will receive an email notification with the purchasing person's details.

   a. You should contact the purchaser of the report and offer them the opportunity to ask questions about the report.

   b. If they are unsuccessful in securing that property they will be more likely to come back to you for further inspections assistance.

   c. Remuneration, at the end of each week (Monday morning) you need to calculate the reports sold during the week (beginning 12am Monday until 11:59pm Sunday)

and invoice Jim's Building Inspections for all reports sold during that week. The commission fee must be deducted from each sale.

6. A commission on resold reports applies of $25.00 per report sold, indexed annually for CPI.

Procedure (NZ):

1. Send your completed report to your Franchisor for upload to the online platform informing them of the price to upload the report at.

2. Undertake On-Spec Reporting and work with your agent to promote your reports as available for sale

   See further detail below. Detailed instructions and supporting marketing materials are also available on Dropbox. This includes Point of Sale Material to leave at home opens, QR codes and other brochures and stickers for direct promotion.

3. If a report is sold, you will receive an email notification with the purchasing person's details.

   a. Complete a new Inspection Certificate in hardcopy, scan this certificate and email it to the new purchase of the property.

   b. You should contact the purchaser of the report and offer them the opportunity to ask questions about the report.

   c. If they are unsuccessful in securing that property they will be more likely to come back to you for further inspections assistance.

   d. Remuneration, at the end of each week (Monday morning) you need to calculate the reports sold during the week (beginning 12am Monday until 11:59pm Sunday) and invoice Jim's Building Inspections for all reports sold during that week. The commission fee must be deducted from each sale.

4. A commission on resold reports applies of $25.00 per report sold, indexed annually for CPI.

Questions:

1) I want to resell a commercial building report how do I set a price when there are no bedrooms?

   Email your report to caleb@bauengroup.com.au ensuring there are no client details on the PDF version and include the price (incl of gst) that you wish to market the report as being available for sale.

2) A report has uploaded to the website and I want it taken down.

   Email bek@bauengroup.com.au with the street address and we can manually remove it.

Further improvements are proposed that will support a greater degree of flexibility allowing more report types to be made available for sale over time and to allow franchisees to have terms and conditions for report sales that will vary by Franchisee.

Suggestions and comments to improve the service should be made to your Franchisor.

OnSpec Reporting Services

OnSpec Reporting and the E-Commerce Project are directly related. It is proposed that Franchisees, when not conducting inspections and reporting initiated by a client, that the Franchisee initiates inspections via direct marketing to Vendors and Agents.

The suggested marketing procedure and supporting materials are detailed in Dropbox and there is an array of electronic and printed marketing material available to support you to do this.

The concept is to ensure that you are leveraging yourself to maximize income opportunities and that you get ahead of your competitors by inspecting properties before they go to market and marketing the reports available for sale online, to cut out your competitors opportunities.

Discuss how OnSpec reporting can impact your business with your Franchisor.

Inspection Procedures

The following inspection procedures are supported by the resources in your Reporting Application, your initial training and supervised inspections.

Also Refer to: Build Inspect user guide

Also Refer to: Training Materials

FSE's are <u>not allowed</u> to provide verbal or written quotations or estimations within the scope of inspection services, but may do so as a *separate service*, distinct from a building inspection.

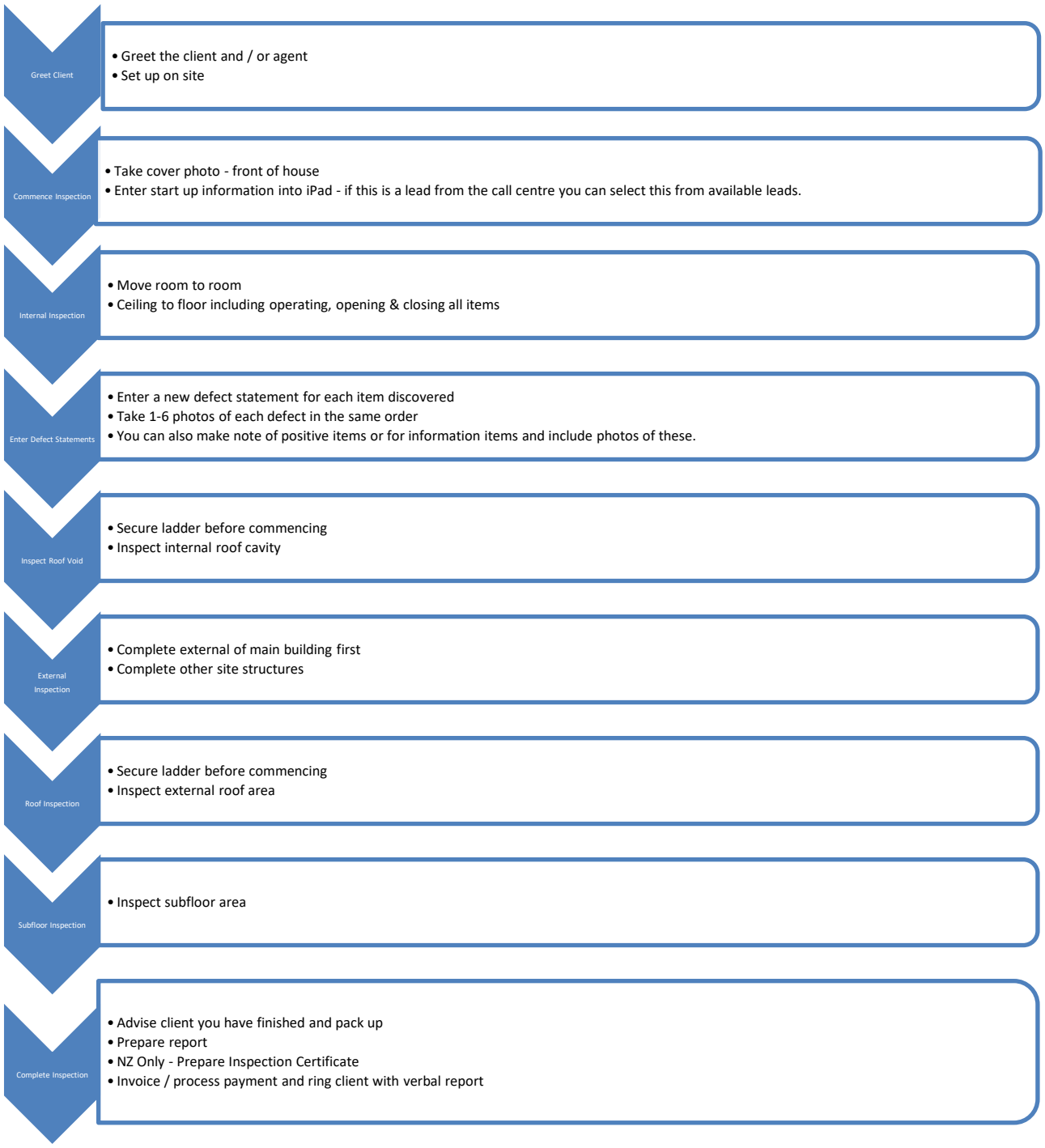
General Inspection Procedures

The following steps apply irrespective of which inspection service you are providing. You should also refer to the following customer service standards which are required to be maintained.

You should also refer to the OHS Procedures, Photography Guidelines and Customer Service Standards when applying these procedures.

New Zealand

Please note that in New Zealand a Major defect is referred to as a Significant Defect. Please refer to NZS4306 for definitions for New Zealand.



Specific ACT Requirements

There are three aspects to a building inspection conducted by the inspector in the ACT.

- Building and Timber Pest Inspection Report
- Compliance Report (to be obtained from Access Canberra)
- Energy Efficiency Rating (obtained from a third party)

These are all provided to the client as part of the building inspection report and coordinated by the inspector.

Building Inspectors in the ACT must be registered with Access Canberra. Building inspection reports from properties in the ACT must be registered on the public register within seven (7) days of completion, listing the inspection date, the address, and who conducted the inspection.

Detailed General Procedures

1. Greet the client or agent; prepare them by advising expected timeframe, be sensitive if current owner is at the property during the inspection and provide all relevant people with a business card – ask for theirs.

2. Set up on site: remove items from your vehicle generally to a secure area at the front of property such as a hall or front porch including ladders, overalls, torch, inspection equipment etc. Keep everything together so you don't leave or forget items.

3. Set up promotional items: eg sandwich board

4. Apply PPE, if needed wear boot covers if boots are dirty, put on overalls to protect uniform and ensure your equipment won't track dirt into the property

5. Take cover photo of front of house or building – should always be your first photo for identification purposes

6. Commence the inspection as per further instructions below using your iPad reporting application – select report type, enter client details, enter general property information, then note defects and findings, taking photos in the same order you enter defects.

After the Inspection

7. Review to ensure no rooms or locations have been missed.

8. Advise the agent or owner that you are finished and pack up all items allowing them to leave or lock up.

9. Resolve payment if you have not previously gotten payment details and client is on site.

10. Provide a verbal report, if client is on site. (ensure you only discuss the contents of the report. Do not add any new information or contradict the written report in any way.)

11. Stow all items securely in your vehicle and ensure you haven't left any items behind.

12. Finalise the report by:

a. Reviewing the defect summary to ensure you have completed all statements. Make any necessary changes now.

b. Add photos to your report

c. Publish or complete your report

d. NZ Only – create Inspection Certificate

13. Process payment, create invoice and receipt payment against this invoice – create receipt.

14. Email client the report (and Inspection Certificate for NZ) and the receipt and ring them with a verbal report if they are not on site.

15. Call the client with a verbal report (this must be done) – ensure you only discuss the contents of the report. Do not add any new information or contradict the written report in any way.

Specific Inspection Procedures

Pre-Purchase Building Inspection

- Add client and address details to report checklist to the home page screen or select the lead
- Select the report type
- Enter common, known details about the property eg: construction type, weather conditions, occupancy status etc to report checklist
- Throughout the inspection take note of:
  - Potential attempted concealment of defects
  - Obstructions and limitations (ensure you take photographic evidence of any and all obstructions and limitations) and use a defect line item to list these and include the photos taken. You should also comment on what could be missed as a result of these limitations or obstructions.
  - Work to limit obstructions wherever you can within the bounds of safety and reason, eg: lift loose floor coverings, what may a large carpet or picture on the wall be hiding, move behind furniture and look at rooms from different angles, turn lights on and open blinds if there is little light available.
- Begin inside the property, work consistently from room to room in a logical sequence.

  Personal preference will emerge regarding process eg: some people to all common areas first, it doesn't matter as long as your process is consistent and each room is covered.

By beginning inside rather than outside you will identify symptom's and defects that likely originate from outside, starting inside first will give you a clue what to look for outside.

- Use a common approach in each room.
  - For example start at ceiling, work your way down the walls, to the room's fixtures and fittings, any doors and windows and then the floor, identifying each defect as you go, create a new defect statement for each item identified.
- You can enter positive or neutral statements by noting that items are in a fair, good or excellent condition.
- Before you leave each room ensure you:
  - move across as much of the floor space as practical to identify any movement or other floor defects (subfloors), if slope is detected use a level to indicate specific degree of variation
  - Apply pressure using butt end of screwdriver or hand to window sills, skirting's, frames and other items to identify if any building elements are loose or soft
  - open and close all windows and doors - check for uneven gaps at the top and bottom of the door, has the striker plate been adjusted, condition of hinges and other fixtures, is the door a true rectangle or has it been planned to disguise an uneven frame
  - have defects been subject to attempted concealment or recent repairs, look for fillers, irregular areas of fresh paint
  - Use your nose, is there a smell of damp or mould
  - Are all walls level, stand alongside the wall, and shine a torch on an angle at the wall and ceiling surfaces to aid in detection of areas of new paint, bulging or uneven walls.
  - In wet areas look for:
    - Signs of leaks, silicone sealant, mould and swelling timbers
    - Are there functional seals and washers – what types of pipe work, note if it is older style galvanized popework
    - How long does it take for hot water to flow, what is the water pressure like, is there a hammer?
    - Nudge your knee against the toilet pan, is it loose?
    - Move blinds or window coverings that may obscure defects
    - Open and close all cupboards
    - Turn on and off all lights and other switches eg: fans

- Turn on and off all taps and flush toilets

Additional Optional Items (not included in AS4349 or NZS4306):

- take a moisture meter reading on each wall to identify any damp issues not otherwise visible (unless you are conducting a timber pest inspection, in which case this MUST be done.)
- tap skirting's listening for hollow sounds
- Open the fuse box and check general condition and whether a safety switch is present.
- operate appliances (air con, ovens, heaters, garage auto opener) to identify obvious defects

- Take 1-6 photographs of each defect, following the guidelines provided. If you do this in the same sequence that you note the defects on the iPad - it will be easier to add photos to your report at the end of the inspection.
- Inspect the roof void; ensure you don't mark the manhole as you enter and exit the ceiling cavity. Again work from the top to the bottom around all accessible areas so that your inspection is consistent and thorough.

Additional Requirements for New Zealand

- Identified ancillary spaces and buildings including assessor units must be inspected as per NZS4306
- Ensure you evaluate the Weathertightness of the property and include the defect line item for this.
- Ensure you use the defect line item "Other people present" to include a list of those people present as required by NZS4306.
- Ensure you use the defect line item "Historical Earthquake" to comment on earthquake activity in the area as required by NZS4306.
- NZS4306 also requires you to review and mention evidence of lack of evidence of insect and pest infestation in both the Roof Space and the Sub Floor.
- A certificate must be completed in hard copy and supplied to every client along with the report. This completed certificate can be scanned and emailed to the client with the report. This permission to scan the completed hard copy is provided by Standards New Zealand for Jim's Building Inspections. The Reports can be purchased from NZ Standards here https://shop.standards.govt.nz/catalog/4306%3A2005%28NZS%29PADS/view?client=html5
- There is a great website you can use in New Zealand to determine earthquake, wind, cyclone and hurricane zones. Go to www.branz.co.nz - under "Web Resources" choose "BRANZ Maps". an address search line comes up. search the address, it will take you to the street address. then you have to click on the specific stand. the popup will then display the stand characteristics including the earthquake zone and wind

region. one you use for the earthquake defect line and the other for wind risk in the weathertightness risk defect line.

It is not advisable to take your iPad into the roof space, but do take your camera. Enter the identified defects after leaving the roof void. Refer to the photos you have taken.

Inspection Tips:

- Appliances in the roof, condition of ducting / heating units, old disused HWS
- Condition of chimney breast or other venting structures and fittings like sky lights
- Any visible gaps or signs of broken or leaking roof coverings
- Presence of insulation and / or sarking
- Any changes that may have been made to the roof structures
- Any structural defects or non-compliant construction
- Any damage or deterioration of materials
- Degree of ventilation
- Evidence of pest activity
- Condition of electrical wiring or other services in roof cavity, eg: light fittings etc

Move outside the property and work in a consistent manner working (from the gutters and eaves, down the walls, exterior door and window frames to the ground level).

Add a new defect statement each time you identify one, taking photos in a corresponding sequence. Focus on the main structure of the building before starting ancillary structures.

Ensure you operate all gates, garage doors, external taps, clotheslines etc

Inspection Tips:

- Condition of roof plumbing - gutters and down pipes
- Condition of eaves and fascias
- Condition of external wall coverings – is a damp proof course installed? Is there evidence of mortar decay or rising damp? Are weatherboards straight, sagging or bowing may indicate subfloor structural movement
- Identify and rate cracks in brickwork and other wall surfaces
- Scrape a mortar join with a screwdriver, does it remove freely and is it dusty?
- On a concrete slab check that the garden beds are retained away from the slab edge.
- Condition of window and door frame including weatherproofing and flashing

- Condition of base of walls, plinth boards or base brickwork
- Condition of exterior doors and frames
- View the roof from a distance, are there any obvious defects, waves or uneven surface areas?
  - Then inspect The Site including ancillary structures like decks, garages, sheds, fences, retaining walls etc. Complete one location or aspect of the site at a time. Avoid switching between items and locations.
- Highlight any areas of potential non-compliance.
  - Inspect site drainage, make observations and comments on the potential for localized flooding, drainage of water away from the house base perimeter, connection of roof plumbing to storm water drainage, gully traps etc.
  - Inspect the roof exterior, leave the iPad on the ground only take the camera for reference, and ensure ladder is securely fastened before climbing it.

Inspection Tips:

- Condition of roof plumbing - gutters and down pipes
- Condition of roof covering, what type, any damage, have tiles faded, is sealant likely to be required soon?
- Missing mortar or fixings along hips, ridges and valleys
- Rust or corrosion - signs of attempted concealment of corrosion
- Condition of flashing
- Condition of vents and chimney breasts
  - If applicable, inspect the subfloor again taking only a camera and torch into the subfloor space.

Inspection Tips:

- Identify type of subfloor materials and structures
- Identify any evidence of damp conditions or poor ventilation in the subfloor
- Examine base perimeter brick work for evidence of rising damp
- Apply pressure to timber stumps using a screwdriver, are they solid? Or affected by wood rot? Reveal the base of stumps to see if soil is concealing wood rot.
- Condition of concrete stumps, any decay or deterioration
- Signs of subsidence or reactive soils

- Debris or rubbish in the subfloor
- Condition of joins and intersections
- Cross reference to internally or externally identified defects
  - Add photographs
  - Prepare your own summary:
- In the opinion of the inspector, when compared to a building of a similar age and construction type, this property (compares favorably, poorly etc).
- Main safety notes recapped
- Priority order of activities to be addressed
- Additional inspections that you may be recommending
- Highlight problems or limitations or complicating factors
  - Note an overall condition rating for the summary (This overall risk rating should always be high unless you can prove otherwise)
  - List obstructions and limitations (ensure you take photographic evidence of any and all obstructions and limitations) and use a defect line item to list these and include the photos taken. You should also comment on what could be missed as a result of these limitations or obstructions.
  - List inspected and inaccessible areas
  - Note any attachments
  - Create Report
  - Review Report - move back through your report and modify defect statements if needed and recreate the report
  - NZ only – Complete Inspection Certificate
  - Email to client and email to reports@jimsbuildinginspections.com.au. You may choose to email a copy to yourself as well.
  - Mark the report as closed on the Home Screen

Summary Tips:

- Mention what you could be sued for or what you are worried about because you could not get access
- Mention inaccessible areas in summary and particularly where there could be defects according to your findings
- Mention the Safety Hazards and Major defects in the summary
- Mention the minors which need attention or group them

- You must mention safety hazards and Major defects three times. The ticks mention the major defect, the defect mentions the major defect and mentioning the defect in the summary is the third time.
- It's also good practice to mention the number of minor defects or group them in the summary

Defect Statement Writing Tips:

- For abundant clarity the defect statements need to be structured in a particular way. Ensure you include:
    - What is it
    - Where is it
    - What is wrong with it
    - Recommendation
    - Timeframe to implement recommendation
- The existing Defect Statements are a guide only and should be amended, added to and reviewed carefully to ensure they reflect the specific situation
- Ensure you are accurate as to who you recommend to fix the issue. Eg: Licensed contractor
- Minor defects can be grouped. Just make sure you are clear on location of the minor defects. There is no need to list all and every minor defect as individual items.
- Personalise and READ defects! Too many reports are being completed where defect statements are either not proofed or not amended to reflect the specific situation (eg. The defect item reads as standards "subfloor" but you are looking at an internal wall)

Building and Termite Inspection

As of the 1st January 2015 arrangements referred to as x2 leads which were delivered in conjunction with the Jims Pest Control franchisees have been reinstated.

The procedure for Building and Termite Inspections is as follows:

- X2 Code added back to those who wish to opt in
- Franchisors on Bottom Code are down for the unserviced Termite leads
- A X2 lead may be issued. When this occurs, you must work with the pest inspector listed in the lead to quote together.
- If a JBI FSO (Bek or Sam) are listed in the X2 as the Pest inspector, please disregard the X2 and quote for both services.
- All JBI Franchisees may still offer and upsell building and termite, timber pest inspections on all leads

However, Termite and Timber Pest Inspections can only be undertaken by Franchisees who meet the documented pre-requisites to deliver these inspections and who have updated their insurer accordingly.

Failure to work with the nominated pest inspector can lead to you being charged the termite inspection cost by the pest division, which you will have to pay.

PRE-REQUISITES TO DELIVER TERMITE & TIMBER PEST INSPECTIONS

Franchisees deliver PrePurchase Termite and Timber Pest Inspections if they meet the following conditions:

1. Successful completion of the following units with a Registered Training Organisation:
    - CPPPMT3008 – Inspect and Report on Timber Pests
    - CPPPMT3010 – Control Timber Pests
    - CPPMT3006A – Apply pesticides to manage pests (WA only are exempt from this unit)
    - Using only the approved RTO suppliers of:
        a. Rapid
        b. Pest Learn
        c. Australasian Institute of Pest Management Training (this provider requires the full course of 8, 10, 5, 6 and 18 to be completed)
        d. TAFE NSW (applicable for anyone in Australia through distance education)
    - The Full Pest Management License including units 5 and 18 are also strongly recommended.

    QLD has further qualifications for Termite and Timber Pest Inspections, specifically:

    Both of the following:

    - certification by the manufacturer of a product or system to be used by a licensee, that the licensee has satisfactorily completed a course about the installation of the product or system
    - successful completion of the unit of competency, Install physical termite management systems CPPPMT3042 from Certificate III in Urban Pest Management CPP30115.

    Qualifications required

    Both of the following:

    - possession of a licence for pest control activities including activities for timber pests under the Pest Management Act 2001
    - successful completion of the following units of competency from Certificate III in Urban Pest Management CPP30115:
    - CPPPMT3008 — Inspect for and report on timber pests
    - CPPPMT3010 — Control timber pests.

2. Submission of copy of Certificate of Attainment for the above units to your FSO and Divisional Franchisor to be recorded on FMS4.
3. Submit your Trainer's Experience Record to Jim's Pest Control to sight and sign off

4. Complete a further 1 to 3 hours of onsite experience with a Jim's Pest Control franchisee (at a cost of $50 per hour including GST) – this may or may not be covered within your startup kit. Please check with your FSO.
5. Completion of 12 supervised inspections with either:
    - Your FSO (they must already be qualified)
    - JBI Technical and Training Manager
    - Existing qualified Timber Pest Inspector

    These 12 Supervised Inspections must be documented on the form provided and submitted to your FSO including:
    - 6 Subfloor Constructions (except in states where concrete floors are overwhelmingly the norm)
    - 4 Concrete Slab Constructions
    - 2 Commercial or Other Construction Types (these may be replaced with additional subfloor inspections)

    ASSESSMENT AND REPORTING REQUIREMENTS

    - Franchisee must be physically supervised and accompanied on site including into the subfloor and roof void and for the entire duration of the inspection
    - Supervisisor must use the form provided to access, report and provide feedback on the Franchisee's Inspection Procedure to the Franchisee, their Franchsior and the Divisional.
    - Supervisior must also review and provide written feedback on the franchisees report on each of the 12 supervised inspections prior to reliease to client. Amendments to the report based on the feed back must be completed before sending to the clinet.
    - Copy of report feedback and the supersision form must be submitted to the franchisees franchisor and the divisional franchisor before commencement of unsupervised service delivery.
    - The feedback form is to be submitted online at **https://www.surveymonkey.com/r/TermiteInspSupervision**

6. Use of thermal imaging camera as an additional tool in inspections and reporting requires completion of a relevant and preapproved training or accreditation program.

7. Submission of a copy of your updated Certificate of Currency from your insurer noting that you are covered to provide Timber Pest Inspections

8. Minimum standard for moisture meters – the only acceptable moisture meters for use during termite inspections are the Tramex, the Flir MR160, or the Termitrac T3i.

Once this is completed it is Divisional Franchisor's responsibility to update the Reporting App to enable you to see the Timber Pest Inspection Reports.

If you are not qualified and insured please ensure you professionally subcontract a provider (ensure a subcontractor agreement is in place, regardless of the provider), ideally in the following order of preference:

- Jim's Building Inspectors who meet pre-requisites
- Jim's Pest Control Franchisees
- To third party or external provider

Ensure that third party reports are:

- Well presented, typed and preferably inclusive of photos (a JBI word template is also available for third party contractors who don't have their own acceptable standard report)
- Fully insured and qualified
- Entered into a subcontract agreement with you
- Meet our 24hr turnaround deadlines and other minimum service standards as documented in the Subcontractor Agreement

WHAT IS THE DIFFERENCE BETWEEN A VISUAL TERMITE INSPECTION AND A PRE-PURCHASE TERMITE & TIMBER PEST INSPECTION?

Review the table below and ensure you are aware of the differences between the two main types of termite and timber pest inspections that clients may be seeking.

The primary leads we will receive are for PrePurchase Visual Termite & Timber Pest Inspections, this is the single largest upsell opportunity for Franchisees that have completed the Training and Experience Requirements.

Visual Termite Inspection	Pre-Purchase Visual Termite & Timber Pest Inspection
AS 3660 - 2000	AS4349.3-2010
Is done in circumstances where the client: • Suspects termite activity • Is using it as a risk reduction strategy • To maintain termite barrier warranties	Is done in circumstances where the client: • Is preparing to buy a property
Lesser scope than a Pre-Purchase Inspection: • is / is not termite activity • is / is not evidence of termite activity • presence of conditions conducive • -excludes timber pests, fungal decay and chemical delignification However if found, it is preferable to note this information for the client although it's not strictly included under the Australian Standard, it would be best practice.	Greater scope than a Visual Inspection: • is / is not termite activity • is / is not evidence of termite activity • presence of conditions conducive • includes timber pests • includes fungal decay • includes chemical delignification

Visual Termite Inspection	Pre-Purchase Visual Termite & Timber Pest Inspection
Higher probability of requiring a referral to JPC or other provider for a Termite Treatment quotation	Generally excludes quotations for services, although a referral to a pest control services provider for the purposes of a preventative treatment is ideal
Include advice to client to have annual inspections done	Include advice to client to have annual inspections done
Different PreInspection Agreement	Different PreInspection Agreement
Different Inspection Procedure	Different Inspection Procedure
Different Report Format	Different Report Format
Different Terms and Conditions	Different Terms and Conditions

PRE-INSPECTION AGREEMENT

A different additional pre-inspection agreement exists for combined building and pest inspections.

Please note WA franchisees will also need to use the Electrical Waiver Preinspection Agreement for electrical to be turned off for roof void/subfloor inspections.

Ensure that whether you are upselling or actually delivering the service that the combined Building and Pest pre-inspection agreement is used.

USING THE REPORTING APP TO COMPLETE COMBINED BUILDING & PEST INSPECTIONS

As at September 2012 when completing a Building and Termite Inspection for the same client on the same property you need to complete two separate reports.

- Complete the Building Inspection Report
- Complete the Termite Inspection Report

Send both to the client, noting the other Report under Attachments.

STEP ONE: GENERAL PROCEDURES & USING THE APP

- In your application of these procedures always consider your training completed and the Australian Standard, where any deviation from documented training or AS arises, the FSE should follow the

AS and their training, except where the standards of procedures identified below exceed these minimum requirements.

- Refer to previous notes detailing General Inspection Procedures – follow these in each instance in relation to general customer service and inspection administration.

- Follow the same process as per Building Inspection Reports to add client details and basic property and site information on the first and second page of the Reporting App:

    - Add client and address details to report checklist to the home page screen or select the lead

    - Select the report type

    - Enter common, known details about the property eg: construction type, weather conditions, occupancy status etc to report checklist

    - **Make sure to detail the Timber Building Elements (this is not mandatory in standard building inspection reports but is required in these reports)**

    - Throughout the inspection take note of:

        - Potential attempted concealment of defects

        - Obstructions and limitations

    - Work to limit obstructions wherever you can within the bounds of safety and reason, eg: lift loose floor coverings, what may a large carpet or picture on the wall be hiding, move behind furniture and look at rooms from different angles, turn lights on and open blinds if there is little light available.

    - Irrespective of beginning inside or outside the property adopt a consistent and logical sequence that you repeat at each inspection to minimise variations.

STEP TWO: DOCUMENTING TERMITE RELATED DEFECTS

A wide range of termite and timber pest related defects have been entered into the App.

These statements can be amended, added to and varied based on your feedback.

All defect statements fall into one of three categories:

- Live Activity
- Damage Evidence
- Conditions Conducive

This categorisation replaces the Safety Hazard, Major and Minor categorisations of the Building Inspection Report and your report will be sorted by these categories.

You should refer to the table below when entering and selecting these defects. Do not vary from these categorisations.

Live Activity (replaces safety hazards)	Damage (replaces major)	Conditions Conducive (replaces minor)
Live activity identified	Evidence of old, inactive damage	Structural conditions conducive
Genus of termites identified	Evidence of past termite treatments	Landscaping conditions conducive
Evidence of nests located	Evidence of old activity in trees on the property	Site or locational conditions conducive
Evidence of live activity on site or in trees on the property	Evidence of old or inactive other timber pest damage or treatments	Fungal decay (wood rot)
Other timber pests present		Chemical delignification
Anything requiring treatment		Any other item of note generally considered to be minor or for information only

To add Further Comments to the Report including pictures, you can still select the excellent, good and acceptable options to include photography of neutral or positive information like:

- Evidence of past termite barrier installations & applications etc.
- Good structural conditions which are preventing termite ingress etc
- Ant caps and termite barriers or baiting systems in situ

STEP 3: IDENTIFYING TERMITE & TIMBER PEST ACTIVITY, DAMAGE AND CONDITIONS CONDUCIVE

PRELIMINARY CONSIDERATIONS: complete these prior to commencing the inspection.

1) Conducts a risk assessment of the property prior to commencement and as you enter each specific area e.g.: internal rooms, front / back and side yards, inside roof and subfloor as applicable. Cross reference to your documented OHS Policies & Procedures in the FSE Divisional Manual.

2) If present or available discuss the property history with the owner or occupant, are there any reports of past or suspected current termite activity.
   a. Any available or reported information can be documented as a Verbal Report to Inspector in the Special Conditions section of the report.

3) Consider the general location – is the state, region or suburb / locality known to have a higher proportion of termite activity than may otherwise be expected. Does the area have a higher degree of older homes or more trees and natural environment present?
   a. You may choose to note locational conditions which place the property at a comparatively higher risk as a Condition Conducive.

4) Consider the age of the property and check the property meter box to determine whether a termite barrier was installed at the time of construction.

a. Any available information may be recorded as a positive statement to appear in the Further Inspections section of the Report
b. You could go further and document if a record on the notice of treatment of follow up inspections to maintain the warranty conditions has occurred.
c. Note the installer's details for the client to follow up if any available warranty may remain and to identify if applicable when retreatment is due.

5) Do a quick external perimeter check to determine if baiting and monitoring system is installed and to what degree it appears actively maintained or any supplier info if you can gather it
   a. Note this and the installers details under further comments
   b. If it is installed as part of a treatment program it would be categorised as Damage Evidence.

PRIMARY INSPECTION CONSIDERATIONS

1) Complete an internal inspection room by room focusing on:
   a. Reduction of obstructions and limitations wherever possible
   b. Identify any hollow sounding or soft areas by application of pressure and the 'donger' sounding device to:
      i. Skirting's
      ii. Window and Door Frames
      iii. Other suspect or usual areas for termite activity.
   c. Use the moisture meter to at the base of each wall and suspect areas including on door and window frames to identify any areas with a high moisture rating. Ensure a photograph is taken of each moisture metre reading.
   d. Identify any water leaks primarily from wet areas which may also be affecting subfloor and exterior and creating conditions conducive to termite activity.

2) Internal ceiling cavity inspection
   a. Access the ceiling cavity and inspect the following areas:
      i. Refer training and techs.
   b. Look for the following conditions
      i. Refer training and techs.

3) Complete exterior inspection with the aim of identifying any activity, damage or conditions conducive.
   a. Consider site drainage including:
      i. Roof plumbing
      ii. General site drainage
      iii. Storm water run-off from site
      iv. Overflows A/C units and HWS's
      v. Any leaks or defects creating excessively damp conditions under or abutting the house or across the site more generally

   b. Consider the exterior presentation of the building
      i. Look for bridging or breaching of the termite barrier or inspection zone by construction design, subsequent works, landscaping and items stacked against the structures. Examples include:
         - Plinth or base boards in ground contact
         - Verandah posts and steps in ground contact
         - Decking in ground contact or bridging barriers
         - Concrete and paving covering over base of concrete slab edge or weep holes or base brickwork

- Timber or firewood stacked against the house
- Landscaping soils, mulch and plant material built up against the building perimeter creating both access and damp conditions

ii. Look for wood rot or fungal decay and chemical delignification affecting timbers:
   1. Window sills
   2. Verandahs and any timber in ground contact
   3. Base and plinth boards
   4. Retaining timber walls

c. If applicable, commence subfloor inspection with the aim of identifying activity, evidence of damage and conditions conducive. Areas for inspection include:
   i. All inspect-able or accessible areas refer to AS4349 or NZ4306 where it is safe to do so, cross reference to your OHS procedures.
   ii. Every stump or pier should be inspected from all angles or faces
   iii. The interior face of plinth boards and base brickwork
   iv. The underside of flooring, bearers and joists should all be inspected
   v. Chimney breasts and any other subfloor structure in ground contact are highly susceptible
   vi. Identify in particular any probable areas for moist conditions underneath wet rooms above and adjacent to room plumbing or other identified exterior roof leaks.
   vii. Particular items to check for are:
      - Damp or moist conditions including leaks and drainage
      - Fungal decay and chemical delignification
      - Presence of timber stumps
      - Evidence of the creation of mud tunnels (bridging) of stumps, piers and other structures
      - Evidence of damage or activity to timber bearers, joists and underside of floorboards
      - Evidence of poor ventilation
      - Evidence of stored items which may offer opportunities for foraging, damp conditions and bridging or breaching of barriers
      - Evidence of ant caps
      - Evidence of past termite treatments
      - Evidence of preconstruction barriers and treatments

d. Consider structures other than the primary building. Inspect garages, sheds, patios and other outbuildings including retaining walls and fences.

   Apply the same principles including visual investigation, sounding, and application of pressure and moisture meters.

e. Consider the site vegetation in particular trees which may present symptoms of being affected by termite activity.

Risk Ratings – Risk of Undetected Activity

At the end of the Report you are required to assign a risk rating for undetected termite and timber pest activity. The following guidelines apply for your guidance, adhere to these.

The biggest implication or reason for this is the statement in the Report that where there is a risk rating of high, the client is advised to undertake further invasive inspection prior to purchase.

Please note:

Where multiple ratings are indicated use your judgment to determine the risk rating.

It is important to consider that more than one of these factors may be present at any property. For example where multiple medium and some low risk factors are all present the overall rating may still be high.

Use your judgment to upgrade the risk rating to high where multiple factors are present.

The risk rating should always be high unless you can prove otherwise.

Factors Affecting Risk Rating	*Low*	*Medium*	*High*
Inaccessible Area - Subfloor	n/a	n/a	
Limited or Obstructed Access - Subfloor	n/a	n/a	
Any other area inaccessible	n/a	n/a	
Any other area affected by high degree of obstructions	n/a	n/a	
Anywhere you suspect or believe an invasive inspection is warranted	n/a	n/a	
High degree of conducive conditions eg: moisture, no barriers or treatments, timber in ground contact	n/a		
Moderate degree of obstructions eg usual furniture and some vegetation externally	n/a		n/a
Location – • known termite activity • more natural vegetation • region where high termite activity usually occurs, Northern States & Regions • where there are more aggressive subterranean termite species usually present	n/a		n/a
Moderate degree of conducive conditions affecting the property.	n/a		n/a
Few or no obstructions and limitations, full access, e.g.: empty property with excellent subfloor access			n/a
No conducive conditions present		n/a	n/a
Pre-construction termite barrier installed and maintained		n/a	n/a

Invasive Inspection

Invasive Inspection is not permitted during a pre-purchase inspection. Owner permission to interfere or modify the property is required.

If you suspect a specific area warrants further investigation or you were unable to access critical areas like the subfloor you would recommend the client consider a further invasive inspection.

If the client elects to proceed with an invasive inspection it is the client's responsibility to:

- Seek owner permission
- Make arrangement in consultation with you for the invasive works to commence (you can do the works with a signed indemnity at cost or the client should arrange these works with a contractor and the owner)
- Arrange a time with the owner for a secondary inspection at client cost – generally a 'call ou; type fee is charged.
- Make arrangements with the owner of the property regarding reinstatement.

Please note.

Be very cautious if the clients and property owners ask you to do this work.

You should seek a secondary signed Pre-Inspection Agreement (Invasive Inspection) which limits your liability should the invasive inspection cause damage to the building.

Please note WA franchisees will also need to use the Electrical Waiver Preinspection Agreement for electrical to be turned off for roof void/subfloor inspections.

Photography

General photography principles previously documented apply. If termite activity and evidence of damage is noted take enough photographs to allow demonstration of the damage and genus if at all possible.

Summary

- Prepare your own summary using wording outlined below:
    - Restate major findings (activity found or not, evidence of damage and presence of conditions conducive)
    - Indicate the priority of items that should be address:
        - Organise treatment
        - Address conditions conducive
        - Put in place a preventative barrier or management program
    - If applicable indicate that a quotation for treatment if needed can be provided and that quotations for preventative barrier applications, regular inspection programs and baiting and monitoring are also available.
    - Note that the AS recommends annual or more frequent inspections depending on the risk level in particular areas.

    - Indicate any additional inspections that you may be recommending
    - Highlight problems or limitations or complicating factors and discuss the risk rating.
  - Note an overall summary statement
  - List obstructions and limitations
  - List inspected and inaccessible areas
  - Note any attachments
  - Create Report
  - Review Report – move back through your report and modify defect statements if needed and recreate the report
  - Email to client (assuming supervised inspection period is completed). Email yourself a copy as well.
  - Mark the report as closed on the Home Screen

Proactive Tip and Hint

A good operator will follow up the client to find out if they bought the property.

If so, set a reminder to contact them in 12months and offer a follow up termite inspection.

Try to get each client into an annual inspection program.

Premium Building Inspection

If you have either secured a booking for a premium inspection or upsold to a premium inspection you follow the procedures as per above for the Building and Termite Inspection but also:

1. Organise your other subcontractors (plumber and electrician) to attend at the same time (ensure a subcontractor agreement is in place).
2. Provide them with their high vis cover vest and checklist preferably out of client sight.
3. Each inspector should conduct their inspection moving through the checklist items provided and as per other inspection procedures previously stated.
4. Collate all report content and provide client with a single report and transaction.

Expert Witness Inspections – Building Commissions and Authorities

You may receive a request to conduct an inspection of building and construction works that are believed to be defective for the purpose of making a claim through:

- Your state's building commission or authority
- Your state's civil or administrative tribunals

This is generally in relation to dispute resolution when a member of the public (your client) has made a complaint about substandard workmanship or other defect against a Registered Builder.

Additional requirements apply in these circumstances and each state may have different, often additional requirements of a Building Inspection. Refer to your Franchisor for further specific guidance. Please also be aware these guidelines tend to change more frequently than our current AS4349.0 or NZS4306.

Always clarify the intended purpose of your report if you suspect it may be used in evidence in a court case.

Confirm the following:

1) Review your state's building commission or authorities website to determine the pre-requisites for provision of these reports
2) In some locations or for some issues you may need to be a Registered Building Practioner ie a Registered Builder, Architect or Building Surveyor.
3) Investigate if guidelines for reporting and or a specific template for the report format exists
4) If such guidelines or templates / forms exist, use these either in place or or in conjunction with the BuildInspect App.

CAUTION:

- Take care when pricing and estimating these jobs, there may be consultation with multiple parties involved over a longer period of time
- Confirm client expectations regarding whether you will be required to respond to documentation from the other party or to appear at any hearings
- There is generally a requirement to specific referencing of Australian Standards and the Building Code – you may need to do additional research.

Speak to your Franchisor as there is generally someone in your Region that has prior experience and specializes in this form of work. You may choose to refer the work to them or work with them in a mentoring capacity.

New Construction Inspection

General Inspection Procedures:

1. Confirm with client which stages of new construction inspection are requested and determine if it relates to a new build and or renovation / extension project:

    - Slab
    - Frame (or if in WA; Plate Height)
    - Lock Up
    - Handover

- Package combination of one or more of the above

2. Collate information required from the Client:

   - Approved Plans and Specifications
   - Builder / Site Supervisor contact details

3. Inform Client specifically regarding:

   - Onus on client to arrange site access with the builder / site supervisor; please note some construction companies may require you to nominate as the appointed independent supervisor, notify your client and ask them to make any enquiry of their builder should they have a specific form they wish you to complete
   - Onus on client to ensure inspections occur at correct times for stage payments e.g.: not attending to complete a handover inspection when the builder is not ready to handover.

4. Issue Pre-Inspection Agreement (incl electrical waiver for WA) and follow all other general customer service interactions

5. Greet the owner and / or builder (site manager) follow all required site safety requirements such as reporting to the site supervisor before commencement. On large or commercial sites a formal site induction process by separate appointment may be required.

6. Set up on site: remove items from your vehicle generally to a secure area at the front of site including as applicable to each stage high visibility vest, hard hat, ladders, overalls, torch, inspection equipment etc. Keep everything together so you don't leave or forget items.

7. Set up promotional items if applicable

8. Apply PPE, Hard Hat, HiVis and enclosed, steel capped footwear at all stages except Handover. When needed wear boot covers if boots are dirty, put on overalls to protect uniform and ensure your equipment won't track dirt into the property, depending on inspection stage.

9. Take cover photo of front of site, house or building – should always be your first photo for identification purposes

10. Commence the inspection as per further instructions below using your iPad reporting application – select report type, enter client details, enter general property information, then note defects and findings, taking photos in the same order you enter defects. Complete by including a summary, noting limitations and obstructions, risk rating for undetected defects and advice regarding further specialist inspections.

After the Inspection:

11. Review plans to ensure no area of inspection has been omitted.
12. Advise the owner and or builder / site supervisor that you are finished and pack up all items allowing them to leave or lock up.
13. Resolve payment if you have not previously gotten payment details and client is on site.
14. Provide a verbal report, if client is on site or via call to client. Ensure you have payment information before providing a verbal.
15. Stow all items securely in your vehicle and ensure you haven't left any items behind.
16. Finalise the report by:
    - Reviewing the defect summary to ensure you have completed all statements. Make any necessary changes now.
    - Add photos to your report
    - Publish or complete your report
17. Process payment, create invoice and receipt payment against this invoice – create receipt.
18. Email client the report and the receipt and ring them with a verbal report if they are not on site.

Pre-Requisites for New Construction Site Inspections:

19. Confirmation that your Professional Indemnity Insurance coverage extends to New Construction Inspections
20. Completion of Construction Industry Safety Induction Course (white or red card)
21. Completion of JBI New Construction Inspection Course and / or
    - Tertiary Qualification in Building Surveying
    - Registered Practioner - Building Inspector (limited or unlimited)
      - Diploma - Building Inspection also called Diploma in Building Surveying
22. Required equipment and PPE including:
    - Enclosed safety boots (steel capped)
    - Hard hat at frame and lock up stage
    - Approved high visibility vest

Mandatory Areas for Inspection by Stage:

Slab	• Slab

	• Site
Frame	• Slab and / or • Subfloor - including accessing subfloor if chipboard or other flooring material is already down, x-ref to OHS procedures • Interior Walls and Areas • Exterior Walls and Areas • Site • Roof Frame - use of available scaffoldings, safe work platforms and ladders to facilitate an inspection of single storey roof frame and second storey roof frames where otherwise safe to do so, x-ref to OHS procedures
Plate Height	• Slab and / or • Subfloor - including accessing subfloor if chipboard or other flooring material is already down, x-ref to OHS procedures • Interior Walls and Areas • Exterior Walls and Areas • Site • Roof Frame if installed - use of available scaffoldings, safe work platforms and ladders to facilitate an inspection of single storey roof frame and second storey roof frames where otherwise safe to do so, x-ref to OHS procedures
Lock Up	• Slab and / or • Subfloor - including accessing subfloor if chipboard or other flooring material is already down, x-ref to OHS procedures • Interior • Exterior • Roof Exterior - use of available scaffoldings, safe work platforms and ladders to facilitate an inspection of single storey roof frame and second storey roof frames where otherwise safe to do so, x-ref to OHS procedures • Roof Void - x-ref to OHS procedures • Site
Handover	• Slab and / or • Subfloor - including accessing subfloor if chipboard or other flooring material is already down, x-ref to OHS procedures • Interior • Exterior • Roof Exterior - use of available scaffoldings, safe work platforms and ladders to facilitate an inspection of single storey roof frame and second storey roof frames where otherwise safe to do so, x-ref to OHS procedures • Roof Void - x-ref to OHS procedures • Site

New Zealand Additional Requirements

For New Zealand New Construction Inspections, the E2/AS1 External Moisture Risk Matrix and NZS3604 Timber-frames Buildings should be considered.

Stage Definitions

Stage	Complete when:
Slab or Base	Depends on type of floor: • timber – concrete footings for the floor are poured and base brickwork is built to floor level • timber with no base brickwork - stumps, piers or columns are complete • suspended concrete slab - concrete footings are poured • concrete floor - floor is complete • floor put in after exterior walls and roof are constructed - concrete footings are poured
Frame	The frame is completed and approved by a building surveyor
Plate Height (WA Only)	The interior and exterior walls are complete; stick roof may or may not be installed. It is advisable inspection at plate height is completed prior to the roof frame being installed as any rectification works become more complex if the roof frame is installed.
Lock-up	External wall cladding and roof covering are fixed, the flooring is laid and external doors and windows are installed
Fixing (not currently included)	All internal cladding, architraves, skirting, doors, built-in shelves, baths, basins, troughs, sinks, cabinets and cupboards are fitted and fixed in position.
Practical Completion	Work is finished in accordance with plans and specifications and the Occupancy Permit has been issued (for a new home) or a Certificate of Final Inspection has been issued (for an extension or renovation).

Overall Objective at Each Stage:

Represent the client's interests to confirm that the works:

- Are free of safety hazards
- Do not have major defects
- Are executed within the acceptable Standards and Tolerances
- Are complete in accordance with the stage definition
- Are executed to an acceptable level of industry workmanship
- Wherever possible, and within the bounds of the inspectors knowledge and qualifications, that any areas of suspected non-compliance or poor execution of other related trades, plumbing, gas, electrical etc are referred for further inspection by suitably qualified individuals

Slab Stage Procedure and Checklist

Objective of the Inspection:

- To ensure the dwelling is built in a manner that will provide a safe and healthy environment for all those that will inhabit the building.
- Confirm the installation of the slab in accordance with the contract.
- The slab must comply with the provisions set out in the NCC (BCA)
- Australian Standards 2870 Residential Slabs & Footings.
- BCA 3.1.2.2 Slab on Ground.
- AS 3700 Masonry Structures 12.7.4 and

- Guide to Standards & Tolerances

Clients:

- Owner/s,
- Builders,
- Developers,
- Investment Groups,
- Owner Builders,
- Insurance Companies

Relationship to the Client:

- Routine (payment stage called up)
- Disputes
- Quality Assurance
- Default

Method and Process of the Inspection:

- The inspection is an external visual inspection
- Ensure you document and identify the type or method of slab construction in your Construction Method statement in the Reporting App

Measurement Tools:

- 2m spirit level is required as a minimum
- A calibrated Laser Level may also be used to confirm surface deviation, FFL: and RL

Reference Materials:

- BCA 3.1.2.2 Slab on Ground.
- BCA Part 3.2.2.6 Vapour Barriers
- Australian Standards AS 2870 Residential Slabs & Footings
- AS 3700 Masonry Structures 12.7.4 and
- VBC Guide to Standards & Tolerances
- BTF 18 CSIRO Fact Sheet Foundation Maintenance

Mandatory Areas for Inspection:

- The Site

- The Slab

Inspection Checklist:

- SiteWorks including:
  - Cracking in concrete paving (if in place) including
    - Cracking
    - Subsidence
    - Stepping
  - Finish to external concrete paving (if in place)
- Slab / Footing design and construction generally (AS2870) for example;
  - Slab Levelness
  - Cracks to concrete slab
  - Repairs to concrete slab
  - Finish to concrete slab
  - Suitability of fill used if able to be inspected
  - The slab has been vibrated in – no honey combing effect
  - The polyethylene vapour barrier from beneath the concrete extends at least 60cm past the edge of the slab
  - The slab has been installed level without excessive deviation – tolerance 10mm in a given room and not exceeding 20mm across the slab
  - There should be no exposed rio - 40mm coverage over the top of the rio and a minimum of 20mm to the sides
  - Check the rebate is smooth and at a consistent height – bed joints not to exceed 20mm
  - No damage to slab penetrations
  - No unplanned slab penetrations
  - Presence of physical barriers for termite management to slab and or penetrations
  - Prescence of saw cuts and construction joins as identified in plans
  - Prescence of step downs if specified in plans
- Site Set Out
  - External Building Dimensions
  - Internal Building Dimensions (if applicable)

- FFL's and RL's
- Site surface drainage

- Compliance with Plans and Specifications generally

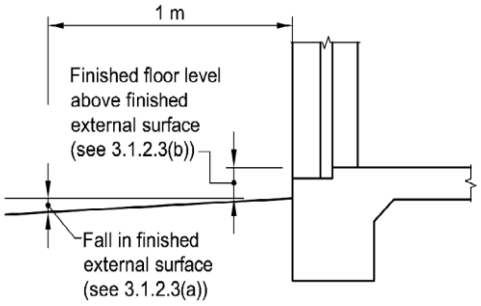
Additional Items:

At this stage of construction some electrical, plumbing and gas 'rough-in' may be present. If present the inspector may note items which they suspect are non-compliant, incomplete or are representative of substandard workmanship.

All such items should be noted but referred for further inspection by a qualified and licensed plumber or electrician.

Any items noted which you believe compromise compliance issues with local laws, Building Code of Australia or any other regulatory body should be noted but again referred for further inspection by the Surveyor and or other appropriate, licensed industry specialist.

Figure 3.1.2.2
SITE SURFACE DRAINAGE



Section

Represent the client's interests to confirm that the works:

- Are free of safety hazards
- Do not have major defects
- Are executed within the acceptable Standards and Tolerances in respect of Minor Defects
- Are complete in accordance with the stage definition
- Are executed to an acceptable level of industry workmanship
- Wherever possible, and within the bounds of the inspectors knowledge and qualifications, that any areas of suspected non-compliance or poor execution of other related trades, plumbing, gas, electrical etc are referred for further inspection by suitably qualified individuals

Frame Stage Procedure and Checklist

What Constitutes a Completed Frame Stage?
• The frame has been erected – including roof trusses • The frame has been approved by the appointed Building Surveyor • Frame to be completed requires the carpenter to be finished frame construction • However the roof may not be loaded, walls may not be trimmed and nailed off

- Frame MAY NOT be ready for installation of plaster - refer to Lock up for surface deviation to be checked

Objective of the Inspection:

- Confirm the installation of the Frame (may also include the slab, confirm client expectations prior to inspection)
  - If a compound inspection ie Slab + Frame refer also to Slab Inspection procedures and complete two reports.
- The Frame must comply with the provisions set out in the NCC (BCA)
- Australian Standards 1864.2 Residential Timber Framed Construction and
- AS 4100 Steel Structures AS/ NZS 4600 Cold formed steel structured and
- AS 3623 - 1993, Domestic Metal Framing
- AS/ NZS 4600 Cold formed steel structured and
- AS 3623 - 1993, Domestic Metal Framing
- Meets the requirements of the Guide to Standards & Tolerances (In NZ Guide to Tolerances)

Clients:

- Owner/s,
- Builders,
- Developers,
- Investment Groups,
- Owner Builders,
- Insurance Companies

Relationship to the Client:

- Routine (payment called up)
- Disputes,
- Quality Assurance,
- Default

Method and Process of the Inspection:

- The inspection is an visual inspection
- Ensure you document the type of Frame construction used (timber, steel etc) in the Reporting App Construction Method section

Measurement Tools:

- 2m spirit level is required as a minimum
- A calibrated Laser Level may also be used to confirm surface deviation.
- Mark up paint – question this I don't think we have permission to do this or touch anything on site. If applicable use removable stickers or chalk.

Reference Materials:

- NCC (BCA)
- AS 1684.2 Residential Timber Framed Construction
- Manufactures guidelines – Roof Trusses
- Approved plans (stamped plans)
- VBC Guide to Standards & Tolerances

Mandatory Areas for Inspection:

- The Site
- The Slab (if applicable)
- Subfloor Frame (if applicable)
- Frame - Interior Walls
- Frame - Exterior Walls
- Roof Frame

Inspection Checklist:

Generally:

- Compliance with Plans and Specifications generally
- All framing to be free of damage or compromise by other trades
- All fixings and connections to be installed as per manufacturers guidelines

- Selection of correct timbers for relevant hazard ratings
- General maintenance and storage of timbers on site (weathering, swelling, bowing etc.)
- General workmanship

Subfloor Frame:

- General quality of subfloor construction methods
- Verticality or plumbness of stumps or piles
- Bearer and Joist - spacing
- Bearer and Joist - material selection
- Bearer and Joist - damage or modifications
- Packing under bearers
- Use of appropriate fixings
- Presence of ant caps
- Levelness of subfloor structures

Interior and Exterior Wall Frames:

- Verticality or plumbness of steel and / or timber frames and exposed posts
- Straightness of steel and timber frame surfaces'
- Timber shrinkage
- Treads and risers in timber stairs
- Fixings of stud walls to concrete slabs (bottom plates)
- Bottom plate positioning generally
- Correct installation of blocking to wall junctions
- Application of fixings
- Application of noggings
- Application of sufficient studs
- Application of bracing boards and straps
- Frame to have correct provision for masonry connections
- Building dimensions, internal room set out as per plans and compliance with requirements for Service and Habitable rooms

Roof Frame:

- Applicable items as above
- Verticality or plumbness of trusses
- Roof frame bracing

Window and Door Frames:

Installation of external window and door frames especially:

- Jamb studs
- Jack studs
- Lintels

Where windows and doors are installed at this stage also check for:

- Weathertightness
- Condition of handles, locks and latches
- Internal door clearance
- Door distortion
- Sealing of door edges
- Operation of windows and doors
- Bowed window heads, sills and jambs
- Cracks, scratches and or other damage
- Appropriate use of flashing to doors and windows

Steel Frame Construction:

All relevant items as per above as well as specific reference to AS 4100 Steel Structures AS/ NZS 4600 Cold formed steel structured and AS 3623 - 1993, Domestic Metal Framing

Examples include:

- Corrosion protection
- Use of appropriate fixings including assembly and alignment
- Tensioning of fixings
- Tolerances for example
  - Anchor bolts
  - Columns and column bases

- Deviations in length and height
- Packing and grouting

Additional Items:

At this stage of construction some electrical, plumbing and gas 'rough-in' may be present. If present the inspector may note items which they suspect are non-compliant, incomplete or are representative of substandard workmanship.

All such items should be noted but referred for further inspection by a qualified and licensed plumber or electrician.

Any items noted which you believe compromise compliance issues with local laws, Building Code of Australia or any other regulatory body should be noted but again referred for further inspection by the Surveyor and or other appropriate, licensed industry specialist.

Represent the client's interests to confirm that the works:

- Are free of safety hazards
- Do not have major defects
- Are executed within the acceptable Standards and Tolerances in respect of Minor Defects
- Are complete in accordance with the stage definition
- Are executed to an acceptable level of industry workmanship
- Wherever possible, and within the bounds of the inspectors knowledge and qualifications, that any areas of suspected non-compliance or poor execution of other related trades, plumbing, gas, electrical etc are referred for further inspection by suitably qualified individuals

Plate Height Procedure and Checklist

What Constitutes a Completed Plate Height Stage?

- The interior and exterior walls are complete to plate height

Objective of the Inspection:

- Confirm the interior and exterior walls are completed (may also include the slab, confirm client expectations prior to inspection)
  - If a compound inspection i.e. Slab + Plate Height refer also to Slab Inspection procedures and complete two reports.
- The Interior and Exterior walls appear to comply with the provisions set out in the NCC (BCA)
- Australian Standards 3700.1 Masonry Structures
- Australian Standard 4773.1 and .2 Masonry in Small Buildings
- Meets the requirements of the Guide to Standards & Tolerances (In NZ Guide to Tolerances)

Clients:

- Owner/s,
- Builders,
- Developers,
- Investment Groups,
- Owner Builders,
- Insurance Companies

Relationship to the Client:

- Routine (payment called up)
- Disputes,
- Quality Assurance,
- Default

Method and Process of the Inspection:

- The inspection is an visual inspection

- Ensure you document the type of masonry used in the wall construction (block work, brickwork etc) in the Reporting App Construction Method section. Measurement Tools:
- 2m spirit level is required as a minimum
- A calibrated Laser Level may also be used to confirm surface deviation.
- Mark up chalk or removable stickers.

Reference Materials:

- NCC (BCA)
- Related Australian Standards
- Manufactures guidelines and product information: As noted in the Guide to Standards and Tolerances there are a number of different materials aside from standard or common masonry used in construction like clay and brick or brick veneer or concrete block construction. Other alternative masonry sources like prefabricated masonry panels, irregular cut stone and more may require specific reference to additional standards and in particular manufacturers installation guides which may be product specific.
- Approved plans (stamped plans)
- Guide to Standards & Tolerances

Mandatory Areas for Inspection:

- The Site
- The Slab (if applicable)
- Subfloor Frame (if applicable)
- Interior Walls
- Exterior Walls
- Roof Frame if installed.

Inspection Checklist:

Generally:

- Compliance with Plans and Specifications generally
- All interior walls to be free of damage or compromise by other trades
- All fixings and connections to be installed as per manufacturers guidelines
- Selection of correct materials
- General workmanship

Interior and Exterior Walls:

- Damage to walls. Category 3 + requires rectification, Category 2- requires monitoring over 12months.
- Provision of articulation and control joints where required including sealing of articular joins
- With reference to allowable tolerances:
    - Verticality or plumbness of walls and framing for windows and doors as applicable
    - Straightness (bending or bowing) of wall surfaces
- Deviation in step of adjoining brick surfaces
- Deviation of bed joints from horizontal or level or documented thicknesses
- Deviation of perpend thicknesses and vertical alignment of perpend joints
- Raking of joints
- Deviation from documented width of cavity minimum widths
- Based bed joints and base row of masonry
- Overhanging of concrete slab
- Brick sills, sill tiles,
- Damp proof courses
- Blending and matching of masonry units new work and repair work
- Masonry facing
- Mortar for masonry
- Voids and holes in mortar
- Cracked masonry units
- Cleaning, mortar smears and stains
- Internal and exterior stair provision
- Brick ties
- Building dimensions, internal room set out as per plans and compliance with requirements for Service and Habitable rooms

Roof Frame (if applicable):

- Applicable items as above
- Verticality or plumbness of trusses
- Roof frame bracing

Window and Door Frames:

Installation of external and internal window and door frames especially:

- Jamb studs
- Jack studs
- Lintels

Where windows and doors are installed at this stage also check for:

- Weather tightness
- Condition of handles, locks and latches
- Internal door clearance
- Door distortion
- Sealing of door edges
- Operation of windows and doors
- Bowed window heads, sills and jambs
- Cracks, scratches and or other damage
- Appropriate use of flashing to doors and windows

Additional Items:

At this stage of construction some electrical, plumbing and gas 'rough-in' may be present. If present the inspector may note items which they suspect are non-compliant, incomplete or are representative of substandard workmanship.

All such items should be noted but referred for further inspection by a qualified and licensed plumber or electrician.

Any items noted which you believe compromise compliance issues with local laws, Building Code of Australia or any other regulatory body should be noted but again referred for further inspection by the Surveyor and or other appropriate, licensed industry specialist.

Lock Up Stage Procedure and Checklist

Definition of Lock Up Stage
External wall cladding and roof covering are fixed, the flooring is laid and external doors and windows are installed.

Objective of the Inspection:

- To ensure the dwelling is built in a manner that will provide a safe and healthy environment for all those that will inhabit the building.
  - Represent the client's interests to confirm that the works:
    - Are free of safety hazards
    - Do not have major defects
    - Are executed within the acceptable Standards and Tolerances in respect of Minor Defects
    - Are complete in accordance with the stage definition
    - Are executed to an acceptable level of industry workmanship
    - Wherever possible, and within the bounds of the inspectors knowledge and qualifications, that any areas of suspected non-compliance or poor execution of other related trades, plumbing, gas, electrical etc are referred for further inspection by suitably qualified individuals
- Confirm the installation of the Slab, Frame and Fixing in accordance with the contract.
- Applicable Australian Standards.
- Conformity to NCC (BCA).
- Guide to Standards & Tolerances (In NZ Guide to Tolerances)
-

Clients:

- Owner/s,
- Builders,
- Developers,
- Investment Groups,
- Owner Builders,
- Insurance Companies

Relationship to the Client:

- Routine (payment stage called up)
- Disputes
- Quality Assurance
- Default

Method and Process of the Inspection:

- The inspection is an external and internal visual inspection
- The inspection includes a limited assessment of serviceability including testing the operation of doors and windows including cabinetry if fitted

Measurement Tools:

- 2m spirit level is required as a minimum
- 150mm steel rule, 8m tape inspection mirror and torch
- A calibrated Laser Level may also be used to confirm surface deviation, FFL: and RL

Reference Materials Australia:

- VBC, Guide to Standards & Tolerances
- Australian Standards Applicable
- NCC / BCA AS 2870 Residential Slabs & Footings
- AS 1684.2 Timber framed construction , Note Non Cyclonic areas
- AS 3600 Masonry Structures
- AS 3000 Electrical Rules
- AS 3500.1, .2, .3, .4, .5 Plumbing
- AS 1657 Fixed platforms, walkways, stairs and ladders
- AS 2050 Installation of roof tiles
- AS 3500 Plumbing & Drainage

Reference Materials New Zealand:

- Building Code
- Guide to Tolerances
- New Zealand Standards Applicable
- NZS 3605 Timber piles and poles for use in building
- NZS3604 Timber-framed buildings
- NZS4210 Masonry Construction
- AS/NZS 3000 Electrical Rules
- AS/NZS 3500.1, .2, .3, .4, .5 Plumbing
- AS/NZS 1657 Fixed platforms, walkways, stairs and ladders
- AS/NZS 3500 Plumbing & Drainage

Note: In addition to a sound knowledge of building construction the inspector must be able to reference Australian Standards and have a sound knowledge of the VBC Guide to Standards & Tolerances 2008

Mandatory Areas for Inspection:

- The Site
- The Slab (if applicable)
- Subfloor Frame (if applicable)
- Interior
- Exterior
- Roof Void
- Roof Exterior

Fixing Stage:

Fixing stage is another stage that may relate to contract payments, currently there is no specific report identified for this stage but it may be developed in future if demanded or warranted. Many defect statements related to this stage are available in both the Lock Up and Handover Inspection Reports.

Fixing Stage is defined as: The internal cladding architraves, skirting, doors, shelving built in shelves, cabinets and cupboards of a home are fitted and fixed in position. The external cladding and roof covering are fixed, the flooring is laid and external doors and windows are installed.

Inspection Checklist:

Generally the specific areas for inspection are:

- External wall cladding
- Roof covering
- Flooring
- External doors and windows
- Where visible elements of the frame and slab or subfloor are also to be inspected unless they were the subject of prior inspections

Key items for inspection include:

- Masonry
  - Damage to Masonry Walls
  - Articulation in Masonry Walls

- Blending and Matching of Masonry Units
- Masonry facing
- Masonry mortar application and condition
- Vertical and horizontal alignment of perpend joints
- Base bed jointing and base row of masonry
- Voids and Weepholes
- Cleaning, smears and stains
- Verticality of masonry walls and masonry tolerances generally
- Masonry to interior of garages etc
- Damp proof courses
- Raking of joints
- Brick sills, sill tiles and shrinkage as it relates to timber framing
- Sealing of articulation joints
- Intersection of masonry to window and door frames

Wall Cladding:

- Condition and installation of wall cladding
- Leaks affecting wall cladding
- Wall cladding fixtures
- Defects to alternative wall construction methods

Windows and Doors (external only):

- Installation of windows and doors and relationship of their frames to the surrounding wall cladding or masonry
- Weather tightness
- Door handles, locks and latches
- Distortion of doors
- Sealing of door edges
- Operation of windows and doors
- Bowing of window heads, sills or jambs
- Condition of glazing, presence of dirt, damage or scratches

Flooring:

- Check all flooring for levelness, straightness of installation and scratching or damage.
- Timber flooring requirements eg allowable gaps, joint swelling and nail popping in timber flooring
- Requirements for particleboard flooring
- Noisy floors - squeaking
- Floor movement - springy

Floor Tiling:

- Check tiles to all areas for neatness of installation, consistent gapping and plumb/level.
- Check for cracking, pitting, chipping, scratches, loose or drummy tiles
- Condition and application of grout
- Installation of flexible sealant to junctions
- Presence of uneven tiling

Roof Exterior:

- Flashings and accessories
- Presence of leaks
- Roof cladding materials and fixings
- Roof tiling
- Roof tile pointing
- Cutting of roof tiles
- Undulating tiled roof lines
- Overhang of roofing (tiles or sheet roofing)
- Dry valley construction
- Installation of ancillary items, solar heating, a/c units, heating, services etc
- Roof plyming including
- Positioning of gutters
- Water retention in gutters
- Joints in gutters
- Fixing of gutters and downpipes

- Check the sewage venting pipe has been fitted off.
- Check that the air con unit is greater than 5 m from the sewage vent pipe.

Subfloor:

- Framing of bearers and joists is compliant, absence of damage and modification by subsequent trades
- Adequate ventilation and subfloor clearance
- Site drainage – no pooling or ponding of water around foundations
- Absence of evidence of leaks from interior especially in relation to wet areas
- Installation of ant caps
- Verticality or plumpness of stumps / piers
- Adequacy of number of stumps or piers
- Subfloor access points and any future access or clearance issues
- Absence of debris and builders rubble or stored items which would restrict subfloor ventilation or encourage termite activity
- Installation of additional services ducting, electrical, plumbing and gas appears within suitable standards, identify any items of concern for further inspection by suitably qualified trade if applicable
- If Lock Up is completed without prior inspection at other stages (slab and frame) also address key criteria from other stages including but not limited to (refer Slab and Frame inspection procedures):
  - External building dimensions and set out
  - Internal room dimensions
  - Finished floor levels and levelness of floors
  - Slab and external concrete and paving conditions
  - Site factors

<u>Inspection procedure:</u>

Exterior:

Commencing at the front of the dwelling:

- Checking the masonry installation complies with the minimum requirements of AS 3600 Masonry structures. Refer to page 108 table 11.1
- Check weep holes are functional - not blocked with mortar
- Check Damp Proof Course - DPC and weep holes are installed as required
- Check vertical alignment of perp ends,

- Check bed joints
- Gutter and fascia level with bricks with fall to gutter.
- Roof tiles not chipped from a normal viewing position.
- Valley Iron no damage. (Often hit with grinder)
- Porch flashing in situ.
- No gaps beside the porch to roof connection at the eaves.
- Gutters clean and clear of all tiles, nails and other builders waste.
- Lintel connections around brick work have adequate movement space.
- Windows rubbers, gaps, sill installation, scratches, powder coating damage, plumb and level, installed in a proper and workmanlike manner and the overall location and style is as per plans.
- Front porch pier square.
- Porch concrete not damaged with builders waste (also garage floor).
- Bricks level and plumb.
- Bricks mortar finish, perpends and bed joints.
- Mortar smears and blowouts.
- Light installed to porch.
- Render and mouldings installation.
- Flashings to parapet walls.
- Garage door not dented.
- Weep hole height and installation to the base of the dwelling and the areas above the openings.
- Nature strip cleaned of builders waste.
- Front of home clean and clear of builders waste.
- Down pipes not scratched and brackets nailed off.
- Fascia not damaged by acid wash.

<u>Side and Rear Elevations:</u>

Check the following:

- Windows rubbers, gaps, sill installation, scratches, powder coating damage, plumb and level, installed in a proper and workmanlike manner and the overall location and style is as per plans.
- Alfresco concrete not damaged with builders waste.

- Bricks level and plumb.
- Bricks mortar finish, perpends and bed joints.
- External Lights to plan.
- Render and mouldings installation if fitted.
- Flashings to any parapet walls on boundaries.
- Sliding door/stacker door not damaged.
- Weep hole height and installation to the base of the dwelling and the areas above the openings such as windows and meter box.
- Yellow gas line is UV protected.
- Surface soil fall away from home min 50 mm over 1 m.
- Paving 75 mm below weep holes.
- Hot water solar pipes and wires installed into brickwork.
- ORG installed.
- All risers sealed.
- All storm water greater than 225 mm below FGL.
- All builders waste removed.
- Damage to fences noted.
- Down pipes not scratched and brackets nailed off.
- Fascia not damaged by acid wash.
- Mortar smears and blowouts.

Inside home:

Check the following:

- Are all walls for plumb
- Are all floors for level.
- Check tiles to all areas for neatness of installation, consistent gapping and plumb/level.
- Check all flooring for straightness of installation and scratching.
- Check carpet for defects, paint and missing sections.
- Check ducted return for any opening to ceilings.
- Check cavity doors for openings to external air.

- Check all glass from the inside for scratching.

Additional items relating to Fixing Stage which may be installed at time of Lock Up Inspection include:

- Check plaster for level 4 finish. - *Refer to Guide to Standards & Tolerances (in New Zealand Guide to Tolerances)*
- Check paintwork from a normal viewing position. Note paint work is not required to be complete at this stage
- Check all door margins to robe doors, draws and cabinet works for straight level and within the allowances. Check doors do not rub on floor coverings.
- Check all bench tops for level.
- Check all areas behind cabinets for plaster openings to the upper floor space or the roof.
- Check all architraves for gapping between the plaster and the architrave.
- Are any walls for skirting bowed.
- Check all "s" traps for tilers waste, connections and leaks.
- Check all bath tubs, polished shower bases and toilet seats for scratching.

Ceiling space:

- Check all walkways are continuous from the manhole to the heater.
- Check that the light switch has been installed beside the manhole.
- Check that the light is installed 1.8 above the walkway or is protected from impact.
- Check underside of roof tiles for cracking. Note the Insulation may not have been installed at this time, if it is it is likely to be moved about by trades prior to handover and will need to be rechecked.

Roof Exterior:

- Gutter and fascia level with bricks with fall to gutter.
- Roof tiles not chipped from a normal viewing position.
- Valley Iron no damage.
- Gutters clean and clear of all tiles, nails and other builders waste.
- Check the sewage venting pipe has been fitted off.
- Check that the air con unit is greater than 5 m from the sewage vent pipe.

Other:

- Prior to leaving the dwelling the approved (stamped) plans should be reviewed.

- Reference to and implementation of the requirements detailed on the plans such as the BAL, stormwater requirements and engineer's special requirements are often overlooked and if documentation is made available you may note items for information or for attention and action.

Represent the client's interests to confirm that the works:

- Are free of safety hazards
- Do not have major defects
- Are executed within the acceptable Standards and Tolerances in respect of Minor Defects
- Are complete in accordance with the stage definition
- Are executed to an acceptable level of industry workmanship
- Wherever possible, and within the bounds of the inspectors knowledge and qualifications, that any areas of suspected non-compliance or poor execution of other related trades, plumbing, gas, electrical etc are referred for further inspection by suitably qualified individuals

Handover Stage Procedure and Checklist

- To ensure the dwelling is built in a manner that will provide a Safe and Healthy environment for all those that will inhabit the building. Represent the client's interests to confirm that the works:
- Are free of safety hazards
- Do not have major defects
- Are executed within the acceptable Standards and Tolerances in respect of Minor Defects
- Are complete in accordance with the stage definition
- Are executed to an acceptable level of industry workmanship
- Wherever possible, and within the bounds of the inspectors knowledge and qualifications, that any areas of suspected non-compliance or poor execution of other related trades, plumbing, gas, electrical etc are referred for further inspection by suitably qualified individuals
- Confirm the installation of all of the materials and building elements are in accordance with the contract.
- Review the work which is not expected to be complete (typically around 10%)
- Refer to all relevant Australian Standards.
- Guide to Standards & Tolerances

Clients:

- Owner/s,

- Builders,
- Developers,
- Investment Groups,
- Owner Builders,
- Insurance Companies

Relationship to the Client:

- Routine (payment stage called up)
- Disputes
- Quality Assurance
- Default

Method and Process of the Inspection:

- The inspection is an internal and external visual inspection

Measurement Tools:

- 2m spirit level is required as a minimum
- 8m Tape,
- Inspection mirror
- A calibrated Laser Level may also be used to confirm surface deviation, FFL: and RL

Reference Materials:

- BCA
- Applicable Australian Standards
- VBC Guide to Standards & Tolerances
- Manufacturers Guidelines and Instructions

Mandatory Areas for Inspection:

- The Site
- The Slab (if applicable)
- Subfloor Frame (if applicable)
- Frame - Interior Walls
- Frame - Exterior Walls
- Roof Void

- Roof Exterior

Inspection Checklist:

Generally:

- Cross reference inspection to approved plans and specifications
- Works are complete in relation to the stage of inspection
- Works are completed to an acceptable industry standard of workmanship
- Identify safety hazards
- Identify major defects
- Identify minor defects if they exceed allowable standards and tolerances

Key components for inspection at Handover or Practical Completion include:

- Masonry
  - Damage to Masonry Walls
  - Articulation in Masonry Walls
  - Blending and Matching of Masonry Units
  - Masonry facing
  - Masonry mortar application and condition
  - Vertical and horizontal alignment of perpend joints
  - Base bed jointing and base row of masonry
  - Voids and Weepholes
  - Cleaning, smears and stains
  - Verticality of masonry walls and masonry tolerances generally
  - Masonry to interior of garages etc
  - Damp proof courses
  - Raking of joints
  - Brick sills, sill tiles and shrinkage as it relates to timber framing
  - Sealing of articulation joints
  - Intersection of masonry to window and door frames
- Wall Cladding
  - Condition and installation of wall cladding
  - Leaks affecting wall cladding

  - Wall cladding fixtures
  - Defects to alternative wall construction methods
- Windows and Doors
  - Installation of windows and doors and relationship of their frames to the surrounding wall cladding or masonry
  - Weathertightness
  - Door handles, locks and latches
  - Internal door clearances
  - Distoriton of doors
  - Sealing of door edges
  - Operaton of windows and doors
  - Bowing of window heads, sills or jambs
  - Condition of glazing, prescence of dirt, damage or scratches
- Plastering and Rendering
  - Cracking or damage to external rendered surfaces
  - Cracking to external mouldings
  - Repairs or matching of repairs
  - Articulation and control joints – provision and cracking
  - Covering of articulation or control joints and damp proof courses
  - Cracking to internder rendered finishes including hard plaster
  - Condition of plastered finishes
  - Verticality of internal and external wall surfaces
  - Defects in other sheeting or wall systems
  - Cracking to cornices and junctions of dissimilar materials
  - Peaking and jointing in plasterboard
  - Evidence of popping nails
- Painting
  - Standard of painting
  - Surface finish of paint work
  - Nail and screw fittings

  - Mechanical damage in surfaces
  - Paint durability
- Wet Areas
  - Wet area installation
  - Flashing
  - Shower recesses and components
  - Water proofing to decks and balconies
  - Deck and balcony freeboard outside windows and doors
  - Leaking and ponding of water to decks and balconies
  - Calcification or efflorescence associated with decks and balconies
- If Practical Completion or Handover Inspection is completed without prior inspection at other stages key criteria from other stages should still be referenced including:
  - External building dimensions and set out
  - Internal room dimensions
  - Finished floor levels and levelness of floors
  - Site factors
  - Slab and external concrete and paving conditions

<u>The Site</u>

Site Drainage and Plumbing:

- Front water meter
- Water lead in and connection to house
- Check the storm water drain connection if installed and locations
- Check overall site drainage
- Check for water pooling against foundations
- External Concrete and Paving
- Check general appearance of the driveway and any external paving or concrete
- Check the finish, thickness of slab, presence of cracks and construction joins including expansion joint foam
- Slab edge exposure
- Presence of physical termite barrier if applicable

External Structures:

- Verandahs and or patios
- Decks
- Carport or garage structures
- Pools or spas and their fencing (if applicable) – general comments only, refer for further qualified inspection if suspected compliance or defect issues

Site General:

- Retaining walls which are structural
- Fencing
- Gates
- Landscaping structures
- Electrical connections and metre box
- External lighting
- Gas connections and appliances
- Other ancillary structures as applicable including
- All builders rubble and rubbish removed and site free of debris
- General site cleaning and restoration of finishes where required

<u>The Structure</u>

Front Elevation:

- Gutter and fascia level with bricks with fall to gutter.
- Roof tiles not chipped from a normal viewing position.
- Valley Iron no damage. (Often hit with grinder)
- Porch flashing in situ.
- No gaps beside the porch to roof connection at the eaves.
- Gutters clean and clear of all tiles, nails and other builders waste.
- Lintel connections around brick work have adequate movement space.
- Windows rubbers, gaps, sill installation, scratches, powder coating damage, plumb and level, installed in a proper and workmanlike manner and the overall location and style is as per plans.
- Front porch pier square.
- Porch concrete not damaged with builders waste (also garage floor).

- Bricks level and plumb.
- Bricks mortar finish, perpends and bed joints.
- Mortar smears and blowouts.
- Light installed to porch.
- Render and mouldings installation.
- Flashings to parapet walls.
- Garage door not dinted.
- Weep hole height and installation to the base of the dwelling and the areas above the openings.
- Nature strip cleaned of builders waste.
- Front of home clean and clear of builders waste.
- Down pipes not scratched and brackets nailed off.
- Fascia not damaged by acid wash.

Sides and Rear Elevations:

(Note the OH&S restriction on not walking on roof)

- Gutter and fascia level with bricks with fall to gutter.
- Roof tiles not chipped from a normal viewing position.
- Valley Iron no damage.
- Gutters clean and clear of all tiles, nails and other builders waste.
- Windows rubbers, gaps, sill installation, scratches, powder coating damage, plumb and level, installed in a proper and workmanlike manner and the overall location and style is as per plans.
- Alfresco concrete not damaged with builders waste.
- Bricks level and plumb.
- Bricks mortar finish, perpends and bed joints.
- External Lights to plan.
- Render and mouldings installation if fitted.
- Flashings to any parapet walls on boundaries.
- Sliding door/stacker door not damaged.

- Weep hole height and installation to the base of the dwelling and the areas above the openings such as windows and meter box.
- Yellow gas line is UV protected.
- Surface soil fall away from home min 50 mm over 1 m.
- Paving 75 mm below weep holes.
- Hot water solar pipes and wires installed into brickwork.
- ORG installed.
- All risers sealed.
- All storm water greater than 225 mm below FGL.
- All builders waste removed.
- Damage to fences noted.
- Down pipes not scratched and brackets nailed off.
- Fascia not damaged by acid wash.
- Mortar smears and blowouts.

Interior:

Generally check the following:

- Are all walls plumb?
- Are all floors level?
- Are any skirtings bowed? Walls for skirting bowed?
- Plaster for a level 4 finish - *Refer to Guide to Standards & Tolerances*
- Paint work from a normal viewing position.

Doors and Windows:

- Check all door margins to robe doors, draws and cabinet works for straight level and within the allowances. Check doors do not rub on floor coverings.
- Weather tightness
- Door handles, locks and latches
- Internal door clearances
- Distortion of doors
- Sealing of door edges

- Operation of windows and doors

Flooring:

- Check all flooring for levelness, straightness of installation and scratching or damage.
- Check carpet for defects, paint and missing sections.
- Timber flooring requirements eg allowable gaps, joint swelling and nail popping in timber flooring
- Noisy floors - squeaking
- Floor movement - springy

Glazing:

- Check all glass from the inside for scratching, paint marks or other damage including cracking.

Tiling:

- Check tiles to all areas for neatness of installation, consistent gapping and plumb/level.
- Check for cracking, pitting, chipping, scratches, loose or drummy tiles
- Condition and application of grout
- Installation of flexible sealant to junctions
- Presence of uneven tiling

Plumbing and Wet Areas:

- Water hammer
- Pipe penetrations through external walls and inside cupboards
- Water discharge from outlets
- Check all "s" traps for tilers waste, connections and leaks.
- Check all bath tubs, polished shower bases and toilet seats for scratching.
- Condition of Internal Fixings:
  - Check all bench tops for level.
  - Check all bench tops for chipping and scratches.
  - Check all areas behind cabinets for plaster openings to the upper floor space or the roof.
  - Gaps and joints associated with internal fixings and mouldings
  - Check all architraves for gapping between the plaster and the architrave.

- Cabinet doors and drawer fronts
- Natural materials - condition, damage etc
- Natural stone surfaces -condition, damage etc
- Joints in benchtops
- Sealing around benches and items installed in benches

Other:

- Presence and condition of appliances and fittings
- Faults or damage to appliances and fittings
- Condensation
- Water leaks
- Site cleaning including paint marks or incidental damage to surfaces
- Check ducted return for any opening to ceilings.
- Check cavity doors for openings to external air.
- Restumping - if renovation / extension for consequential damage and

Roof Void:

- Alignment of trusses
- Verticality of plumpness of trusses
- Condition and installation method of insulation
- Check that all batts are installed under all wires, pipes and snug to timbers
- Check that the batts have not been removed by others and are within 50 mm of the down lights.
- Check all walkways are continuous from the manhole to the heater.
- Check that the light switch has been installed beside the manhole.
- Check that the light is installed 1.8 above the walkway or is protected from impact.
- Check underside of roof tiles for cracking.

Roof Exterior:

- Flashings and accessories
- Presence of leaks
- Roof cladding materials and fixings

- Roof tiling
- Roof tile pointing
- Cutting of roof tiles
- Undulating tiled roof lines
- Overhang of roofing (tiles or sheet roofing)
- Dry valley construction
- Installation of ancillary items, solar heating, a/c units, heating, services etc
- Roof plyming including
- Positioning of gutters
- Water retention in gutters
- Joints in gutters
- Fixing of gutters and downpipes
- Check the sewage venting pipe has been fitted off.
- Check that the air con unit is greater than 5 m from the sewage vent pipe.

Subfloor:

- Framing of bearers and joists is compliant, absence of damage and modification by subsequent trades
- Adequate ventilation and subfloor clearance
- Site drainage – no pooling or ponding of water around foundations
- Absence of evidence of leaks from interior especially in relation to wet areas
- Installation of ant caps
- Verticality or plumpness of stumps / piers
- Adequacy of number of stumps or piers
- Subfloor access points and any future access or clearance issues
- Absence of debris and builders rubble or stored items which would restrict subfloor ventilation or encourage termite activity
- Installation of additional services ducting, electrical, plumbing and gas appears within suitable standards, identify any items of concern for further inspection by suitably qualified trade if applicable

Represent the client's interests to confirm that the works:

- Are free of safety hazards

- Do not have major defects
- Are executed within the acceptable Standards and Tolerances in respect of Minor Defects
- Are complete in accordance with the stage definition
- Are executed to an acceptable level of industry workmanship
- Wherever possible, and within the bounds of the inspectors knowledge and qualifications, that any areas of suspected non-compliance or poor execution of other related trades, plumbing, gas, electrical etc are referred for further inspection by suitably qualified individuals

Asbestos Inspection & Audit Services

These inspection procedures should be read and delivered in conjunction with guidelines specified in:

- OHS Procedures – including specifically procedures related to Asbestos which also contains the procedure for Sampling
- General Inspection Procedures
- General Customer Service Procedures
- iPad Reporting Application User Guide

The Relevant Australian Standards and OH&S Regulations which are state or territory dependent:

VIC

http://www.worksafe.vic.gov.au/

https://www.worksafe.vic.gov.au/__data/assets/pdf_file/0017/9233/Managing_Asbestos_CC.pdf

http://www.worksafe.vic.gov.au/__data/assets/pdf_file/0018/9234/cc_asbestos_remove.pdf

WA

https://www.commerce.wa.gov.au/Worksafe

https://www.commerce.wa.gov.au/sites/default/files/atoms/files/managementcontrolofasbestosinthewor.pdf

https://www.commerce.wa.gov.au/sites/default/files/atoms/files/saferemoval_ofasbestos2ndeditionnoh.pdf

New Zealand

https://worksafe.govt.nz/topic-and-industry/asbestos/management-and-removal-of-asbestos/

https://worksafe.govt.nz/topic-and-industry/asbestos/working-with-asbestos/

https://worksafe.govt.nz/topic-and-industry/asbestos/ppe-when-working-with-asbestos/

All other States and Territories

http://www.safeworkaustralia.gov.au/sites/swa/pages/default

http://www.safeworkaustralia.gov.au/sites/SWA/about/Publications/Documents/625/How_to_Manage_and_Control_Asbestos_in_the_Workplace.pdf

http://www.safeworkaustralia.gov.au/sites/SWA/about/Publications/Documents/641/How_to_Safely_Remove_Asbestos.pdf

Service Types

There are common components across all three Asbestos Inspection Service Areas with variations and additions based on the client group and service type.

The biggest difference is between Sampling and Non-Sampling Services. Any Pre-Purchase inspection, unless by prior arrangement with owner, is a non-invasive, non-sampling inspection.

In relation to services for employers and property owners the Safe Work Australia Code of Practice HOW TO MANAGE AND CONTROL ASBESTOS IN THE WORKPLACE applies.

Level One: Asbestos Inspection and Reporting

No additional licensing required.

- Visual Inspection – Assessments based on risk criteria like age of building, style of construction, visual presentation of building materials, predicted type of asbestos
- May include conducting air monitoring in VIC and WA only (as further licensing is required in other states, see Level Two Services)
- Removal of samples for analysis – to be provided to a third party NATA lab for analysis
- Condition Auditing – documentation of the condition (damaged, friable or bonded) of locations of asbestos
- Reporting – documentation of findings of these inspections
- For Workplaces
    - Creation of an Asbestos Register
    - Physical labelling of Asbestos materials at a work place – e.g.: caution labels for asbestos

- Creation of a Management Plan (identification of strategies like safe removal, containment or treatment, monitoring etc.)

The primary client bases would be:

- Residential – people considering renovations / extensions or within a Pre Purchase or presale context
- Commercial:
  - workplaces – employers have new responsibilities under Harmonised National WHS Regulations to identify, document manage and regularly audit the condition of the asbestos
  - property managers – have similar responsibilities as per above
  - local tenders or subcontracts – to facility managers, local governments, state based authorities etc

Pre-Requisites – Level One Asbestos Inspection and Reporting

In all states and territories except VIC and WA and ACT the only regulatory requirement is that the Franchisee meets the definition of a Competent Person under the WHS Regulations.

In Victoria and WA it is assumed that meeting this requirement exceeds that states existing requirement, this has been confirmed in writing by these states authorities.

In the ACT they have adopted a modified version of the Nationally Harmonised WH&S Regulations – refer to state specific requirements for experience and licensing as it relates to the role of asbestos assessor. In the ACT the role of the Asbestos Assessor does not distinguish between Level 1 and Level 2 services.

Asbestos Assessor Licensing - States other than WA and VIC

In these states, because of adoption of nationally harmonised WHS Regulations, the role of Asbestos Assessor is clearly documented and licensed. Minor variation exist from state to state and may change over time. Familiarise yourself with the requirement in the links for your respective state.

However, as they follow the national regulations they all generally require the following before issuing an Asbestos Assessor licence.

- Evidence of completion of training
- Evidence of relevant practical experience

Each state requires the submission of application forms, application fees, references and documentary evidence of competency and experience. Some states have specific mandatory periods of relevant experience that must be met such as NSW and TAS which require 2 years of relevant industry experience, and the ACT which requires 12 months of relevant industry experience.

To be eligible for an asbestos assessor licence, you must be able to demonstrate you:

- *have acquired (through training or experience) the knowledge and skills of relevant asbestos assessment and the asbestos removal industry practice; and,*
    - *hold certification for CPCCBC5014A - Conduct asbestos assessment associated with removal; or,*
    - *hold a tertiary qualification in occupational health and safety, industrial hygiene, science, building construction or environmental health.*

You must reside or work in the state you are to be licensed in.

An applicant for an asbestos assessor licence needs to provide evidence that they have acquired through training or experience, the knowledge and skills of relevant asbestos assessment and asbestos removal industry practice.

In order for an applicant to demonstrate this experience, an application for an asbestos assessor licence must be accompanied by:

- *Three written references from a person who is familiar with your work in asbestos assessment or asbestos removal industry - The references should be from a person who has relevant asbestos industry knowledge, such as a licensed asbestos assessor, licensed asbestos removalist or an occupational or industrial hygienist*
- *Copies of certifications for any relevant asbestos related training the applicant has completed - This may include professional occupational hygiene courses specialising in asbestos, asbestos air monitoring courses, asbestos risk assessment, asbestos auditing or asbestos identification training, but does not include a certificate of completion for the 'Conduct asbestos assessment associated with removal' unit.*
- *Copies of asbestos risk assessment reports, asbestos management plans, asbestos registers, asbestos air monitoring reports, asbestos removal clearance certificates or the like - These documents should contain the client's name and contact details for verification purposes.*

NSW:

http://www.safework.nsw.gov.au/licences-and-registrations/licences/asbestos-licences
http://www.safework.nsw.gov.au/__data/assets/pdf_file/0015/50064/Guide-asbestos-removal-assessor-licence-3607.pdf

ACT:

https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/2165/~/asbestos-assessor-and-removalist-licensing
https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/2165/~/asbestos-assessor-and-removalist-licensing#!tabs-4

NT
http://www.worksafe.nt.gov.au/LicensingAndRegistration/asbestos/Pages/default.aspx

QLD
https://www.worksafe.qld.gov.au/injury-prevention-safety/asbestos/asbestos-removal-and-licensing/asbestos#applyassessor

TAS
http://worksafe.tas.gov.au/licensing/asbestos_removal_assessor

SA

https://www.safework.sa.gov.au/uploaded_files/Guide%20for%20Applicants%20-%20Asbestos%20Assessor.pdf

NZ

https://worksafe.govt.nz/topic-and-industry/asbestos/licensing/overview/

For all other states, a Competent Person is *"…a person who has acquired, through training, qualification or experience, the knowledge and skills to carry out the task."*

For the purpose of setting a common national divisional standard of what defines a Competent Person the following pre-requisites are proposed to apply to FSE's nationally:

Qualification

- Successful completion of CPCCBC4023A Plan and undertake site inspection and assessment of asbestos products and materials within the past 24 months (unit now superseded); or
- Successful completion of CPCCBC5014A Conduct asbestos assessment associated with removal with an RTO; or
- Successful completion of CPCCDE3014A Remove non-friable asbestos with an RTO
- Each of these courses listed here has its own prerequsites.
- Evidence of the completion of a tertiary qualification in occupational health and safety or industrial hygiene or science or building construction or environmental health.
- Successful completion of house safe asbestos identification course
- Asbestos removals licence.
- New Zealand requires CPCCBC5014A Conduct asbestos assessment associated with removal with an RTO

Experience & Practical Training

Completion of Supervised Inspections and Report Reviews by a previously qualified FSO / approved FSE or the National Technical and Training Manager including:

- 2 Supervised Residential Inspections with sampling
- 1 Supervised Workplace Inspections with sampling
- First 5 Asbestos Inspection Reports reviewed prior to submission to client, provided at least one of each of the following are reviewed: Asbestos Sampling Report, Asbestos Visual Report, Asbestos Clearance Certificate, Asbestos Register and Asbestos Management Plan.

Once the Franchisee has been declared competent, and ensuring their Asbestos Assessor Course Certificate and Insurance are all completed and on file, the Franchisee is authorised to issue final inspection reports to clients for Asbestos related services.

Where FSE's are failing to meet expected standards additional supervised inspections and report reviews can be required by their FSO or the NTTM.

FSE's would be required to submit a record of supervised inspections including FSO or NTTM acknowledgement of their completion.

Insurance

FSE's would need to provide a Certificate of Currency from their Insurer demonstrating that Professional Indemnity coverage for this service has been extended.

The minimum acceptable value is: $1,000,000.

Level Two: Asbestos Assessor Services

Additional Licensing to become an Asbestos Assessor is required in all states except VIC and WA.

- Conduct air monitoring
- Issue of Clearance Certificates as an independent assessor of Asbestos Removal companies, i.e. attending a demolition site and undertaking assessments including air monitoring to determine that all asbestos has been removed from site and issuing a related Certificate confirming this.

The client base for this work would be Asbestos Removal Companies and others for example major construction companies.

Pre-Requisites – Level Two Asbestos Assessor Asbestos Inspection and Reporting

In all states and territories except VIC and WA there is an additional licence required to deliver this service. Whilst there are minor state based variations the licencing requirements are based on the WHS Regulations.

As such the Divisional Pre-Requisite is to provide a copy of a current licence and relevant insurance coverage including Asbestos Assessor tasks of Air Monitoring and the issue of Certificates of Clearance.

In Victoria and WA there is no obvious equivalent role or licence to that of an Asbestos Assessor. This has been confirmed with the various state based agencies responsible for Asbestos Removal licensing.

Franchisees are advised to consult their state based guides and licensing application forms for specific requirements however the broad pre-requisites for the service are documented below.

Other types of requirements for this licensing include provision of referees, identity and residency status and more.

Qualification

An applicant must submit with their application evidence of the successful completion of either:

• a copy of the certification in relation to the VET course for conduct asbestos assessment associated with removal – CPCCBC5014A, or

• evidence of the completion of a tertiary qualification in occupational health and safety or industrial hygiene or science or building construction or environmental health.

(Clause 495(b) of the WHS Regulation).

Experience & Practical Training

The applicant must demonstrate through training or experience the knowledge and skills of the relevant asbestos removal industry practice. (Clause 495(a) of the WHS Regulation).

However some states are specific about these requirements and Franchisees should refer to their state based licensing Guide for further details.

For example NSW WorkCover will generally require a description of work experience in performing or supervising the work of an asbestos assessor (ie air monitoring, clearance inspections and issue of clearance certificates) over the preceding two years.

Level 2 Services: Equipment (AS/NZ ISO/IEC 17020:2013 Part 6.2)

Should the Inspector deliver Level Two Services they must have available, suitable and adequate access to air monitoring equipment which meets minimum standards for this purpose, is uniquely identifiable and has been adequately maintained with records of maintenance and calibration available on request.

Equipment Requirements

If undertaking level II services (specifically including air monitoring) the Franchisee or Franchisor must hire air monitoring equipment from NATA Accredited Laboratories only.

Equipment management

- All equipment and related consumable materials must be stored in the manner described by the manufacturer so as to ensure reliability and avoid contamination.

Insurance

As per previous Insurance requirements.

Subcontractors (Outsourcing)

Subcontractors are **not** permitted to deliver Asbestos Inspection Services on behalf of Franchisees or the Franchisor, unless the Subcontractor is the Franchisee or Franchisor on behalf of the Divisional or Franchisor and they have met the documented pre-requisites above.

Requests to use subcontractors must be made to the Technical Manager in writing and the subcontractor must meet all requirements common to the Inspection Body and Inspector.

The use of subcontractors triggers further administrative requirements for oversight and record keeping consistent with AS/NZ ISO/IEC 17020:2013 Part 6.3 which are required to be adhered to.

Specifically if during an inspection a subcontractor is used or a subcontractor provides contributory information the subcontractor must be identified in Special Conditions in a manner that would permit further investigation if warranted.

Pre-Inspection Agreements, Terms and Conditions

In all instances where Sampling is to be undertake you should ensure that prior written agreement for the taking of samples as well as agreement as to the location of the samples, number of samples and sample sizes should be undertaken with the client.

For this, as well as other reasons, there are different Terms and Conditions and Pre-Inspection Agreements which apply to each service, refer to your JBI Franchisees DropBox Folder for additional templates and resources.

Please note WA franchisees will also need to use the Electrical Waiver Preinspection Agreement for electrical to be turned off for roof void/subfloor entry.

LAB TESTING SERVICES

NATA Accredited Lab Testing Services

Jim's Building Inspections has a negotiated sample testing rate with one provider for the purpose of gaining the best possible price and ensuring national, streamlined service delivery is possible.

Priced differ per state, contact your individual state office below to get current pricing. Payment is generally made on order in way of credit card. You must submit the sample with the completed form in accordance to the instructions on the back of the form. In summary, all samples must be double bagged and individually labelled with client name, address and sample location. Samples may be dropped to the offices or couriered.

Be aware pricing varies depending on the number of days you require for turnaround.

Melbourne Office
Level 1 / 677 High Street
Kew East VIC 3102
Telephone: (03) 9890 8811
Fax: (03) 9890 8911
Regional Manager - Victoria: Anthony Masciangioli

anthony.masciangioli@noel-arnold.com.au

Sydney Office
Level 2 / 11 Khartoum Road
North Ryde NSW 2113
Telephone: (02) 9889 1800
Fax: (02) 9889 1811
Regional Director NSW: Paul New
paul.new@greencap.com.au

Wollongong Office
Office 2, 120 Smith St
Wollongong NSW 2500
Telephone: (02) 4298 2600
Group Manager: Nigel Johnson
nigel.johnson@noel-arnold.com.au

Brisbane Office
2 Mayneview Street,
Milton QLD 4064
Telephone: (07) 3514 9222
Fax: (07) 3514 9220
Regional Director QLD: John Iddles
john.iddles@aecaust.com.au

Canberra Office
PO Box 3158
Belconnen ACT 2617
Telephone: (02) 9889 1800
Fax: (02) 9889 1811
Regional Director NSW: Paul New
paul.new@greencap.com.au

You may use any NATA accredited provider you prefer as long as you have:

- checked their documentation and registration and
- provided advice to your FSO that you will be using an alternative provider and who they are

General Inspection Procedures

Follow general customer service, administration and inspection procedures as per all other services but also:

- Provide additional advice to clients when considering Asbestos Inspections (see FAQ's and Pre-Inspection Agreements)
- Ensure written permissions for sampling are in place prior to any sampling occurring
- Where the sampling is as part of a pre-purchase inspection, written permission from the owner in the form of a signed pre-inspection agreement (incl electrical waiver for WA).

- Ensure client is aware that you will be attending and potentially wearing PPE, consider scheduling at a time which will minimise impact on clients especially if operating with general public, employees or customers present. Suggest after hours for commercial and workplace facilities may be preferable.
- When quoting prices to clients remember to consider whether they will be having sampling done and reference the provided checklist to estimate the additional cost of sampling.
- In all services Sampling is not compulsory but strongly advised in Workplace environments.
- Where Sampling is requested the 24hour Report guarantee does not apply.

Ranking and Severity Ratings for Suspected Asbestos

The following severity rankings apply for all Asbestos Inspection & Audit Services.

CATEGORY1 (equivalent to minor Defect)

ACM - Low Risk Condition

Any suspected Asbestos present where it is in good condition

CATEGORY2 (equivalent to MAJOR Defect)

ACM - High Risk Condition

Any suspected Asbestos or ACM in a HIGH RISK environment or environment where degradation or damage is more probable

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CATEGORY3(equivalent to Safety Hazard Defect)

ACM - Urgent and Hazardous Condition

Any suspected Asbestos or ACM in Poor Condition, Damaged or Deteriorating

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CATEGORY4

ACM Confirmed in Samples

Appears at the end of the Report under Annexures and Further Information

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CATEGORY5

ACM Samples Negative

Appears at the end of the Report under Annexures and Further Information

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CATEGORY6

For your information

Appears at the end of the Report under Annexures and Further Information

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Residential & Commercial Buildings

Pre-Purchase Asbestos Inspection & Audit (No Sampling)

Summary

This service may be sold as a standalone service or as part of a package of inspections as requested by the client. The recommended pricing is outlined below (assuming a std size home) but would obviously vary depending on the size of the building and the degree of predictability of Asbestos being present.

Pricing:

This is a guide only and would be varied on factors like the size of the building, number of samples the client requests and amount of identified asbestos in the property. The additional sample cost needs to take in account your lab providers prices for sample analysis, our current provider Noel Arnold charges $66 per sample. Similarly additional charges may apply for clients requested results within a certain time frame.

You may also choose to reduce the price of the visual inspection if the client chooses a package of pre purchase inspections. It is also your responsibility to check local price competition as it may vary significantly within a state.

VIC

Visual Inspection with Pre Purchase Inspections	$180
Visual Inspection	$180
Inspection with Sampling (including 2 samples)	$360
Additional Samples	$110
Workplace Inspection (including 2 samples)	$660
Workplace Register and Management Plan	$770

QLD

Visual Inspection with Pre Purchase Inspections	$150
Visual Inspection	$150
Inspection with Sampling (including 2 samples)	$280

Additional Samples	$110
Workplace Inspection (including 2 samples)	$660
Workplace Register and Management Plan	$770

Inspection Procedure:

Where added onto a Package of Inspections in a Pre-Purchase Commercial or Residential context the inspector, in addition to usual inspection procedures,:

1. Consider the risk factors for the presence of asbestos
    - Age of Building (Reported or Inferred)
    - Appearance of Building Materials
    - Construction Method
    - Whether Extensions or Additions have occurred
    - Presence of Outbuildings
    - The availability of plans or documentation of the building (highly unlikely to be available in a residential pre-purchase context) for review
    - The availability of existing owner's knowledge and capacity or availability to consult with them about the building; have they had work done previously where asbestos was identified? Previous reports or documentation of asbestos? Placement of warning notices or labels? History of building use? BUT – do not rely on this information

A discussion of these risk factors needs be included in your summary and related to each defect statement.

2. Integrate your visual Inspection for potential Asbestos, ACM or ACD into your general inspection procedure.

Refer to training manuals and resources regarding potential industrial and residential applications and locations of Asbestos and ACM.

3. Where suspected Asbestos or ACM or ACD is identified record the following information in your Defect Statement
    - Type of asbestos it is suspected to be (colloquial and proper names)
    - Rationale for suspecting the material is asbestos (age of building, appearance of material, construction context, your prior experience and knowledge)
    - Where it was found – be specific, which building, which room and where in the room was it found

- Method of application or form of installation (sprayed, caulking, sheet, rope or cord, textile etc)
- Friable or Non-Friable (bonded or non-bonded)
- Estimation of Amount (M2 or M3 or area measurements)
- Condition Documentation – specific reference to probability for release of airborne fibres, damaged, cracked, surface deterioration, exposed fibres, dusty etc
- Basic advice – not a management plan, eg: get a management plan done, advise sampling, monitor, seal, remove, restrict access
- Risk rating – discuss why it is a major or minor risk, eg: probability of fibre release, location, number of people who have access to it, probability of damage from activities occurring in the area.
- Sample taken? (if applicable) – and what the sample reference number is
- Urgent risks to health / safety is highlighted
- Photo /s – of sample and site taken and general situation and condition photos

4. Wherever Asbestos or ACM is suspected;

a) Include the advice that sampling by a NATA lab is advisable to confirm its presence, which can be completed either with owner permission prior to purchase or post purchase if they proceed.

b) If property is to be used as a workplace – highlight that a Register and Management Plan must be prepared under new WHS guidelines.

Asbestos Inspection & Audit (Sampling)

Follow procedures as per above but also:

Confirmation of Sampling & Testing Arrangements

1. Prior to commencement of inspection conduct a site inspection with the Building Manager and /or Property Owner to review whether the information gathered via a review of plans or documentation and through consultation with property owner is consistent with the findings during a preliminary site inspection.

2. During preliminary site inspection review with owner the locations for the Asbestos samples to be removed, discuss and reference the Pre-Inspection agreement. Ensure they are aware that:

- You will seal the area but that they are responsible for repairs and reinstatement, this is not included in the service

- All care but not liable for any secondary or unpredicted damage that may occur or release of asbestos fibres during the testing process
- This is their opportunity to influence where you take samples from to reduce appearance or operational issues.
- *Please note WA franchisees will also need to use the Electrical Waiver Preinspection Agreement for electrical to be turned off for roof void/subfloor inspections.*

3. Note that findings are interim until Asbestos Sample Report from NATA Lab is provided. NATA report will confirm what is or isn't Asbestos or ACM.

Sampling Instructions

Once you have completed your inspection and identified all suspected Asbestos and ACM materials you need to plan, take and record the samples required for the lab.

Generally you should take one sample from each suspected area or building component but if the surface areas are large and there is possibility that it could relate to an extension you should sample from all stages of construction (eg: new and old) to ensure you have a representative sample.

The exact number and locations of samples to be selected is decided by the FSE on the day and should reference:

- The purpose of and reasons for the inspection
- The number, location and variety of presentations or forms of suspected ACM
- The history, uses and activity of the building
- The cost structures the client is willing to meet (ie more samples = more cost)

Excel templates "6.0 Asbestos On Site Job Sheet" and "20.0 Asbestos Register Sheet after tests" may be used to assist with the collation of data throughout the process.

EQUIPMENT FOR SAMPLING

Prior to undertaking sampling ensure that (along with your PPE and Decontamination Equipment) you have prepared all the equipment and materials required to take samples before you start.

This includes:

- A sealable, labelled container for holding equipment and specimens
- Resealable zip lock bags – eg: Glad Zip Lock bags
- Permanent marker – for labelling of samples (location, building element)
- Digital camera – to take a corresponding photo of the sample location – risk management
- Minor tools for sample removal (no power tools!) ;

- Stanley knife
- Screwdriver/s
- Pliers
- Duct tape
- Plastic drop sheet and suitable rubbish bags
- Water Proof Sealant and Applicator
- Water Spray Bottle (filled with water + detergent mix)
- Asbestos Sample Site Labels

ASBESTOS SAMPLING PROCEDURE

Step 1 – Preparation

Make sure no one else unprotected is in the vicinity when sampling is done.

- JBI requires 10m exclusion zone; set up cones and hazard tape if there is a probability anyone will come into this area during sampling.
- Consider complete exclusion if other factors are not well controlled eg: work activities, environmental factors like wind / heating or cooling.

Shut down any heating or cooling systems to minimise the spread of any released fibres.

Turn off any fans if you're inside. If outside, then sample on a non-windy day

- Always take samples from upwind, facing down wind.

Do not disturb the material any more than is needed to take a small sample. A small sample is:

- For Fibro Material the sample must be at least the size of a 10 cent piece
- For Vinyl Material the sample must be at least the size of a 50 cent piece

Collect the equipment you will need for sampling, including:

E.g.: pliers, resealable plastic bags, disposable coveralls, waterproof sealant, plastic drop sheet, water spray bottle, P2 respirator, rubber gloves, other PPE as described in OHS procedures.

Step 2 – Taking the sample

Wear disposable gloves.

Put on respiratory protective equipment (RPE).

Wear a pair of disposable coveralls and boot covers.

Lay down a plastic drop sheet to catch any loose material that may fall off while sampling.

Wet the material using a fine mist of water containing a few drops of detergent before taking the sample. The water/detergent mist will reduce the release of asbestos fibres.

Carefully cut a piece from the entire depth of the material using the pliers.

- For Fibro Material the sample must be at least the size of a 10 cent piece
- For Vinyl Material the sample must be at least the size of a 50 cent piece

For fibre cement sheeting, take the sample from a corner edge or along an existing hole or crack.

Place the small piece into the resealable plastic bag. Double bag the sample, include the **date and location (no further identification)** and an **asbestos caution warning.**

Assign a Sample No. in the following format dd/mm/yr – 01, 02, 03 etc. Note the Sample No. in your report.

- Take a photo of the site of the sample to match the sample back to and for inclusion in the report, also acts to document what you have done and reduce risks.

Tightly seal the container after the sample is in it.

Carefully dispose of the plastic sheet. Treat as contaminated.

Use a damp paper towel or rag to clean up any material on the outside of the container or around the area sampled.

Dispose of asbestos materials according to state or territory and local procedures.

Patch the sampled area with the smallest possible piece of duct tape to prevent fibre release.

Step 3 – Cleaning up

Seal the edges with waterproof sealant where the sample was taken.

Carefully wrap up the plastic drop sheet with tape and then put this into another plastic rubbish bag.

Wipe down the tools and equipment with a dampened rag.

Place disposable gloves and coveralls into a rubbish bag, along with the damp rag and drop sheet.

Seal plastic bag.

Wash hands.

Keep RPE on until clean-up is completed.

Follow a decontamination procedure (personal washing) upon completion of the task. See OHS Procedures.

Step 4 – Submission of Samples

Each lab has guidelines on how to send samples - generally all samples must be double bagged, clearly labeled (see below for instructions) and hand delivered or couriered to their lab.

Send the sample to a NATA-accredited laboratory or one that is either approved or operated by the relevant regulator.

Ensure the forms and sample bags do not identify the client or property address. The client details and address must be kept confidential.

Example of Chain of Custody form once completed:

sam@jimsbuildinginspections.com.au

LRM GLOBAL
P.O. Box 1237
Carlton VIC 3053
enquiries@lrmglobal.com.au

CHAIN OF CUSTODY

Job Number: Na

ATTENTION Karu.
CLIENT
CLIENT NUMBER
LOCATION MOORABBIN JOB

Sheet 1 of 1

Sample Number	Sample Date	Sample Type	Analysis Required	No. of Containers	Turn-around Time Required
1	24-9	Sheet	Eaves RHS House	1	48hrs
2	↓	Sheet	Wall Exterior Shed	↓	↓
3	↓	Vinyl	Laundry Flooring	↓	↓
4	↓	Pipe	Water Pipe Exposed	↓	↓
5	↓	Lagging	HWS insulation	↓	↓

Additional information::

Email Results To	Tick
jon.lawson@lrmglobal.com.au	
chris.goletsos@lrmglobal.com.au	
phil.indovino@lrmglobal.com.au	
ivan.cupic@lrmglobal.com.au	
kevin.b@lrmglobal.com.au	
ajacob@lrmglobal.com.au	
anan.r@lrmglobal.com.au	
l.rekkas@lrmglobal.com.au	
s.laios@lrmglobal.com.au	

Total number of containers 5

Sampled by: SAM ROBERTSON

Checked by:

Chain of custody must be signed and dated by LRM, courier, and laboratory.

RELINQUISHED BY (Signature)	ORGANISATION	DATE / TIME	RECEIVED BY (Signature)	ORGANISATION	DATE / TIME
	LRM Global				
RELINQUISHED BY (Signature)	**ORGANISATION**	**DATE / TIME**	**RECEIVED BY (Signature)**	**RECEIVED FOR LABORATORY BY (Signature)**	

Workplace Asbestos Inspections & Audits (Sampling)

Follow the procedures for the Standard Asbestos Inspection and Audit, including sampling procedures, as outlined above.

Asbestos

The findings of the Asbestos Inspection and Audit along with the Report of Lab Results will enable you to amend your original report and reissue it to incorporate the lab results creating a Workplace Asbestos Register.

An Asbestos Register triggers a number of upsell opportunities.

LABELLING

That all identified areas containing ACM or that are Asbestos need to have a permanent label as a warning to workers / tradespeople / future inspectors etc. We can return to label all Asbestos in the Register or do it as part of a complete package.

REGISTER REVIEWS

Workplace Asbestos Registers need to be updated at intervals of no more than five years with various triggers for earlier review.

You should record any locations where you prepare Registers and keep in regular contact with these clients so that you can contact them to reinspect regularly. You may choose to offer an Annual Asbestos Check Up – to identify any ACM that has deteriorated or become damaged in the intervening period.

MANAGEMENT PLANS

See Management Plans below.

- See also Asbestos Inspection & Audit Training Materials about what is required in an Asbestos Register
- See also Asbestos Management Plan

Asbestos Management Plans

After preparing an Asbestos Register is prepared for a Workplace, the next step is to offer to prepare an Asbestos Management Plan. This will be focussed on generating recurrent inspection work.

The management plan's address each identified location of asbestos and make a recommendation relating to the management strategy taking into consideration the condition of the ACM. Generally the management options are:

- Monitoring
- Remediation
- Removal

Builders / Homeowners Pre-Construction Inspection & Audit (TEMPLATE PENDING)
Again prior to any building works commencing the building owner or manager and / or the builder responsible has a duty of care to have any Asbestos or ACM in the building identified by a competent person. This must happen – either via the builder or building owner or manager - before commencing any work on site.

The aim is to ensure that the Asbestos of ACM is dealt with (eg: removed, encapsulated, avoided or dealt with using PPE and administrative controls) before it can become a greater hazard as the building transitions from being a home to a workplace for builders.

Clients in this circumstance can be Property Managers, Building Owners, Home Owners or Builders and Subcontracted Trades.

Follow inspection procedures as per above including for Sampling but inspection and sampling is limited only to locations of identified or suspected ACM that would be affected by Renovation, Refurbishment or Extensions, unless a broader inspection is requested.

The aim is identification; the recommendations and advice are not as relevant as the report simply informs the builder and homeowners approach to workplace or site OHS controls.

Most defect statements will refer the builder or homeowner to the Project Manager to determine how to manage the presence of Asbestos given building plans we may not be privy to.

Clearance Certificates

Why a Clearance certificate is required

A clearance is a written statement confirming the asbestos removal area and its surroundings is clear of asbestos and has been cleaned satisfactorily to be safely reoccupied.
It must be obtained prior to any person reoccupying the area.
This is in relation to any friable asbestos and non-friable that is more than 10 square meters.
The person who commissioned the work (not the removalist) must obtain the certificate from an independent person. If the removal is conducted in a domestic premises for domestic purposes and the person who commissioned the work is the owner, then the licensed removalist must obtain the clearance

What must a clearance certificate contain
A clearance must state

- There is no visible asbestos residue remaining as result of the removal work
- If applicable paraoccupational air monitoring in the area indicates airborne asbestos fibre level is less than 0.01 fibres/m
- Include the scope of works to avoid confusion of any remaining fixed asbestos that was not part of the removal work
- The visual inspection relates to the removal work that was done and any visible asbestos residue resulting from the removal area and its surroundings during the inspection
- In some situations it may be apparent that asbestos contamination of the removal area could occur after the visual inspection. The certificate needs to explain the inspection was done and the status of the area at the time of the inspection. It needs to explain the risk of further contamination based on particular circumstances which needs to be described

Market opportunity

- Minimal effort to start this service

- We have the 5014a already in our Franchise start up
- FSOs responsible for Workshopping this service in their regions with an overview provided as part of CRBI course from November 2015 onwards. (starts in VIC)
- Increased demand with Jims Asbestos Removal.
- Asbestos removalists and Demolition companies are predominately the targeted customer
- Price point is around $220 partial removal $350 for whole property in Vic. Slightly higher in NSW but I think it's pretty consistent across the board
- Better service to clients when doing Sample reporting as we can take them through the whole process, including referring Jims Asbestos removal and providing the Clearance to ensure client knows all the asbestos is gone
-

Legislative requirements

- No licence required in VIC unless Friable
- Need to be deemed competent and independent from Removal company
- Internal Pre requisites is 5014a course 3 to 5 supervised inspections depending on accuracy
- First 3 clearances reviewed by FSO
- Workshop Half day

Insurance

- We are covered under our current insurance

Document Format

- Build Inspect has a report format for Clearance Certificates

FOR COMPLETE REMOVAL

- After obtain a job there are a few items you require from the removalist, you need.
- A copy of their Workcover online registration form.
- A copy of the removalists Management Plan. ARCP This is useful for complete removal (Best practise but not required legally)
- A copy of their licence
- Copies of all tip receipts relating to the site. (Best practise but not required legally)
- Any plans that are available. This is useful for complete removal (Best practise but not required legally)

PROCEDURE

- Wear an appropriate mask (P2) and gloves.
- Ideally, have a company representative from the removalist meet you on site.
- Ask for them to determine the inspection area, mark this out with line marking spray paint.
- Ask them the proximity of the load area, mark this area.
- Measure or step out the area and note it down, measure a reference point to the site.
- Take photos from each corner of the inspection zone.
- Proceed with visual inspection, in a grid pattern 1mt either side of you (2mtr section) at the start and end of each pass, spray a small line.
- Have with an appropriate disposal bag for collection any pieces...glove up

- Take a photo for any items collected (this photo is not required to go into your report) and advise removalist that you have done this.
- You are looking for any evidence of ACM or ACD.
- Raise a clearance certificate and send off, include in your email the photo of the ACM.
- If ACM or ACD is found, immediately inform the removalist. The removalist must revist the site to clean the area, and the procedure must start again before a certificate is issued.

FOR STRIP OUTS

- After obtain a job there are a few items you require from the removalist, you need.
- A copy of their Workcover online registration form or details of the form
- A copy of the removalists Management Plan. ARCP This is useful for scope (Best practise but not required legally)
- A copy of their licence
- Copies of all tip receipts relating to the site. (Best practise but not required legally)

PROCEDURE

- Wear an appropriate mask (P2) and gloves.
- Ideally, be there at the end of the final clean to witness vacuuming and or wash down.
- Ask for them to determine the inspection area.
- Ask them the proximity of the load area.
- Take photos from each corner of the inspection zone.
- Proceed with visual inspection, in a grid pattern 1mt either side of you (2mtr section).
- Have with an appropriate disposal bag for collection any pieces...glove up
- Take a photo for any items collected (this photo is not required to go into your report) and advise removalist that you have done this.
- You are looking for any evidence of ACM or ACD.
- Raise a clearance certificate and send off, include in your email the photo of the ACM.
- If ACM or ACD is found, immediately inform the removalist. The removalist must revist the site to clean the area, and the procedure must start again before a certificate is issued.

How many hours / effort vs return in your business

Generally for a complete demolish of a residential home and strip out usually takes 30 to 45mins and
raising a certificate takes about 20 to 30mins

How it fits into your week

The clearances are a great addition to my work load, once you develop a relationship with a removalist or
multiple, dates are set in advance as determined by the Online Registration which helps to manage your time

Any tips and hints for other franchisees who may want to pursue this.

Any suspected ACM found take it back to the removalists (within reason) and tell that you found it but will still issue a clearance and leave the ACM with them to dispose of, it's their responsibility and you have provide a service they will be or should appreciative of.

Dilapidation Inspection Procedures

A dilapidation inspection report is provided to parties that are involved in construction in adjoining or adjacent properties or structures.

Dilapidation reports are ordered by civil construction companies, builders or property owners prior to adjoining or adjacent works commencing so that if the works cause damage a baseline of data is available.

This baseline dilapidation inspection report is then used as the basis for comparison and most likely compensation and to scope works required to return the affected property to its original condition.

Consequently it is likely that when damage is observed a secondary inspection would be undertaken by you to document the differentiation and to quantify the damage.

It is important to note that the context and scope of a Dilapidation Inspection Report may be limited depending on the situation.

- Single building including surrounds (see Definition of Site)
- It may be a strata title property (see Dilapidation Reports and Strata Property)
- It may be a dual occupancy type lot (see Definition of Site)
- It may be of just a part of a site or building
- It may be of other forms of assets like footpaths, drains, retaining walls, landscaping structures, roads etc.

For example you may be engaged by a builder to conduct a dilapidation inspection report on a footpath, driveway crossover, civil structures like pits and drains, retaining walls or fences rather than an entire home.

This may be where factors like road works, tunnelling or demolition works may affect just some limited structures rather than a building itself. Use Areas Inspected and Special Condition to note the response.

However your primary reference for a Dilapidation Inspection Report is otherwise the Standard Building Inspection Report (AS 4349.0 – 2008) noting that a Dilapidation Inspection Report has a:

- Greater focus on documentation of even minor defects which should be specifically noted
- Requirement for a larger and more extensive record of photos which generally document the condition of the property even if there are no defects.

Expanded Definition of 'The Site'

Unless otherwise specifically requested please note that the definition of the Site is expanded in nature.

Under AS4349.0 the site is defined as the property boundary and or up to 50m. When conducting a dilapidation inspection you should include any assets which may be owned by government authorities like:

- Crossovers
- Kerbing and Channel
- Footpaths
- Retaining Walls
- Fencing
- Pavement
- Paved or bitumen road ways which are adjoining the affected areas
- Post boxes

Dilapidation Reports and Strata Property

Under AS4349.0 inspections of strata property generally excludes inspection of property common to the strata units.

When working on a strata property delivering for the purpose of a Dilapidation Report always confirm the requested scope of works. If you are engaged to conduct an inspection on just a single strata unit you need to be very specific and clear about whether any of the clients require inspection of common property.

Examples of common property could be storage areas, entrances, bin storage, car parking, laundry or other communal facilities, landscaped areas, courtyards etc.

DILAPIDATION INSPECTION REPORT PROCEDURE

Except for the definition of the site, dealing with strata property and how minor defects are treated, you should otherwise follow the standard building inspection procedures as documented in AS4349.0-1997, this Divisional Manual and as described in your Completed Residential Building Inspection Course.

- Inspect all areas as per usual
- If the scope of the inspection is limited note that in Special Conditions and specifically in Areas Inspected and Areas Not Inspected (i.e. you are inspecting just a driveway and pathway)
- Note all limitations and obstructions as per usual.
- All existing defects should be noted as per usual (Safety Hazard, Major and Minor)
- *However* ensure that you *provide a specific listing of minor defects*, not a general impression regarding Minor Defects as the usual practice under AS4349, be specific about things like quanities, exact locations etc.
- *Take additional photographs* of all areas – even if there are no defects - and include using the Code – For your information
- Make certain in particular that any cracking or defects are noted in detail with extensive use of measurements and photos including scale. You must be precise and exact in the mm width, length, locations and numbers of cracks in particular.

Examples:

- A single crack of up to 1mm in width is evident running across masonry rendered wall for a length of 9mm
- Four cracks measuring from 300mm up to 920mm in length extend from side gate towards the rear at approx. 1220mm high from ground level. The crack widths range from 1mm to 4mm.

SECONDARY INSPECTION REPORT

If damage does occur it is probable that you would be contacted for a secondary or follow up report. The purpose of which is to document the damage or the change in existing damage affecting the property.
In this instance you should:

- Create a Copy of the original inspection report
- Work defect, delete defects that have not changed or are unaffected
- Edit any existing defects which have become exacerbated by documenting in writing the difference or change, how it the works would have been responsible and include the before photos but add new photos to that defect statement showing the subsequent or additional damage.
- Also record any new defects that have occurred as per normal

In some instances particular entities may request a secondary report to confirm simply that there was no change. In this instance you can again just create a Copy of the Report – redate, update the summary to reflect the context of the report and reissue it – assuming there was in fact no change.

Sample Defect Statements for Secondary Dilapidation Inspection Reports

Change in existing defect
It was noted that on reinspection of the property that the existing defect has been exacerbated by construction / demolition works on the adjoining property.
The primary change to the existing defect is that it has become (more numerous, larger, extended in length, etc).
This change is directly attributable to the adjoining construction and demolition because (impact damage, undermining, vibration, water damage, exposure, leaks etc)

New defect
It was noted that on reinspection of the property that a new defect has been identified which was not present during the original dilapidation inspection.
Describe the defect as per normal (evidence, cause, implication, rectification) noting specific details i.e. measurements, numbers and exact locations.
It appears to have been caused by construction / demolition works on the adjoining property because of (impact damage, undermining, vibration, water damage, exposure, leaks etc)

Suggested Pricing

Contact your Franchisor in each region for advice about local pricing conditions. It is difficult to provide a set of RRP for Dilapidation Inspection Reports as they scale and scope of what is to be inspected may vary significantly
Your pricing consideration should reflect

- Scope of works; are you inspecting one or multiple homes or just a footpath and crossover
- Whether you are getting access to repeat and ongoing work which may necessitate a discounted rate to achieve the relationship
- Whether they want a package of pre and post work inspections or only the upfront inspection and a second one if damage is claimed to have occurred.

Please be aware that there are opportunities to be retained or respond to tenders and make bids to be on a panel for standing service provision which would generally require reduced rates to be competitive.

OWNER BUILDER WARRANTY INSPECTIONS

IMPORTANT NOTE:

Each state has different requirements regarding Owner Warranty Inspections. Refer to the State Based Appendix for additional information in your state. This is available in the Shared FSE Dropbox folder.

Objective of an Owner Builder Warranty Inspection:

Describe -for the insurer - the current condition of the property with specific reference to the aspects of the building that were built or renovated by the Owner Builder. In particular we are required to document the following items so that the insurer may exclude coverage:

- Defects
- Incomplete construction
- Use of second hand or recycled building materials

What is Owner Builder Warranty Insurance?

Owner Builder Warranty Insurance is a policy that is taken out by an Owner Builder if they are seeking to sell their property within a nominated time frame (varies by state), generally within 6 years of the works being completed.

The Insurance Policy protects the purchasing party (the buyer is the beneficiary) in the event that defective, incomplete or substandard works are discovered so that the Owner Builder can be held to account for these.

Why is it required?

In purchasing a home built by a professional builder, the buyer has protections afforded by the Builders insurances. In the absence of a builder this insurance policy, bought at the point of property exchange creates similar protections for the buyer.

Specifically they come into force in the event that the owner builder dies, disappears or becomes insolvent.

How does it work?

Owner Builder Warranty Insurance requirements differ from state to state and in some states like Queensland, there is no requirement to have insurance at all.

Refer to state based advice appendix provided. It is critical you cross reference to state specific information as there is significant variation state to state.
State Based Prerequisites to deliver the service and differences in state processes are defined in this separate document.

In addition there is a small pool of insurers who extend this coverage.

So the covering insurer is generally either QBE or a handful of other insurers. In some situations the policies are extended by a state authority underwritten by QBE.

It seems to be only in Victoria where the process of an Owner Builder Warranty inspection is referenced in Regulation (137B) making it a requirement for the inspection report to be provided to potential purchasers prior to purchase with other presale declaratory information and ensuring that the Inspection is provided by a Registered Building Inspector and to have a higher level of Professional Indemnity Insurance coverage ($1.5million rather than our existing $1million PI Policy).

Who is the client and referral network?

The inspection is mostly likely to be booked and paid for by the Owner Builder. In some cases a conveyancer or solicitor may book the inspection.

Please however keep in mind that there is a secondary client which is the underwriting insurer.

JBI consulted major insurers and many insurance brokers who had offices in multiple states requesting advice as to whether any pre-approved formats for reports were required. This feedback where provided was incorporated into our documentation.

Conveyancers, Settlement Agents and related Property Solicitors are likely to play a major role in providing referrals for this type of work.

In addition effort should be made to make contact with training providers in your local area that provide support to owner builders.

You should also develop relationships with insurance brokers who offer this type of coverage as they are likely to be a probable source of referral.

Pre Requisites and New Service Commencement

Prerequisites for our inspectors to deliver these services differ state to state. Refer to the state based appendix for your state

However aside from the instructions below there are no other specific training requirements.

Before delivering this service you need to:

1. Review pre-requisites and confirm you meet them for your state

   a. If in Victoria you need to be licensed building inspector and increase your Professional Indemnity Insurance to $1.5m)
2. Review the new report format
3. Review the new terms and conditions

4. Prepare your modified Pre-Inspection Agreement (see available template) ***Please note WA franchisees will also need to use the Electrical Waiver Preinspection Agreement for electrical to be turned off for roof void/subfloor inspections.***

5. Advise your FSO you wish to deliver this service – they will:
   a. Make it available as a service you can offer on FMS4 / Jim's Online
   b. Make it available to you via BuildInspect (you will need to refresh your App)
   c. Ensure marketing for this keyword is turned on in your local area
   d. Provide your first three reports to your FSO for their review prior to sending them to your client; you may elect to do this on live jobs or trial jobs that you arrange. If your FSO requires you to do additional reports due to feedback provided that is at their discretion, and is required.

FRANCHISORS please ensure that you update the FSE profile in FMS4 with notes confirming you have addressed 6.d, review of FSE Reports.

6. Review the available Local Area Marketing Guide and templates to assist you to promote this service locally
7. Begin marketing and delivering the new service

Insurance

Jim's Insurnace have confirmed that existing PI and PL policies include these inspection services except in Victoria where you will be required to increase your Professional Indemnity limit to $1.5million on your existing policy.

How is an Owner Builder Inspection Report different?

As the Report may be done up to 6.5 years after the Certificate of Occupancy is issued an Owner Builder Report addresses a mixture of defects that may be found in a standard building inspection report and new construction inspection services.

However the insurer is specifically interested in just three things as it relates to works by the owner builder:

1) Defects in works completed by the owner builder
2) Incomplete works
3) Building works which used second-hand or recycled building materials

The major difference in our Reporting Inspection Procedures and our App is that Minor Defects and maintenance items, unrelated to the Owner Builder's construction and renovation work are excluded.

Please note minor defects related to the construction and renovation work should be listed in the general Defect category.

An important distinction to make is that the Insurer is **not interested** in categorisation of Major and Minor defects.

However we feel there is an overarching moral requirement to report on any safety hazards whether they are related to the building work or not, as such it remains in the BuildInspect App as a category.

The insurer is only interested in defective building works by the owner builder, items left incomplete or use of second hand or recycled building materials because they will exclude these elements from the insurance policy offered to the purchaser.

Any maintenance items or minor defects unrelated to poor building practices (eg: children drawing on walls, or holes in a door due to impact damage) should be listed as For Your Information and clearly noted that they are not a defect as it relates to the owner builder's work.

The critical factor is that items like maintenance, for example of sun exposed, degrading, paint work or blocked guttering, are not included as a defect. By contrast defective original application of paint or installation of incorrect materials for guttering would be.

It is important to note that as a consequence of this coding duplication of defects may occur.

For example if the client:

- Has used recycled building materials and that element of work or construction is incomplete
- Has done a substandard job of surface preparation and paint work job on an area and its incomplete

This duplication cannot be avoided so ensure that you list that defect statement twice, properly categorised to ensure its comprehensively covered.

Defect Categorisation in Owner Builder Warranty Reports

- Safety Hazard
- Defect – any defect major or minor related to the building works of the owner builder
- Incomplete Works
- Recycled Building Materials
- Minor Defects – minor defects and maintenance items unrelated to works of owner builder
- For your information – note the documents sighted during inspection or provided by email.

Scope of Inspection

Aspects of the property which were built or renovated by the Owner Builder.
This may be:

- the entire building
- or in the case of an extension; only the extension

- or in the case of a renovation and extension; renovated areas of the property and the extension.

Use *Special Conditions* and *Areas Inspected / Not Inspected* to delineate the scope of the report as each case is likely to vary to some degree.

Areas for Inspection

Noting the above potential limitations on the scope of the inspection, that is we only focus on areas that the Owner Builder renovated or built, the areas for inspection remain the same as any other building inspection and include where applicable:

- Roof Exterior
- Roof Interior
- Interior
- Exterior
- Subfloor
- The Site

Inclusions / Exclusions

The exclusions for a building inspection report completed for Owner Builder warranty purposes are the same as would be in evidence at a normal building inspection or handover stage of a New Construction Inspection.
For example factors like internal framing, any works below ground level and other construction elements like DPC which may be obstructed or inaccessible are excluded from inspection.
The inspection excludes appliances and systems like electrical, plumbing and gas however you should always note any identified suspected non-compliance for further inspection.

Inspection Procedure

The inspection procedure is the same as for a Handover Inspection. Refer to the Handover Inspection procedures in the chapter on New Construction.

Additional Required Items – Documentation

During the pre-inspection process it is required to request a copy of the following documents from the Owner Builder. They would ideally be provided prior to inspection by email or sighted during the inspection.

It is important to ensure that you do not represent in the report that they were 'checked' or provide any further commentary as to whether they are correct or satisfactory as this is the role of the local government authority issuing a Certificate of Occupancy and or the associated Building Surveyor or Certifier.

If the Owner Builder provides all or some of the documentation you should note what was sighted and what wasn't and whether it 'appears' satisfactory.

The statement is worded in BuildInspect so that the client is advised we are not the appropriate authority to comment on their status.

Photography Guidelines

Within the iPad application you will have the limited capacity to edit pictures prior to inserting them; any additional editing also takes up valuable time.

Always aim to take 1-3 photos of each defect so that you can use the best of them.

IMPORTANT – keep all photos you take during the inspection and store them securely in Dropbox or other program.

You are responsible for keeping all your photos irrespective of whether you use them all in the Report. Additional unused photos should be kept in the event of an insurance claim where you may use them to evidence that you inspected areas or to detail the absence or presence of a defect or the degree of obstruction or limitation.

Following some basic guidelines will assist you to take the best quality shots saving time and ensuring the usability of the shots.

1. Frame the shot so that the defect is clearly visible and highlighted. Some examples include:
    a. Use of tight focus or zooming in
    b. Ensuring the shot is not blurred
    c. Ensuring there is adequate lighting, turn lights on, use your flash or your torch to highlight defect
2. Consider environmental factors
    a. Know the position of the sun so that you don't cast a shadow or take a photo into the sunlight which results in the defect being in shadow.
3. Consider the angle
    a. The best angle to highlight a defect may not be straight on, uneven or bulging walls are best photographed from the side
4. Provide context
    a. Use your 1-6photos to tell a story, take a wide scape shot, a shot of the cause of the defect e.g.: damaged guttering and then a shot of the weatherboard rotting timbers
    b. Use an item that indicates scale when zooming eg: your foot in the shot or a torch.
    c. Highlight poor angles of alignment and uneven floor levels by placing a level within the shot and taking a variety of shots that show unevenness.
5. Essential Pictures
    a. Always take a shot of being under the floor, in and on the roof to allow you to prove that you accessed those areas
    b. Always take a photo of the front of the house for the cover of the report
    c. Always take a picture of before and after any invasive inspections

d. If damage occurs during inspection take comprehensive photos

e. If you are aware of any disputed items or conditions take photos of these

f. Take more photos than you think you need, you don't have to use them all

Customer Service Standards

Our customer service standards currently include:

- Responding to clients within a maximum of 10minutes, our contract says 2 hours but within 10minutes or sooner is our benchmark. Client enquiries include leads, phone messages, emails, faxes and any other communication.
- Respond with a high standard of customer service and information including:
  - Providing your contact details
  - A quotation
  - A pre-inspection agreement (incl electrical waiver for WA)
  - Information about the services we provide & our warranties
- Same day reporting is mandatory except when specific issues arise, clients should be advised as this occurs.
- Always be independent and free of influence when reporting on conditions of buildings.

Live the motto of Reliability Guaranteed:

- Agents are our clients as well so if there are delays in moving between jobs respect their time and notify them as early as possible.

STRATA REPORTING

Objective of a Strata Report

Describe –for the purchaser - the current financial situation and all relevant management criteria of the managing of the Strata Scheme/body. Specifically the task is to identify for the Lot owner any defects or issues related to common property that may cause otherwise unexpected or additional costs.

Please note the terms Body Corporate and Strata Scheme (also sometimes called Strata Body) are used to describe the same entity but differs depending on state. In both instances they are defined as the managing body and arrangements of common property. In this instance Strata Scheme will be the terminology we use.

What is Strata Reporting?

A strata report will document for the purchaser of a related lot matters affecting or pertaining to the common property of that lot, which the purchaser also acquires an interest in.
The Report documents the management arrangements of the strata scheme, reports on the presence and adequacy of required record keeping and specifically identifies for the potential purchaser any additional costs that may be incurred related to the common property they are acquiring an interest in.

Why is it required?

A strata scheme/body Corporation is a building or collection of buildings, where individuals each own a small portion (a lot) but where there is also common property (eg. external walls, windows, roof, driveways etc), which every owner shares ownership over.
Strata schemes are, in effect, small communities where the activities and attitudes of residents can have a significant impact on the satisfaction and enjoyment of others.

Purchasing a report will ensure that a purchaser is aware of the entitlements, responsibilities, obligations and costs when owning a property in a strata scheme.
An inspection will show the history of maintenance of the building and provide a valuable insight into any complaints lodged by other owners. It may also show plans for future spending.

How does it work?

Strata Reporting is common in Qld (Body Corporation) and NSW (Strata Scheme).
The report is compiled by making an appointment with strata manager and obtaining records to create a picture of the Financial, Cultural and Management aspects of the Scheme.
Over time it is expected that the face to face requirement for interaction with strata managers will diminish and Inspectors will be able to request required documentation be supplied electronically.
As a result attendance on the offices of the strata manager should diminish over time.

Who is the client and referral network?

The Client

The client is the person who books the job with you.
NSW – Likely to be the conveyancer (in which case the purchaser is The Principal)
QLD – Likely to the be purchaser
Other states – TBC with operating environment research and practice
There is consequently a market for OnSpec Strata Reports to be provided alongside OnSpec reports of Apartments, Units etc.
It is highly probable that someone buying a PrePurchase Building Inspection Report for a unit or apartment would also buy the Strata Report.
As such these Reports are seen as a valuable add on or upsell.
We do not envisage a high level of demand for these reports as a stand-alone item.

Referral Network

Consequently the referral network for these services is primarily the same as pre-purchase building inspections.

Pre Requisites and New Service Commencement

There are no specific additional licences, training or pre-qualifications you are required to meet to deliver these services.

However you are required to follow the instructions below prior to commencement of service delivery.
Before delivering this service you need to:
1. Read the State Based Authority information specific to this service in your state
2. Read the Divisional JBI Manual in particular the new chapter on Strata Reports
3. Review the new report format
4. Review the new terms and conditions
5. Prepare your modified Pre-Inspection Agreement (see available template) incl electrical waiver for WA
6. Advise your FSO you wish to deliver this service – they will:
    a. Make it available as a service you can offer on FMS4 / Jim's Online
    b. Make it available to you via BuildInspect (you will need to refresh your App)
    c. Provide your first three reports to your FSO for their review prior to sending them to your client; you may elect to do this on live jobs or trial jobs that you arrange. If your FSO requires you to do additional reports due to feedback provided that is at their discretion, and is required.

FRANCHISORS please ensure that you update the FSE profile in FMS4 with notes confirming you have addressed 6.d, review of FSE reports.

7. Review the available Local Area Marketing Guide and templates to assist you to promote this service locally.
8. Gather details of Strata Scheme Managers in your local area and begin developing a strong working relationship with them
9. Begin marketing and delivering the new service

Insurance

Must be added to your existing policy at no additional charge.

Inspection Procedure

1. Make a request in writing to the Strata Scheme manager and accompanied by the required fees stated below. (Template provided)

It is important that you inspect the financial and other records of the owners Strata Scheme to facilitate reporting.
The strata scheme manager must let you look at all the records and should make arrangements with you to do this. This may via in person inspection and / or also via provision of electronic records.
When you are looking at the records you should make copies (for example, a copy of the strata roll) or if they are sent to you electronically save these records as they may be supplied as an attachment to the client.
Unless you have the owners corporation's written permission you must not take any of the records away.
Use the following list as a checklist of documents to request, review and obtain copies of the following documents.
Make a note of any documents which are not available, any documents that are not current or any documents for which an adequate duration (E.g: Item 2, AGM Minutes)

1. Strata Scheme Roll
2. AGM Meeting Minutes for last 5 yrs (if applicable)
3. Strata Scheme Registration Certificate
4. Strata Scheme Management Agreement (if applicable)

5. Certificate of Title
6. By Laws
7. Any pending by-laws
8. Insurance Schedule
9. First owners name and address
10. Expenditure Forecast **(NSW only)**
11. Property Valuation
12. Defects Report
13. Financial records for both Admin and Sinking Funds (if available) including information on the lot inspected and for the .
14. Dispute records
15. The schedule of unit entitlement (may be part of the strata roll)
16. Fire safety certificate/report

If a copy of the Certificate of Title is not available you should conduct and pay for an online title search and / or if available the client or their conveyancer may be able to supply one.
Title search links:

NSW http://www.lpi.nsw.gov.au/land_titles/online_products
$12.40 (inc. GST) on line

QLD https://www.business.qld.gov.au/industry/titles-property-construction/titles-property/searches-documents
Current title search this shows current owners of a lot or water allocation and other registered interests $17.00 (no GST applicable)

Fees and Charges – correct as at March 2015

NSW
Regulation states $30 and an additional $15 for each half-hour or part of half-hour after the first hour of inspection)
QLD
Standard Module
For Section 205(2) of the Act
The prescribed fee for inspection of the body corporate's records is: If the person inspecting the records is not a lot owner $28.90
The prescribed fee for obtaining a copy of a record kept by the body corporate (for each page supplied). $0.55
Fee's can be found below link:
http://www.justice.qld.gov.au/justice-services/body-corporate-and-community-management/fees#Payments

1) Enter the Client details into Build Inspect as usual

2) Enter the Building details into BuildInspect as usual

If not attending the site itself all of this information should be available via online research and reviews of related records; however it is envisaged most strata reports will be done in

conjunction with a pre purchase building inspection as well which will supplement available information.

3) Complete the BuildInspect defect statements provided in the report using Template Report deployed to the App.

   Fill in and address each of the provided pre-filled fields.

   Specifically your defect statements must note:

- Absence of or inability to supply requested documents
- Documents not supplied within the required timeframe
- Documents which are incomplete or not current (within the past three months)
- Documents which are available only in part or for less than the nominated period (ie 5 yrs of AGM minutes)

The Scope of Reporting is limited to the following items; your review of the records is aiming to identify and report on these factors:

- History of past owner complaints and disputes – summarise these disputes and note if they are ongoing or resolved. Specifically note if there are any financial costs to be levied on other lot owners in the future as a result.

- Recent or future plans for major maintenance or improvement works, note any additional costs which lot owners will be required to fund. Note the amount and expected date of this additional cost in the referenced section of the report and its purpose

- Any non-compliance with Regulatory Requirements such as Defects Reports or Fire Safety Certificates

- The balance of information is supplied as a collation of attachments for the clients information only.

Pricing

As per usual pricing is to be set by individual franchisees, this information is provided as a guide to assist you. Refer to your Regional Franchisor for region specific pricing guidance.

NSW

In NSW the cost to perform an inspection comes in at $30+$12.40 = $42.50 and current industry rates provide for a cost to client of approximately $250inc gst for these reports. Depending on lag times in the provision of documentation, your review of documents and preparation of the Strata Scheme Report should take approximately 45minutes to 1 hour. (These timeframes will be trialed by the Test Group prior to release).

QLD

To be provided.

Refer to Attachments

- Pre Inspection Agreement – to be provided
- Terms and Conditions – Sent examples
- Glossary amendments – To be checked and added to Tim's
- Report Format – word format and Buildinspect report template available

Currently Being Prepared Concurrent to Trial Group

- Sample Report
- Sample Additional Chapter LAM
- Sample LAM Materials

Property Condition Reports

Specific Inspection Procedures

A property condition report is a report which documents the condition of the building in relation to its tenancy and occupation.

The aim is to document the current condition of the property and to conduct entry, recurrent and exit inspections to ensure that the tenant does not do damage to the property.

If damage is present your report will confirm the prior and current condition on the basis of condition statements and photos.

IMPORTANT:

Please note these procedures must be read in conjunction with the State Based Regulatory Appendix, and specifically the Regulations related to residential and commercial tenancies, which applies in each state.

Where there is a discrepancy between these procedures and state based requirements and regulations these state based requirements take precedence over the procedures.

Please notify bek@bauengroup.com.au if you identify any discrepancies over time.

Service Description:

A property condition report includes four different types of inspection reports.

- Entry Inspection – Pre Tenancy
- Mid Tenancy Inspection – At scheduled intervals during the tenancy
- Exit Inspection – As soon as practicable after the tenant exits the property
- Safe2Rent Inspection – key safety components (under development)

The client group for this service is explained in the JBI Local Area Marketing Guide along with additional support, marketing resources and strategies which have also been provided separately.

Service Administration:

Depending on the client type and requirements the usual administration of the job would follow the process outlined below:

- Contacted by the landlord (estate agent or private) to conduct an Entry Inspection
- Take all usual property details including address, the landlord's contacts, when the inspection is required by and make arrangement to meet the landlord or collect and return keys as applicable.
- Complete the inspection and supply 1 or more copies as requested to the Landlord

It is most probable that this service will not be on Cash on the Day terms. Refer to the provided pre-inspection agreement which provides options for invoicing and payment. You should determine payment and invoicing terms up front for this service.

These inspection reports should <u>not</u> be made available for public sale - they will be private.

Proactive Inspectors will organise at this time the intervals for mid-tenancy inspections and schedule reminders appropriately.

If the Inspection is of a tenanted property ensure you also get the tenant's contact details including phone numbers, alternate contact number and email address. You will need to adhere to the requirements of the state based regulations for minimum notice periods to provide to tenants.

Ensure you enquire and document whether the tenant will receive a copy of the report directly or via the Landlord, again refer to the state based regulatory appendix for confirmation of requirements in your state or territory.

BUILDINSPECT: IMPORTANT INFORMATION

The method of using BuildInspect to create a property condition report is vastly different to the usual reporting by exception (of defects identified).

Each room element must be considered and its condition described. This is a fundamental difference in the methodology of inspection and reporting. As such the process for using BuildInspect is different.

The categories for severity coding are very different and importantly the scope of the inspection is limited only to:

- The main building interior and exterior

- The site and associated buildings only if the landlord requests these be included specifically

The following areas are excluded:

- roof exterior
- roof interior
- subfloor if applicable
- site conditions, building elements and structures on the site are still to be inspected

It is important to understand that **you are not reporting on major or minor defects** but the **condition of the property specifically in relating to the tenant's occupancy.**

For example: there may be a subfloor defect causing some cracking, doors and windows to jam and the floor to slope in some rooms. However that is not related to the tenancy itself, the tenant is not responsible for preventing, remedying or resolving that.

What to do if you see a structural or other building defect which is a safety hazard?

If it is not urgent or serious, separately but specifically note it to the landlord in the covering email to the report.

If it represents an **immediate, urgent and serious safety hazard**, that may result in a **significant injury or death** to the occupants, for example leaking gas, faulty stove etc, you would make immediate effort to notify the landlord immediately by phone, follow this up in writing and advise them to act appropriately and notify the tenant of the hazard in person if they are present or by phone if not present.

If you do this you should also let the landlord know you have notified the occupant.

As such you will note that the scope of defect statements available in Build Inspect is specifically limited in this report type.

You will be supplied with a report that already has an extensive list of defect items listed by room location.

You will need to:

1. Delete irrelevant sections (i.e. if no garage, delete that line), swipe right to left from the left hand side of the line.
2. Make comment on **all** other sections noting whether the conditions are:
    - Damaged

- Requires cleaning
- Poor Functionality
- Clean and undamaged
- Clean, undamaged and working
- Additional information

Each defect statement may be accompanied by a photo however for speed and efficiency it is advised to only add photos where a negative condition statement is made. Blue is positive and Red is negative.

Additional comments are encouraged however they need only be **very brief**, full defect statements describing cause, implication, remedy and trade responsible are not required.

Wear and Tear: it is useful to have a common definition of wear and tear although it will remain a subjective assessment. This is a likely area of conflict especially in relation to exit inspections. There is no definition in the regulations of Fair Wear and Tear to point to, so common sense application of principles should be applied.

Our Divisional Definition of Fair Wear and Tear is:

Damage and deterioration that happens through the ordinary day to day use of a place by a tenant or by natural forces, ie sunlight and heat deteriorates window furnishings and a carpet becomes worn from people walking in common thoroughfares.

Generally all state's residential tenancy acts require that tenants:

- Keep the place reasonably clean
- Tell the owner within three days if damage occurs
- Make sure they don't cause or allow damage to be caused by them or others either on purpose or by being careless. Further examples are provided:

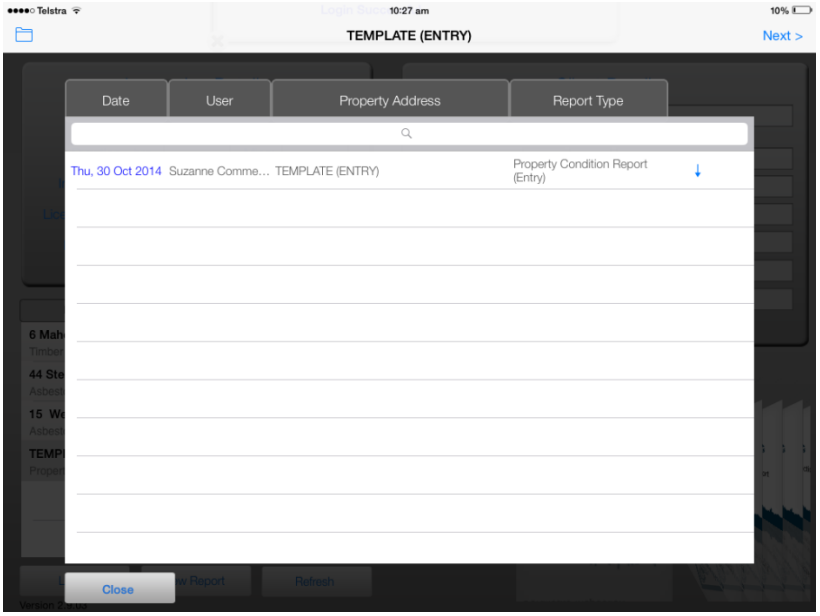
Fair Wear and Tear – Agent, Owner Responsibility	Careless or Negligent Damage – Tenant responsible
Cracked window pane not due to impact but old warped frames	Cracked window pane due to impact damage or careless closure
Garden mulch breaking down over time	Tenant's dog digging up garden mulch
Paint fading and discolouring over time	Paint discoloured due to cigarette smoke or candle flame or damage to paint surface from being drawn on.

Plaster cracks as building settles	Plaster chipped or damaged by careless moving of furniture or hooks / nails being added
Worn carpets due to day to day use	Carpet stains from spilt food / drink or pets
Faded or warped floorboards in areas of direct sunlight	Significant scratches or marks by deliberate action or carelessness
Water marks on a kitchen benchtop	Scratches and cuts on kitchen benchtop due to cutting directly onto the surface.

The following inspection procedures integrate the use of BuildInspect into the process.
Please note we will create and share reports of each property condition stage and you will need to open a new one each time from your Share folder in BuildInspect.

Property Condition Reports

- Start a new templated report from your share folder, take care that you use the appropriate report template type.



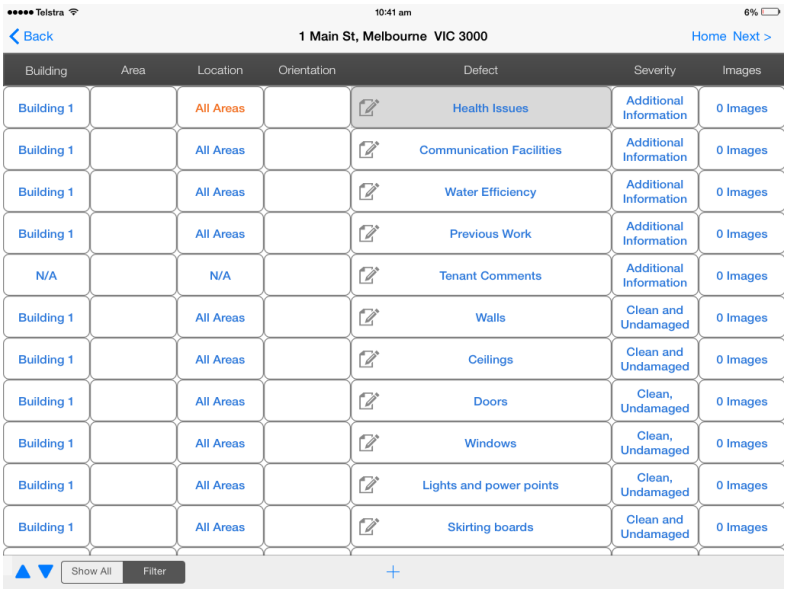
- Add client and address details to report checklist to the home page screen or select the lead. If the client is an estate agent, you would list them as the client and the property owner if known as The Principal.

- Select the report type as PCR – Entry, PCR – Mid Tenancy, PCR – Exit as required.
- Take cover photo of front of house
- Enter common, known details about the property e.g.: construction type, weather conditions, occupancy status etc. to report checklist

- Throughout the inspection take note of:
  - Potential attempted concealment of defects
  - Obstructions and limitations
- Work to limit obstructions wherever you can within the bounds of safety and reason,
- Begin inside the property, work consistently from room to room in a logical sequence. Personal preference will emerge regarding process e.g. some people prefer to do all

common areas first, it doesn't matter as long as your process is consistent and each room is covered.

- Use a common approach in each room.
  - Work through the list provided in the template report checking items off like a checklist. Rate each item as positive or negative using the category code below and provide a brief explanation as required
    - Damaged
    - Requires cleaning
    - Poor Functionality
    - Clean and undamaged
    - Clean, undamaged and working
    - Additional information
- Complete a similar process externally keeping in mind you are only inspecting for factors relevant to the tenancy, documenting current condition and inspecting for damage which has occurred beyond normal wear and tear
- Photos are only mandatory if an item is negative, however it is always recommended that even if you don't use them you take a number of other photos evidencing the general condition of the room.
- If a condition entry item is not relevant to any of the statements in the template, create a new statement using 'Other'
- If a condition entry item is not applicable i.e. doesn't exist in that particular building just delete the item. For example, ensuite is included for master bedrooms but may not be applicable in all houses etc.

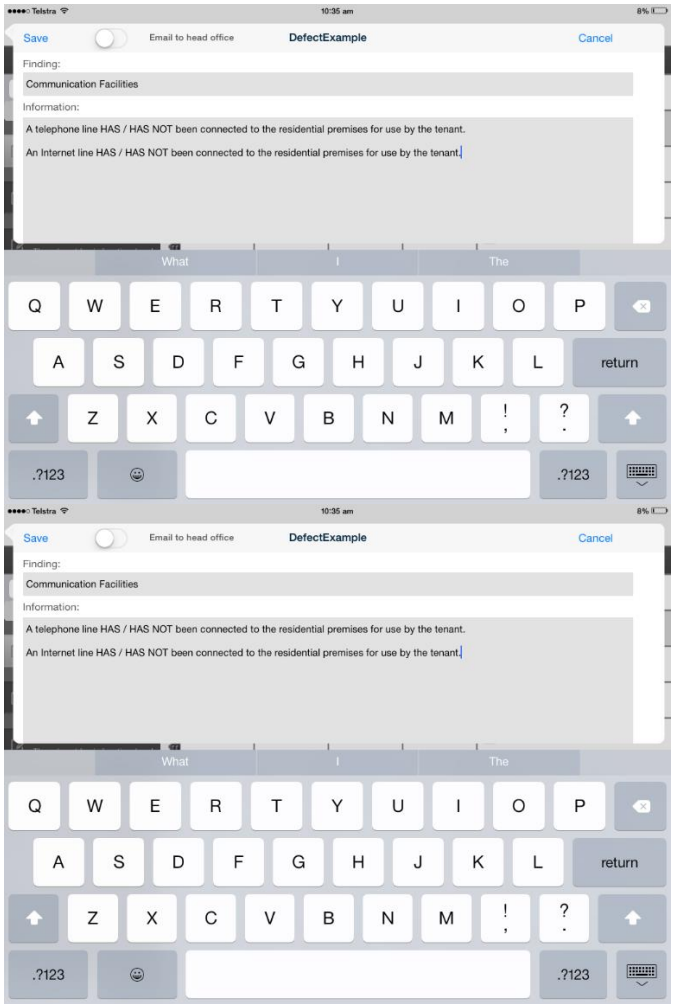


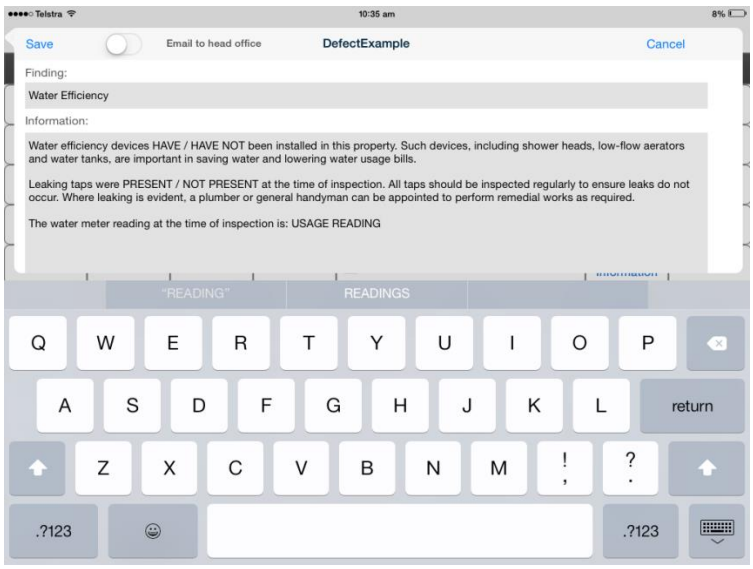
To add value, included in the inspection is an 'Appliance Inspection', this is an optional extra, you should discuss with the Landlord or estate agent as to whether they wish it to be included in the scope of the inspection.

Additional Information

In NSW the following items are required in PCR's which exceeds the minimum requirement in other states. We are using it as a baseline standard to apply nationally however if you are in any location other than NSW, they are optional.

- Record the water meter reading
- Comment as detailed in the templates on the presence of:
    - Rubbish/debris
    - Health issues
    - Communication facilities Foxtel, phone and data points
    - Water efficiency





These fields must be edited prior to generating the report.

- Advise client you have finished and pack up
- Prepare report
- It may also save time to only remove any statements not relevant to the inspected property at this time.
- Invoice / process payment and ring landlord with verbal report

Refer to additional specific instructions regarding identification of Safety Hazards.

Property Condition Reports – State-Based Inclusions

Summary of Review

Each state has its own Tenancies Act.
Generally requirements are common and broadly include that Property Condition Reports must be provided by the lessor or lessor's agent to the tenant on or before the commencement of tenancy. This is a compulsory requirement across all states, in line with the Residential Tenancies Act. Whilst compulsory, such reports are not required to be completed by a licensed building inspector or registered builder.
No occupational licensing or registration is required to conduct a Property Condition Report – this applies for all states and territories. No additional training or qualifications are required for existing FSEs.
No major differences exist between the expectations and requirements for each state/territory. However, the requirements for a property condition report in NSW are quite detailed, and have therefore been used to construct the JBI property condition report template. This includes items such as water efficiency, potential health hazards, and communication facilities for use by the tenant.
Two copies of the condition report must be given by the landlord or landlord's agent to the tenant before or when the tenant signs the residential tenancy agreement.

State and Territory Findings

Victoria

RESIDENTIAL TENANCIES ACT 1997 -
http://www5.austlii.edu.au/au/legis/vic/consol_act/rta1997207/

RESIDENTIAL TENANCIES REGULATIONS 2008 (SR NO 55 OF 2008) -
http://www5.austlii.edu.au/au/legis/vic/num_reg/rtr2008n55o2008397/

STATE GOVERNMENT BODY - Consumer Affairs Victoria
'If a tenant pays a bond, the landlord must, before the tenant enters into occupation of the rented premises, give the tenant 2 copies of a condition report signed by or on behalf of the landlord specifying the state of repair and general condition of the premises on the day specified in the report.'
This report is an important written record of the condition of the premises. Both the landlord or agent and the tenant should keep signed copies for future reference. It may be used as evidence in any dispute about cleaning, damaged, safety or missing items. It is vital that you complete the report comprehensively and note anything which seems unsafe or insecurely fixed.

New South Wales

RESIDENTIAL TENANCIES ACT 2010 -
http://www.austlii.edu.au/au/legis/nsw/consol_act/rta2010207/

RESIDENTIAL TENANCIES REGULATION 2010 -
http://www5.austlii.edu.au/au/legis/nsw/consol_reg/rtr2010298/

STATE GOVERNMENT BODY - NSW Fair Trading

Before the tenancy begins, the landlord or landlord's agent must inspect the residential premises and record the condition of the premises by indicating whether the particular room itself is clean, undamaged and working.

In NSW, a property condition report must also comment on the following items:

a) Health issues
    i. Mould and dampness
    ii. Pests and Vermin
    iii. Rubbish left on premises
b) Communication facilities
    i. Telephone line
    ii. Internet line
c) Water efficiency devices
    i. Showerheads - flow rate
    ii. Internal taps – flow rate
    iii. Leaking taps
d) Water meter reading

A general inspection of the condition of the property is required, where building elements should be identified as being clean, undamaged and working, or otherwise. The scope of the inspection includes appliances.

The New South Wales property condition report template is the most detailed when compared to other states and territories. The requirements for NSW will therefore be included in the construction of the JBI template for property condition reports.

Western Australia

RESIDENTIAL TENANCIES ACT 1987 -
http://www.austlii.edu.au/au/legis/wa/consol_act/rta1987207/

RESIDENTIAL TENANCIES REGULATIONS 1989 -
http://www5.austlii.edu.au/au/legis/wa/consol_reg/rtr1989316/

STATE GOVERNMENT BODY - Department of Commerce
As of July 1 2013, PCRs are compulsory in Western Australia when a tenant moves into or out of a rental property.

Inspection of any water efficiency devices within the property is required, as is the water meter reading (at the commencement of the tenancy).

'When a tenancy ends, the PCR will be used as evidence if there is a dispute between you and the lessor about maintenance and repairs or about the return of bond money.'

Queensland

RESIDENTIAL TENANCIES ACT 1994 -
http://www.austlii.edu.au/au/legis/qld/consol_act/rta1994207/

RESIDENTIAL TENANCIES AND ROOMING ACCOMMODATION REGULATION 2009 -
http://www5.austlii.edu.au/au/legis/qld/consol_reg/rtarar2009511/
STATE GOVERNMENT BODY - Residential Tenancies Authority

The lessor or agent must on or before the day the tenant occupies the premises under the agreement—

(a) Prepare, in the approved form, a condition report for the premises and any inclusions; and
(b) Sign the report; and
(c) Give a copy of the report to the tenant.

South Australia

RESIDENTIAL TENANCIES ACT 1995 -
http://www.austlii.edu.au/au/legis/sa/consol_act/rta1995207/
RESIDENTIAL TENANCIES REGULATIONS 2010 -
http://www5.austlii.edu.au/au/legis/sa/consol_reg/rtr2010316/

STATE GOVERNMENT BODY - Residential Tenancies Tribunal
Where applicable, the water meter reading at the commencement and termination of the tenancy should be included in the report. A total consumption figure should then be derived from these readings.
The report should include inspection of fixtures, fittings, furniture, appliances, and any other contents within the property.

Tasmania

RESIDENTIAL TENANCY ACT 1997 -
http://www.austlii.edu.au/au/legis/tas/consol_act/rta1997201/

RESIDENTIAL TENANCY REGULATIONS 2005 -
http://www5.austlii.edu.au/au/legis/tas/consol_reg/rtr2005310/

STATE GOVERNMENT BODY - Tenants' Union of Tasmania
The water meter reading at the commencement of the tenancy must be included in the inspection report.

Property Safety Inspection Report

PLEASE NOTE: First and foremost, it is important to note that a Property Safety Report may also be a Safe2Rent report. These reports are identical in content, but are marketed differently to private homeowners/buyers/sellers than to landlords/tenants.

Specific Inspection Procedures

A property safety inspection report is a report which identifies a range of hazards throughout the property which may pose a significant safety risk to the occupants.

The aim of the report is to provide a clear and concise report depicting the overall safety of the property.

IMPORTANT:

Please note these procedures must be read in conjunction with the State Based Regulatory Appendix, and specifically the Regulations related to pool fencing and smoke alarms, which applies in each state.

Where there is a discrepancy between these procedures and state based requirements and regulations these state based requirements take precedence over the procedures.

Please notify bek@bauengroup.com.au if you identify any discrepancies over time.

Service Description:

A property safety report will often be combined with other services that identify potential safety hazards, such as pool fencing, smoke alarm, or asbestos inspection reports. A property safety report provides a general overview of the safety of the property, without necessarily documenting minor/major defects or maintenance issues.

You must identify major defects which could become a safety hazard. A safety hazard can be defined as a situation or an intrinsic property with the potential to cause harm to people, property, or the built/ natural environment.

Common, low consequence safety hazards and hazards which do not represent imminent danger should also be included, such as pest infestation, trip hazards, absence of safety glass.

The inspection service should also include conditions which may potentially develop unsafe conditions for the occupants, such as damp conditions creating potential respiratory health hazards.

The client group for this service is explained in the JBI Local Area Marketing Guide along with additional support, marketing resources and strategies which have also been provided separately.

Service Administration:

Depending on the client type and requirements, the usual administration of the job would follow the process outlined below:

- Contacted by the landlord, tenant or homeowner to conduct a Property Safety Inspection (likely to be combined with another inspection service, e.g. asbestos)
- Take all usual property details including address, the client's contact details, when the inspection is required by and when any other inspection services are being provided.
- Complete the inspection and supply a copy to the occupants and landlord (where applicable)

It is most probable that this service will not be on Cash on the Day terms. Refer to the provided pre-inspection agreement which provides options for invoicing and payment. You should determine payment and invoicing terms up front for this service.

These inspection reports should <u>not</u> be made available for public sale - they will be private.

If the Inspection is of a tenanted property ensure you also get the tenant's contact details including phone numbers, alternate contact number and email address. You will need to adhere to the requirements of the state based regulations for minimum notice periods to provide to tenants.

Ensure you enquire and document whether the tenant will receive a copy of the report directly or via the Landlord, again refer to the state based regulatory appendix for confirmation of requirements in your state or territory.

BUILDINSPECT

The method of using BuildInspect to create a property safety inspection report is generally unchanged from regular procedures, i.e. for a pre-purchase building inspection report.

All initial stages remain the same, where the inspector inputs client details, selects the report type and fills out the details of the property, as per normal.

The severity ratings categorize the different types of hazards:

- Electrical Fire Hazards
- Gas and Heating Hazards
- Structural Hazards
- Trip and Fall Hazards
- Moisture and Mould Hazards
- Other Risk Areas

Generally, defect statements are related to prevalent safety hazards that have potential to cause harm to the occupants. Hazardous conditions may have developed as a result of substandard workmanship, failure to adequately maintain certain building elements, or missing building elements.

Other defect statements cover conditions that may be conducive to developing safety hazards, such as water leaks and subsequent damage, or conditions that are conducive to pest infestation.

The scope of the inspection includes all areas throughout the property, as per a regular pre-purchase building inspection report.

The following areas are included:

- roof exterior
- roof interior
- subfloor (if applicable)
- site conditions

Property Safety Inspection

- Select the report type as Property Safety Inspection Report (or Safe2Rent where applicable)
- Take cover photo of front of house
- Where the inspection is an additional service, conduct the other inspection/s prior to completing inspection of the smoke alarm and/or pool fence
- Enter common, known details about the property e.g.: construction type, weather conditions, occupancy status etc. to report checklist
- Throughout the inspection take note of:
  - Obstructions and limitations
  - Specific details for each smoke alarm (e.g. type, model/serial number, year of manufacture, expiration date, etc.)

Visual Inspection of Asbestos

A property safety inspection will include visual assessment of any suspected asbestos containing materials.

It is suspected that many property safety inspection reports will often be an up-sell to an asbestos inspection. In this case, a thorough asbestos inspection report (visual or sampling) should be completed separately from the property safety inspection report. Where asbestos is identified during a regular property safety inspection, visual assessment should be conducted, with possible referral to a sampling inspection.

Electrical elements should only be inspected where they are seen to be posing an urgent and immediate safety hazard to the occupants.

Items for Inspection

All items are to be identified by exception. The inspector has the existing capacity to identify these defects and to identify where further inspection by licensed trades is required.

Items that may be reported on include, but are not limited to;

- Electrical and Fire Hazards
  - Downlights uncovered and unprotected
  - Missing conduit
  - Safety switch missing
  - Outdated electrical switchboard
- Gas and Heating Hazards
  - Defective appliances
  - Gas bottle – non-compliant
  - Ducting damaged
- Structural Hazards
  - Timber stumps damaged
  - Subsidence
  - Additional structure non-compliant
- Trip and Fall Hazards
  - Raised external paving
  - Uneven stair heights
  - Missing balustrade

- Moisture and Mold Hazards
  - Active water leaks
  - Lateral damp
  - Rising damp
  - Presence of excessive moisture
- Other Risk Areas
  - Pest infestation
  - Conditions that are conducive to development of safety hazards

Training and Qualifications

No formal training or qualifications are required to perform property safety inspections throughout Australia. Internal training will be provided for all FSOs and FSEs, combined with ongoing support from the divisional office.

Standard Smoke Alarm Report

Specific Inspection Procedures

A standard smoke alarm report is a report which documents the condition and functionality of all smoke alarms throughout the property.

The aim is to document the current condition of smoke alarms and to provide a general overview of the fire safety of the property for all occupants.

IMPORTANT:

Please note these procedures must be read in conjunction with the State Based Regulatory Appendix, and specifically the Regulations related to smoke alarms and detectors, which applies in each state.

Where there is a discrepancy between these procedures and state based requirements and regulations these state based requirements take precedence over the procedures.

Please notify bek@bauengroup.com.au if you identify any discrepancies over time.

Service Description:

A standard smoke alarm report will generally be offered as a value-adding service, and may be combined with a property safety report, asbestos report or building and timber pest report.

There are several aspects that will be included in a standard smoke alarm inspection report. Advising on the condition and adequate operation of smoke alarms involves:

- Checking number and location of smoke alarms
- Function and type of the smoke alarm, and
- Ensuring that smoke alarms have not expired (generally ten years post manufacture date).
- Ensuring smoke alarms are function correctly during minor testing
- Checking that smoke alarms emit an alarm which is safely audible

The client group for this service is explained in the JBI Local Area Marketing Guide along with additional support, marketing resources and strategies which have also been provided separately.

Pre-Requisites to Deliver Smoke Alarm Inspections

No formal qualifications or licenses are required to perform smoke alarm inspections throughout Australia. Internal training and ongoing support will be offered by FSOs and the Divisional office team.

Service Administration:

Depending on the client type and requirements, the usual administration of the job would follow the process outlined below:

- Contacted by the landlord, tenant or homeowner to conduct a Standard Smoke Alarm Inspection (usually an additional service when providing a home safety inspection)
- Booked in conjunction with a pre-purchase building inspection
- Take all usual property details including address, the client's contact details, when the inspection is required by and when any other inspection services are being provided.
- Complete the inspection and supply a copy to the occupants and landlord (where applicable)

Smoke alarm and fire safety compliance generally falls out of the responsibility of strata management companies, where it relates to individual apartments and unit interiors.

It is most probable that this service will not be on Cash on the Day terms. Refer to the provided pre-inspection agreement which provides options for invoicing and payment. You should determine payment and invoicing terms up front for this service.

These inspection reports should <u>not</u> be made available for public sale - they will be private, unless completed in conjunction with a pre-purchase report.

If the Inspection is of a tenanted property ensure you also get the tenant's contact details including phone numbers, alternate contact number and email address. You will need to adhere to the requirements of the state based regulations for minimum notice periods to provide to tenants. See also state-based regulatory information describing these requirements, documented for the safe2rent service.

Ensure you enquire and document whether the tenant will receive a copy of the report directly or via the Landlord, again refer to the state based regulatory appendix for confirmation of requirements in your state or territory.

BUILDINSPECT

The method of using BuildInspect to create a standard smoke alarm inspection report is generally unchanged from regular procedures, i.e. for a pre-purchase building inspection report.

All initial stages remain the same, where the inspector inputs client details, selects the report type and fills out the details of the property, as per normal.

Additionally, we will be offering a template to perform the inspection as a 'checklist' style report, pending trial.

The severity categories to be used for inspection of each smoke alarm are:

- Safety Hazard
- Suspected non-compliance
- Substandard Installation
- Requires Maintenance
- Additional Photos
- For Your Information

Generally, defect statements are related to the location and number of smoke alarms, the condition of the smoke alarms, and the design of the smoke alarms.

Other defect statements cover the type and facilities included in the smoke alarms/detectors that are present, conditions which impede on the fire safety of the area and whether certain aspects of smoke alarms, or their installation, are suspected to be non-compliant with relevant Standards and Building Regulations.

The scope of the inspection includes all smoke alarms throughout the property and their responses to minor testing that is conducted. Inspection will also cover the fire safety of the area within the immediate vicinity of the smoke alarm, and the evacuation routes for occupants.

The following areas are excluded:

- roof exterior
- roof interior
- subfloor if applicable
- associated electrical works
- site conditions

What to do if you see a structural or other building defect which is a safety hazard?

Where a smoke alarm inspection report is being conducted without a property safety or building inspection report, serious and urgent safety hazards may be identified by the inspector.

If it is not urgent or serious, separately but specifically note it to the client in the covering email to the report.

If it represents an **immediate, urgent and serious safety hazard**, that may result in a **significant injury or death** to the occupants, for example leaking gas, faulty stove etc., you would make immediate effort to notify the client immediately by phone, follow this up in writing and advise them to act appropriately and notify all occupants of the hazard in person if they are present or by phone if not present.

If you do this you should also let the landlord know you have notified the occupant.

Smoke Alarm Inspection

- Select the report type as Standard Smoke Alarm Inspection Report (Applicable State)
    - State-based report types vary in relation to regulations in the future
- Take cover photo of front of house
- Where the inspection is an additional service, conduct the other inspection/s prior to completing inspection of the smoke alarm
- Enter common, known details about the property e.g.: construction type, weather conditions, occupancy status etc. to report checklist
- Throughout the inspection take note of:
    - Obstructions and limitations
    - Specific details for each smoke alarm (e.g. type, model/serial number, year of manufacture, expiration date, etc.) where possible

Visual Assessment and Testing of Smoke Alarms

Inspection of each smoke alarm within a property will involve both visual assessment and minor testing of functionality and serviceability.

Visual assessment will include identifying the type, number and location of the smoke alarm, and the condition of the smoke alarm. For example, damage, obstructed by paint, or significant build-up of dust.

Additionally, a general overview should be made on the likelihood of nuisance alarms, the evacuation route for occupants from sleeping areas, and the serviceability of the external power supply to the smoke alarm.

Inspection Procedure

To ensure that all necessary requirements are met during a standard smoke alarm inspection, it is advised that the inspector follows a general procedure when completing the inspection.

Below is a step-by-step checklist that can be used to ensure consistency and diligence when providing the service. These steps should be undertaken for each smoke alarm in the property.

1. Identify the number location of the smoke alarms and determine whether it is adequate:
    - Not in dead air spaces
    - Close proximity to sleeping areas
    - Where possible, not installed close to kitchen or bathroom areas to prevent frequent nuisance alarms
    - Ensure a smoke alarm has been installed on each level of the property (where applicable)
2. Visually inspect each smoke alarm
    - Check that the smoke alarm is securely fastened to the ceiling or wall and has been installed correctly
    - Check for any impact damage that may impede the function of the device
    - Identify whether the alarm is hard-wired or battery-operated
    - Where possible, determine manufacturer details, inc. serial number, model number, type of alarm (photoelectric/ionization), year of manufacture, recommended expiration date, etc.
3. Testing of smoke alarms
    - Activate the test alarm function (where applicable)
    - Where possible, remove batteries to test 'Missing Battery Indication'
4. Identify fire safety features in the area and throughout the property
    - Fire blankets in kitchen area
    - Ensure that there is a clear evacuation route from sleeping areas (smoke alarms positioned accordingly)
    - Check that smoke alarms have been properly maintained/cleaned
    - Fire extinguishers may be installed

Reference Material Applicable

- Australian Standard 3786-1993 – Smoke Alarms

- Building Code of Australia
- AFAC Standards and Regulations
- Relevant state-based legislation

Structural Building Inspection Report

Specific Inspection Procedures

A structural inspection report is a report which documents the structural integrity of the property and of associated structures.

The aim of the report is to identify any structural issues that may be present in the property and to comment on the integrity and safety of the building.

Service Description:

A structural inspection report may be performed for several different reasons, for a range of different clients. For example, a potential buyer may need advice on the structural integrity of an old home. Conversely, a homeowner may suspect that the roof covering may not be structurally sound after years of exposure to weather conditions.

Structural inspections will generally only involve identifying major structural defects and structural defects that pose as potential safety hazards for occupants. Structural inspections will not document minor defects, unless they are direct indicators of structural issues (e.g. step cracking in brickwork indicating subsidence).

Outside of commenting on major structural defects, a structural inspection will also document any conditions that are identified that may be conducive to structural issues. For example, the presence of excessive moisture in the subfloor area, if left unattended, is likely to detract from the structural integrity of the timber stumps and associated subfloor structure.

The client group for this service is explained in the JBI Local Area Marketing Guide along with additional support, marketing resources and strategies which have also been provided separately.

Pre-Requisites to Deliver Structural Inspections

No formal training or qualifications are required to carry out a structural building inspection in any state or territory. Internal training will be provided for all FSOs and FSEs and ongoing support will be available from divisional office.

Service Administration:

Depending on the client type and requirements, the usual administration of the job would follow the process outlined below:

- Contacted by the landlord, tenant or homeowner to conduct a Structural Building Inspection
- Take all usual property details including address, the client's contact details, when the inspection is required by and when any other inspection services are being provided.
- Complete the inspection and supply a copy to the occupants and landlord (where applicable)

These inspection reports should not be made available for public sale - they will be private, unless completed in an onspec pre-purchase context.

If the Inspection is of a tenanted property ensure you also get the tenant's contact details including phone numbers, alternate contact number and email address. You will need to adhere to the requirements of the state based regulations for minimum notice periods to provide to tenants.

Ensure you enquire and document whether the tenant will receive a copy of the report directly or via the Landlord, again refer to the state based regulatory appendix for confirmation of requirements in your state or territory.

BUILDINSPECT

The method of using BuildInspect to create a structural building inspection report follows the 'report by exception' style of reporting which is adopted in regular procedures, i.e. for a pre-purchase building inspection report.

All initial stages remain the same, where the inspector inputs client details, selects the report type and fills out the details of the property, as per normal.

The severity categories to be used for inspection of each smoke alarm are:

- Structural Defect Creating Safety Hazard
- Major Structural Defect
- Conditions Conducive to Structural Damage or Deterioration
- For Your Information
- Fair Condition
- Good Condition

As the purpose of this inspection report is to comment on the structural integrity of the property, the majority of defect statements detail structural problems, e.g. general subsidence or wood rot to timber stumps.

Other defect statements cover conditions throughout the property that may be conducive to the development of structural issues. It is important to include such defects in the report and

to provide advice on maintenance and reparation works that may prevent structural defects from developing.

The scope of the inspection includes all areas which would ordinarily be inspected during a standard building inspection. However, as previously mentioned, the inspection does not cover minor defects that are not indicative of structural issues.

Structural Inspection (no NZ equivalent for this)

- Select the report type as Structural Building Inspection Report
- Take cover photo of front of house
- Enter common, known details about the property e.g.: construction type, weather conditions, occupancy status etc. to report checklist
- Throughout the inspection take note of:
  - Obstructions and limitations
  - Inaccessible areas
  - Suspected concealment of defects

Procedure and Scope

To ensure that you inspect all areas within the scope of the inspection, it is important, as with all inspection services, to follow a general procedure as you inspect the property. While some structural inspections may be specific to a certain area or building element, more generalized structural inspections should cover:

- Subfloor structures, including timber stumps, footings, etc.
- Assessment of any major cracking to internal/external walls or ceilings
- The site
- Roof covering
- Additional structures
- Where applicable/possible, assess structural integrity of all walls

AS4349.1-2007:

The inspection shall comprise visual assessment of accessible areas of the property to identify major defects to the building structure and to form an opinion regarding the general condition of the structure of the property.

NOTE: The structural report should not contain any assessment or an opinion regarding the following:

a. *Any non-structural element, e.g., roof plumbing and roof covering, general gas, water and sanitary plumbing, electrical wiring, partition walls, cabinetry, windows, doors, trims, fencing, minor structures, non-structural damp issues, ceiling linings, floor coverings, decorative finishes such as plastering, painting, tiling, etc.*
b. *An assessment of any aspect or component of the property that cannot be seen or that requires testing and/or measurement to determine soundness.*
c. *Any area or item that was not, or could not be, observed by the inspector.*
d. *General maintenance other than that which is deemed to be directly related to the ongoing structural performance of the property.*
e. *Serviceability damp defects such as condensation, rising damp, lateral damp, falling damp should only be assessed and reported on where structural damage has occurred, is occurring, or may occur (e.g., fungal rot) significant spalling of masonry or concrete structural elements, significant fretting or mortar, rusting of primary structural elements. Stormwater drainage and surface water defects commonly cause or exacerbate foundation instability and these issues should be assessed and reported on where relevant.*

Methamphetamine Screening Assessment – Australia only

Methamphetamine Screening Test (AUS)

Important Note:
This procedure is to be read, considered and implemented in conjunction with:

- Building Inspection and Pre-Purchase Building Inspection Procedures
- Documented customer service and administration procedures.
- OHS guidelines for Methamphetamine Inspections and any other OHS Procedures related to the general risks associated with all Building Inspections
- Your training course and materials specifically; Methamphetamine Awareness and Sampling Technician Training Course

Where this procedure is silent on OHS procedures or other matters refer to your Training Course.

The NZS8510:2017 Testing and Decontamination of Methamphetamine Contaminated Properties is also available as a best practice guide.

The term Meth used in this procedure refers to Methamphetamine, MDMA, and Amphetamine Type Stimulants (ATS).

Their precursor materials such as Pseudoephedrine, Phenyl-2-Propanone and Ephedrine are also referenced in the Methamphetamine Screening Test laboratory results.

Pre-Requisites:
Satisfactory completion of Methamphetamine Awareness and Sampling Technician Training Course from nominated trainer Decon Systems followed by a minimum of 3 supervised inspections and reviewed reports.

PI Insurance must be added to existing policy for this service. This PI Insurance is required at $1M for Meth services. Evidence of this must be provided.

Service Description:

Our primary role is to make initial identification of meth contamination, suspected use or manufacture of meth.

Where meth is confirmed via our preliminary screening, a full site screen and remediation plan will be completed by Meth Screen and referred onto Jim's Hazardous Materials (JHM) for remedial cleaning.

Where Meth Use or Manufacture is Known or Suspected with a High Degree of Certainty

Where Inspectors are approached and there is confidence or a very high degree of certainty that Meth Use or Manufacture is known in the property, these instances need to be referred for a Detailed Screening Assessment by Meth Screen.
The need for our initial screening assessment is technically obsolete and whilst it may reduce potential income, if the client is positive there has been use or manufacture they should move directly to a Detailed Screening Assessment as our preliminary screening assessment would be a waste of the client's resources.

There are two services that will be delivered and described in this Procedure.

Service Type 1: Methamphetamine Screening Assessment (Inspector Kit $80 inc gst)

This service uses the Approved Inspector Screening Kit including two wipes – ***total of 16 samples with 8 samples per wipe. Results will be detected or undetected.***

This kit is to be used and completed ONLY in conjunction with Pre-Purchase Building Inspection Services.

This service will be your most commonly requested methamphetamine assessment service.

This service on site should take no more than 15-20 minutes to complete with supplementary reporting after lab results are available. Lab results will either be methamphetamine 'not detected' or 'detected.'

If 'detected' it will either be in a low range or high range.

Please note, the cotton gauze in the tube is soaked in methanol so avoid contact with eyes and mouth – gloves are to be worn at all times.

Refer Dropbox for an example Certificate of Analysis from ACS Laboratories for this service.

The Methamphetamine Screening PrePurchase Assessment test is not a NIOSH compliant test.

Service Type 2: Methamphetamine Screening Assessment (Meth Screening Kit $110 inc gst)

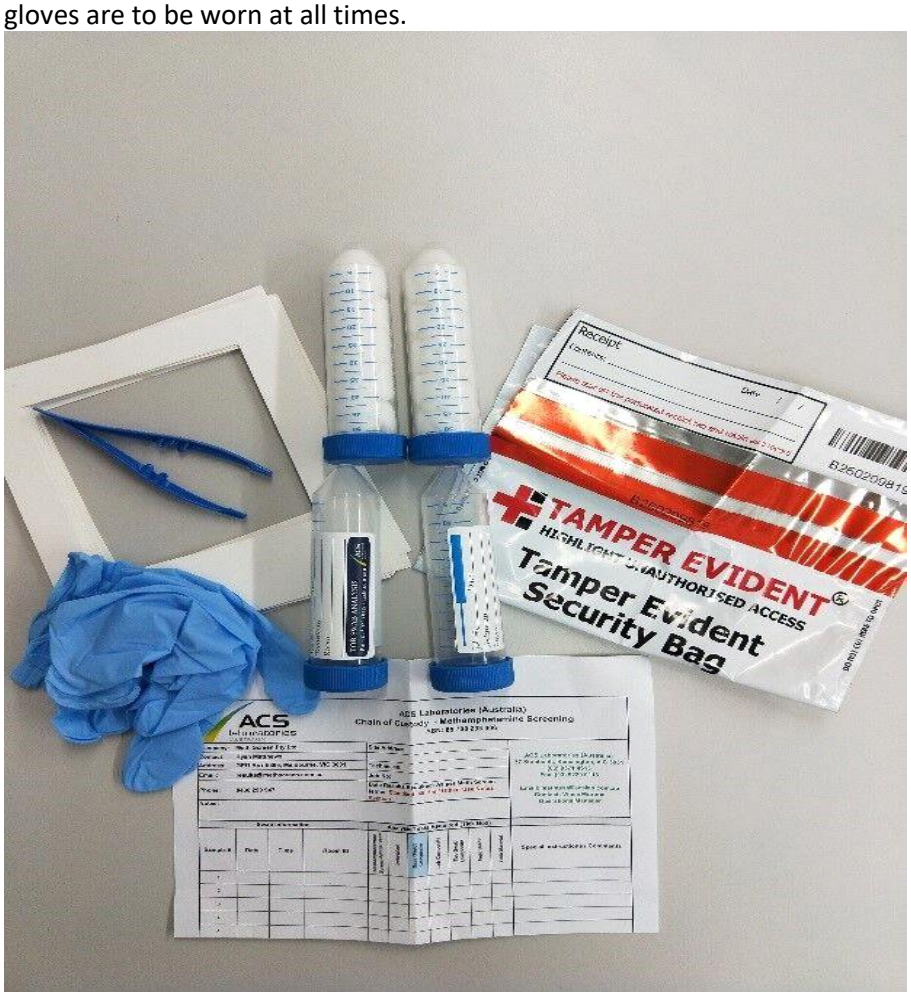
This service(s) uses the Meth Screening Kit including 4 vials and 10 templates. Results will be a level provided.

A documented Sampling Plan is required for this service and more time is required in the Sampling Process. This service will take longer, is more thorough and AC Laboratories will issue a report with an actual composite methamphetamine level.

This service is recommended in between tenancy changeovers on rental properties so that any composite actual levels of meth can be attained and recorded for future use.

A client who is looking for more than just a 'yes' or a 'no' result should be directed to this service because it reads a composite level of methamphetamine contamination, even if the level is under 0.5.

Please note, the cotton gauze in the tube is soaked in methanol so avoid contact with eyes and mouth – gloves are to be worn at all times.



Refer Dropbox for an example Certificate of Analysis from ACS Laboratories for this service.

The Methamphetamine Screening Test is a NIOSH compliant test.

In each instance the two services comprise:

- Inspection
- Sampling
- Reporting
- Provision of Lab Analysis results

Identification of Conditions Conducive to Suspected Meth Use and Manufacture in all other Inspection Services

During all and any other form of building inspection services you may as a consequence of your training identify risk factors and indicators of either methamphetamine use or manufacture.

Where these risk factors or environmental indicators are identified during the course of an inspection you must note suspected Methamphetamine contamination as a Safety Hazard and recommend further inspection in the form of a stand-alone Inspection with Sampling.

If this occurs during a pre-purchase inspection you may elect to contact the client from on site and complete the sampling with their prior permission as an upsell during the inspection.

IMPORTANT NOTE: Where primary sampling detects the presence of Methamphetamine the Inspector should refer the client to Meth Screen for a full site investigation called a Detailed Screening Assessment.

Meth Screen will document a remediation plan, which then may be referred to Jim's Hazardous Materials Removal for implementation and action.

Required Tool Kit and Sampling Materials

- Camera
- Ipad
- Phone
- Pen and Paper (if preferred – eg: documenting mud maps)
- Kits
- Roll of Aluminium Foil
- PPE as per OHS Guidelines

Service 1: Methamphetamine Screening PrePurchase Assessment

This service uses the Approved Inspector Kit ONLY.

Initially you are required to always:

- Observe OHS protocols

- Observe general building inspection practices specific to following a consistent pattern of inspection i.e. room by room (left to right, ceiling to floor) etc.
- Attend the site with required PPE and tools and equip
- Observe standard customer service and job administration procedures
- Conduct a preliminary assessment and inspection of each room to determine:
    - Environmental evidence or indicators of the presence of meth manufacture: you should record (in writing and with photos) in your report Conditions Conducive to Suspected Meth Use or Manufacture including:
        - Debris
        - Staining
        - Equipment for manufacture or use (meth pipes / point bags)
        - Detectable odors
        - Presence of precursor chemicals and materials or discarded / empty containers
        - Ground based dumping or burning of waste
        - Burn marks or smoke staining to
        - Damage to doors or internal walls, windows being blacked out, covered with dark curtains or blinds or paper, damage to the property.

    Note: it is unlikely to be appropriate to interview the occupant, vendor or real estate agent regarding potential meth use in the property. However, if they volunteer information this may be recorded as a Condition Conducive to Methamphetamine depending on the content (i.e. detected indicators) or as a Special Condition item (ie denial of evidence of meth use at the property).

- Assess and record factors acting as obstructions / limitations. The main obstructions/limitations you will come across will be:
    - recent cleaning (strong scent of bleach, cleaning products)
    - renovation works, fresh paint
    - locked rooms

- Sampling

You are not required to document a Sampling Plan, however you must record in the report the location and number of sample wipes taken.

Your kit includes two vials with methanol soaked swabs. The maximum and minimum number of appropriate wipe locations is 8 per sample. Record all 8 wipe locations per sample clearly, Sample names should be 1-8 and 9-16. A total of 16 locations should be tested in this service.

Based on your observations (eg evidence of manufacture like staining, burn pits and enclosed rooms) you may, mid inspection wish to escalate the service to a Methamphetamine Screening Test and use the 10 Wipe Base Composite Kit for a more detailed composite contamination level.

Sampling of personal possessions (i.e. occupants, furniture (not fixed) and personal or stored belongings is not permitted within the scope of the report).

Document and record reasons for not sampling any high use areas.

Appropriate locations for sampling include:

Hard painted or varnished surfaces that don't appear to have been recently painted.
Consider sampling in hallways and corridors with specific reference to and consideration of:

- AC Units and directions of airflow
- Recessed lights in the ceiling – traps vapours rising
- Extractor or ceiling fans
- Electrical Circuits and Fuse Boxes

Areas which are less likely to be cleaned on a regular basis, tops of doors, dust on ceiling fan blades, tops of architraves, tops of kitchen cabinetry, fridges etc

If you see evidence of methamphetamine manufacture within a property, for example evidence of staining on a wall, then you should sample that particular area.

Sampling locations will be accurately recorded using a combination of methods below:

- Written description of sample location
- Offset measurements from a fixed point eg: a doorway
- Photographs
- Floor plan
- Video recording

NOTES ON ESCALATION OF SERVICE TYPE:

You may only escalate this service to Service Type 2 - Methamphetamine Screening Test with the client's permission.

Refer Service Type 2 procedure following.

METH SCREEN Inspector Kit Procedure

Refer to Decon Systems training manual

REPORTING

You must use the Methamphetamine Screening Assessment Report in BuildInspect.

Two separate reports will be required for the client; the PrePurchase Building Inspection Report, within the 24hour reporting timeframe and then the Methamphetamine Screening Assessment which will be issued only after the lab results are available. Lab results are usually available after 48 hours and should be appended to the primary report.

The key elements of what constitutes an acceptable report are documented in the Decon Systems Training Manual.

To prepare the report you will need:

- Any site notes
- Location record/ mud map

- Photos (optional but best practice)
- Lab Analysis Report

PHOTOS TO BE INCLUDED

In Section D of the BuildInspect reporting application, two line items should be raised specifying exactly where the samples have come from.

Eg. Samples 1 – 8 were taken here:
(include all 8 photos)

Samples 9 – 16 were taken here:
(include following 8 photos)

A total of 16 photos. The template is not being stuck to the wall in this service - it is just being used to wipe within the 10x10 template. Taking a close up photo will not be of value but rather a photo from distance so you can note what wall in the room the sample was taken will suffice.

Any other photos should be kept in your files for evidentiary purposes, however do not need to be included in the report for the client. Photos of the ACS Laboratory reports may be included under 'Noted Items,' however must be sent as clear attachments to the reports as well.

Section E of the BuildInspect report should include pictures of evidence of limitations and obstructions, as per the definition of 'Obstructions and Limitation' below.

The main elements of the reporting process remain the same except for key differences outlined below:

Primary Differences in the Methamphetamine Screening Report

Current Terminology in Building Inspection Reports	**Changes in Methamphetamine Screening Assessment Report**
Defect	Methamphetamine
Safety Hazard (Category)	Detected Methamphetamine Result
Major Defect	Suspected Methamphetamine Use
For Your Information	Undetected Methamphetamine Result
Minor Defect, Good Condition	All other Categories are N/A
Special Conditions	Used to note the form of Sampling Method (Test Type) used
Obstructions and Limitations	Extent to which obstructions or limitations specifically including evidence of recent renovation, building material replacement, painting and cleaning may obscure or temporarily or permanently result in under reporting of Methamphetamine levels
Further Inspections	Generally, further inspection referrals will be to Meth Screen for a "Detailed Screening Assessment"
Risk of Undetected Defects	Risk of Undetected Methamphetamine

Guidance for Risk Ratings related to Undetected Methamphetamine

Use the following as a guide for assessment of risk related to undetected or under reported Methamphetamine levels in the property.
Please note that where multiple low risk factors combine the overall risk may be MEDIUM or HIGH as a consequence. Where 2-3 low risk items combine, note this as an overall medium risk.

	LOW RISK	MEDIUM RISK	HIGH RISK
Evidence of recent renovation or replacement of building materials			X
Evidence of recent painting			X
Evidence of recent intensive cleaning			X
Evidence of Anecdotal Reports of Use	X		
Evidence of Condition Conducive – Smoke Staining or Burns	X		
Evidence of Condition Conducive – Discarded Implements	X		
Evidence of Condition Conducive – Manufacture Indicators (Burn Pits, Enclosed Rooms, Staining, PreCursors, Manufacturing Equipment)	X		

Service 2: Methamphetamine Screening Test

This services uses the Meth Screening Kit including 4 vials and 10 templates

Initially you are required to always:

- Observe OHS protocols
- Observe general building inspection practices specific to following a consistent pattern of inspection i.e. room by room (left to right, ceiling to floor) etc.
- Attend the site with required PPE and tools and equip

- Observe standard customer service and job administration procedures

- Conduct a preliminary assessment and inspection of each room to determine:
    - Environmental evidence or indicators of the presence of meth manufacture: you should record (in writing and with photos) in your report Conditions Conducive to Suspected Meth Use or Manufacture including:
        - Debris
        - Staining
        - Equipment for manufacture or use (meth pipes / point bags)
        - Detectable odours
        - Presence of precursor chemicals and materials or discarded / empty containers
        - Ground based dumping or burning of waste
        - Burn marks or smoke staining to
        - Damage to doors or internal walls, windows being blacked out, covered with dark curtains or blinds or paper, damage to the property.

- Assess and record factors acting as obstructions / limitations: recent cleaning, renovation, painting, locked rooms etc.

- Create your Sampling Plan (mud map)

Your Sampling Plan must include at a minimum:

- 10 samples per property and every surface that shows indication or evidence of contamination
- Sampling locations

Sampling of personal possessions (i.e. occupants, furniture (not fixed) and personal or stored belongings is not permitted within the scope of the report).

Document and record reasons for not sampling any high use areas.

Appropriate locations for sampling include:

Hard painted or varnished surfaces that don't appear to have been recently painted.

Consider sampling in hallways and corridors with specific reference to and consideration of:

- AC Units and directions of airflow
- Recessed lights in the ceiling – traps vapours rising
- Extractor or ceiling fans
- Electrical Circuits and Fuse Boxes

Areas which are less likely to be cleaned on a regular basis, tops of doors, dust on ceiling fan blades, tops of architraves, tops of kitchen cabinetry, fridges etc

If you see evidence of methamphetamine manufacture within a property, for example evidence of staining on a wall, then you should sample that particular area.

Sampling locations will be accurately recorded using a combination of methods below:

- Written description of sample location
- Offset measurements from a fixed point eg: a doorway
- Photographs
- Floor plan
- Video recording

You are required to keep your Mud Map as evidence of your Sampling Plan.

You do not need to distribute this to the client however you must save a copy of the plan consistently so that you can find it again if needed in the future.

Larger properties may require more than one Meth Screening Kit. This should be scoped and quoted on the preliminary site visit.

Please note individual or discrete sampling methods form part of post decontamination forensic test and is excluded from the scope of this inspection service and our terms and conditions.

METH SCREEN TEST Procedure

Refer to Decon Systems training manual.

REPORTING

You must use the Methamphetamine Screening Assessment Report in BuildInspect.

The Methamphetamine Screening Test Report will be issued only after the lab results are available. Lab results are usually available after 48 hours and therefore this service falls outside of the 24-hour reporting timeframe.

The key elements of what constitutes an acceptable report are documented in the Decon Systems Training Manual.

To prepare the report you will need:

- Any site notes
- Sample Plan (Mud Map)
- Photos and
- Lab Analysis Report

PHOTOS TO BE INCLUDED

In Section D of the BuildInspect reporting application, one line item should be raised summarising where the samples have come from.

20 photos should be included (2 photos of each sample, one from up close and one in the context of the room position. 10 samples in total)

Photos of the ACS Laboratory reports may be included under 'Noted Items,' however must be sent as clear attachments to the reports as well.

Section E of the BuildInspect report should include pictures of evidence of limitations and obstructions, as per the definition of 'Obstructions and Limitation' below.

The main elements of the reporting process remain the same except for key differences outlined below:

Primary Differences in the Methamphetamine Screening Test Report

Current Terminology in Building Inspection Reports	**Changes in Methamphetamine Screening Assessment Report**
Defect	Methamphetamine
Safety Hazard (Category)	Detected Methamphetamine Result
Major Defect	Suspected Methamphetamine Use
For Your Information	Undetected Methamphetamine Result
Minor Defect, Good Condition	All other Categories are N/A
Special Conditions	Used to note the form of Sampling Method (Test Type) used
Obstructions and Limitations	Extent to which obstructions or limitations specifically including evidence of recent renovation, building material replacement, painting and cleaning may obscure or temporarily or permanently result in under reporting of Methamphetamine levels
Further Inspections	Generally, further inspection referrals will be to Meth Screen for a "Detailed Screening Assessment"
Risk of Undetected Defects	Risk of Undetected Methamphetamine

Guidance for Risk Ratings related to Undetected Methamphetamine

Use the following as a guide for assessment of risk related to undetected or under reported Methamphetamine levels in the property.

Please note that where multiple low risk factors combine the overall risk may be MEDIUM or HIGH as a consequence. Where 2-3 low risk items combine, note this as an overall medium risk.

	LOW RISK	**MEDIUM RISK**	**HIGH RISK**
Evidence of recent renovation or replacement of building materials			X
Evidence of recent painting			X
Evidence of recent intensive cleaning			X
Evidence of Anecdotal Reports of Use	X		
Evidence of Condition			

Conducive – Smoke Staining or Burns	X		
Evidence of Condition Conducive – Discarded Implements	X		
Evidence of Condition Conducive – Manufacture Indicators (Burn Pits, Enclosed Rooms, Staining, PreCursors, Manufacturing Equipment)	X		

RETURNING SAMPLES TO METH SCREEN

Once sealed all Samples must be submitted to Meth Screen. Meth Screen is the only approved supplier for Meth lab testing services.

- The Chain of Custody form (included in the sample kit) must be completed and included in the envelope.
- You **MUST** post the samples over the counter at a post shop. This allows for the tracking number to be activated (if you put it in a yellow post box there is nothing in there that allows the tracking sticker to be activated).
- You **MUST** make sure you post the samples within certain postcodes in your state. See below for Express Postbox Locations.
- The cut off for sample drop offs at any post office is 5pm.
- Please retain the yellow tracking sticker on the Express Satchel in order to track package when required.
- The above need to be completed to ensure the lab will receive the sample on the following day (Express Post Network). If this is not followed the lab cannot ensure that the samples can be turned around within the required time.
- Allow up to 4 days from the time of sampling (weekends not included). This is based on 48 hour turn around time from receipt at the lab. A 24 hour turn around from receipt at lab is available with a $40 surcharge.

NSW/ACT Express Postbox Locations		**QLD Express Postbox Locations**	
Location of Origin	Eligible Drop Off Zones	Location of Origin	Eligible Drop Off Zones
Sydney CBD/Metro	Any Postcode between 1000-1404	Brisbane CBD/Metro	Any Postcode between 4000-4209
	Any Postcode between	Gold Coast	Any Postcode between

	1411-1920		2484-2490
	Any Postcode between 2000-2249	QLD Outer Metro	Any Postcode between 4210-4299
	Any Postcode between 2555-2574		Postcode 9726
	Any Postcode between 2740-2786		Postcode 9728
Canberra	Any Postcode between 0200-0250		Postcode 9729
	Any Postcode between 2600-2639		Any Postcode between 4300-4305
	Any Postcode between 2900-2920		Any Postcode between 4500-4510
NSW Outer Metro	Any Postcode between 2250-2310		Postcode 4350
	Any Postcode between 2500-2530		Postcode 4520
			Any Postcode between 4550-4601
SA Express Postbox Locations		**WA Express Postbox Locations**	
Location of Origin	Eligible Drop Off Zones	Location of Origin	Eligible Drop Off Zones
Adelaide CBD/Metro	Any Postcode between 5000-5199	Perth CBD	Any Postcode between 6000-6005
	Any Postcode between 5800-5999		Any Postcode between 6800-6899
TAS Express Postbox Locations		**VIC Express Postbox Locations**	
Location of Origin	Eligible Drop Off Zones	Location of Origin	Eligible Drop Off Zones
Hobart/CBD	Any Postcode between 7000-7019	Melbourne and Suburbs	Any Postcode between 3000-3210
	Any Postcode between 7050-7053		Any Postcode between 3335-3338
	Postcode 7055		Any Postcode between 3427-3429
	Postcode 7892		Any Postcode between 3765-3767
Launceston	Any Postcode between 7248-7325		Postcode 3782
			Any Postcode between 3785-3796
			Any Postcode between 3800-3810
			Any Postcode between 3910-3915
			Any Postcode between3930-3934
			Any Postcode between 8000-8899
		Outer Vic	Any Postcode between 3211-3220
			Any Postcode between 3353-3356

			Postcode 3350
			Postcode 3550
			Any Postcode between 3552-3556
			Any Postcode between3660-3661
			Any Postcode between3840-3844
			Postcode 3825

Please note, regional areas can experience postage delays.

Summary

There are two types of inspection kits for the two services offered by Jim's Building Inspections.

The **Approved Inspector Kit** is to be used for **Methamphetamine Screening Pre Purchase Assessments** and consists of:

- 2 x vials with methanol soak swab
- A pair of gloves
- Chain of Custody Form
- Template 10 x 10 cm window
- Return Courier pack

The Approved Inspector Kit is $80 including GST which includes the lab sampling cost.

The **Meth Screen Kit** is to be used for **Methamphetamine Screening Tests** and consists of:

- 2 x vials with methanol soaks swabs
- 2 x empty vials
- 10 x templates with a 10 x 10cm window
- Blu-tac
- A pair of gloves
- Tweezers
- Tamper proof bag

The Meth Screen Kit is $110 including GST. This includes the lab sampling cost.

Free shipping is offered for 10 or more kit purchases. There is a $16.50 shipping charge for less than 10 kits.

Orders can be placed online at https://www.methscreen.com.au/shop/ and use coupon code **jim_kit1** upon checkout. Kits must be pre-paid and will be received within 3 days.

Kits have a limited shelf life. At room temperature they last for 6 to 8 weeks, if refrigerated they can last up to 6 months.

Methamphetamine Screening Assessment – New Zealand only

Important Note:

This procedure is to be read, considered and implemented in conjunction with:

1) Building Inspection and Pre-Purchase Building Inspection Procedures
2) Documented customer service and administration procedures
3) Health and Safety at Work Act 2015 (HSWA 2015) (www.business.govt.nz/worksafe/)
4) NZS8510:2017 Testing and decontamination of Methamphetamine Contaminated Properties (https://www.standards.govt.nz/sponsored-standards/testing-and-decontamination-of-methamphetamine-contaminated-properties)
5) 'Protecting workers from the dangers of clandestine laboratories' (www.moh.govt.nz)
6) Cleaning Systems 'Methamphetamine Sampling Technician Training Course' materials
7) The National Institute of Occupational Safety and Health (US) NIOSH 9111 (https://www.cdc.gov/niosh/index.htm)

Where this procedure is silent on OHS procedures or other matters refer always to NZS8510:2017 which sets the precedent for all screening assessment procedures.

The term Meth used in this procedure refers to Methamphetamine and MDMA and the family of drugs referred to as ATS (Amphetamine Type Stimulants).
The most common terms in New Zealand are Meth and P. Methamphetamine may also be referred to as crystal meth, pure, ice, crank, whiz and molly.

Methamphetamine Testing and Remediation Standard

NZS 8510 covers:

- Measures to manage risks to health, well-being, safety and the environment
- Guidance on methods of screening, sampling and testing of properties and their contents
- Best practice procedures and criteria, for decontaminating methamphetamine-contaminated properties and their contents. This includes providing for room-by-room, ie, only those rooms found to be contaminated need to be decontaminated, to avoid unnecessary costs and disruption for residents and home owners
- Guidance on post-decontamination actions, including sampling and testing to verify decontamination has been achieved and reporting and documentation requirements.

The standard adopts a single level of 1.5 μg/100 cm2 (1.5 micrograms of methamphetamine per 100 square centimeters of surface sampled) that 'high use areas' of affected properties should be decontaminated to, regardless of whether the properties were involved in the production or use of methamphetamine. High use areas are defined as those areas that can be easily accessed and are regularly used by adults and children.
In 'low use' areas the standard adopts a level of 3.8 μg/100 cm2 as the recommended decontamination level. Low use areas would be attics and crawl spaces underneath a house.

Pre-Requisites

Jim's Building Inspections requires satisfactory completion of the 'Methamphetamine Sampling Technician Training Course' from nominated trainer Cleaning Systems as well as a minimum of three FSO supervised practical inspections and reviewed reports.
Cleaning Systems is Jim's Building Inspections only approved trainer.
PI Insurance must be added to existing policy for this service. This PI Insurance is required at $250,000 for Meth testing only and evidence of this must be provided to your FSO.

Service Description

The primary role of Jim's Building Inspections is to identify the presence or absence of methamphetamine contamination in a property using validated screening tests. This process is referred to as a Screening Assessment in accordance with 3.1 and 3.2 of NZS8510:2017.
Where meth use is confirmed via our preliminary Screening Assessment, a full site Detailed Assessment in accordance with 3.1 and 3.3 of the Standard is then completed by Jim's Building Inspections as the next step in the process.
Once the detailed assessment is completed, the work is referred to Jim's Hazardous Materials (JHM) for remedial cleaning and decontamination. Until JHM is established in New Zealand, use your network to source potential referrals. Cleaning Systems can refer specialist remediation companies if necessary.
There are three main services that will be delivered by Jim's Building Inspections and described in this Procedure manual:

1) Methamphetamine Screening Assessment (using the Base Composite Test)

2) Detailed Screening Assessment (using individual wipes)

3) Post Decontamination Sampling (using individual wipes)

In each instance the service comprises:

- Preliminary Inspection
- Sampling
    - Information gathering
    - Risk/site assessment
    - Sampling plan

  - Screening assessment. Look for areas that will recover high readings of meth. If it is suspected that methamphetamine is definitely present, this step can be skipped and the job immediately escalated to a Detailed Screening Assessment service.
  - Detailed Screening Assessment. Completed by Jim's Building Inspections. During this phase you know there is contamination (either because it is a known meth lab or because of the initial screening assessment results) and you are looking for the spread of contamination.
- Reporting – either standalone report or integrated into your Building Inspection Report
- Provision of Lab Analysis results
- Post Decontamination Sampling (if required). Sampling is required to make sure that the identified contamination is remediated to a safe level. This is completed by Jim's Building Inspections.

During all and any other form of building inspection services you will use your training to identify risk factors and indicators of either methamphetamine use or manufacture in a property.
Where these risk factors or environmental indicators are identified during the course of a building inspection you must **note suspected Methamphetamine contamination as a Safety Hazard and recommend further inspection in the form of a stand-alone Inspection with Sampling.**

Escalation of service type
Where primary sampling identifies a positive sample analysis for Methamphetamine the Inspector should immediately escalate the service to a Detailed Screening Assessment, with the client's permission.
You will need to take care with respect to the nature of the Detailed Screening Assessment because under the Pre-Inspection Agreement you are operating under you need to retain a visual only inspection, non-invasive and you cannot remove or interfere with light fittings, AC units, exhaust or intake vents by removing them etc.
Keep in mind your client does not yet own the property so you cannot sample possessions or interact in anyway with building elements outside of the usual scope of the Pre-Inspection you are operating under.
Professional judgement and experience will be needed to determine appropriate sampling locations.
Once results of the Detailed Screening Assessment are known, the job should be referred to an independent remediation specialist.
Until Jim's HAZMAT establishes in NZ please identify other referral pathways but remain aware of your obligation to remain free of conflicts of interest.
Where there is a known meth lab on site and / or documented or known history of meth use in the property, immediately commence a Detailed Assessment as the need for a preliminary inspection and sampling is obsolete.

Required Tool Kit and Sampling Materials

- *Sampling Kits (for laboratory testing)*

- *Tool kit including:*
  - ***Camera***
  - ***Ipad***
  - ***Phone***
  - ***Pen and paper***
  - ***Roll of Aluminium foil***
  - ***Set of basic screwdrivers (to remove cover plates/fittings)***
  - ***Ladder***
  - ***Torch***

- *PPE as per OHS Guidelines*

An initial risk assessment will give you some idea of the potential contamination of a site, and therefore give you direction on the type of PPE you should be wearing.

Service Type 1 – Methamphetamine Screening Test

This service uses the Field/Base Composite Sampling Methodology

You are required to always:

- Observe OHS protocols and comply with the HSWA 2015
- Be aware of personal safety and the safety of your team. If you are going alone, make sure someone knows your itinerary for the day.
- Observe general building inspection practices specific to following a consistent pattern of inspection i.e. room by room (left to right, ceiling to floor) etc.
- Attend the site with required PPE, tools and equipment. Do not expose yourself to unnecessary risk.
- Observe standard Jim's Group customer service and job administration procedures

Screening Assessment
The purpose of the Screening Assessment is to identify the presence or absence of methamphetamine.

1) **Information gathering**

Collect as much Pre-Site Attendance Background Information as you can.
The purposes are:

a. To gather enough information to determine a screening sampling strategy
b. To estimate the number and location of samples that need to be collected
c. To access the level of PPE required if any at all

People like the property owner, manager and or occupier as appropriate can provide this background information. This may include if known:

- Copies of any prior relevant reports
- Number and location of high use area or low use areas in the property
- If the property has forced A/C or cooling and the location and number of intakes
- The number and location of exhaust fans
- If any recent renovations or extensive cleaning has been conducted

- If the occupier has been notified that testing is to occur
- The presence of other occupants or pets that may be present

A sampling strategy checklist can be found on the shared drive.
Refer also to 4.2 of the standard for guidance on health and safety/risk assessment when entering a property.

2) Visual inspection

Conduct a preliminary site inspection assessment and inspection of each room to determine:

a. Environmental evidence or indicators of the presence of meth manufacture: you should record (in writing and with photos) in your report Conditions Conducive to Suspected Meth Use or Manufacture including:
   i. Debris
   ii. Staining
   iii. Equipment for manufacture or use (meth pipes / point bags)
   iv. Detectable odours
   v. Presence of precursor chemicals and materials or discarded / empty containers
   vi. Ground based dumping or burning of waste
   vii. Burn marks or smoke staining to
   viii. Damage to doors or internal walls, windows being blacked out, covered with dark curtains or blinds or paper, damage to the property.

b. An assessment of factors such as surfaces recently cleaned, renovated or painted that can be reduce the presence of methamphetamine on surfaces available to be samples shall be undertaken and a record made of sample sites collected.

3) Sampling Plan

When looking around the property, take the time to sketch a simple layout of the home (referred herewith as a 'mud map') and decide on the areas where sampling will take place. If the property is a rental you may be able to access a floor plan prior to the site visit either by searching the property or via a Real Estate Agent.

Your Sampling Plan must include (at a minimum):

- At least one sample from every high use area and from areas you would consider there to be high contamination (air intakes, fuse boxes, stained areas etc.)
- If a high use area cannot be sampled for a particular reason, the screening report must clearly document those areas where sampling did not occur and the reasons why.
- For the purpose of a Screening Assessment samples collected from multiple high use area may be composited together.
- Sampling locations must be recorded either by photograph, measuring from a point in the room or by indication on a floor plan.
- Include the type of material that was sampled – eg tiles, soft painted gib
- Include the precise Sampling method used

The number and cost of samples may increase after your initial site inspection. Ensure you communicate with the client prior to actioning the increased number of samples. Any additional samples collected may only be done in consultation with the property owner or manager.
Professional judgement and experience will be needed to determine appropriate sampling locations.

Sampling Methodology
To be read in conjunction with NZS8510:2017 and training materials.

Where to test and why
Your kit includes one vial with 5 methanol soaked swabs. One composite result will be shown on the lab report for the whole property.

Do not sample porous surfaces such as sofas, curtains, carpets etc – the sampling kits aren't designed for these purposes and results will not be accurate. Soft furnishings may be analysed by sending a piece of carpet/fabric to the lab separately.
Appropriate locations for sampling include:

i. Hard painted or varnished surfaces that don't appear to have been recently painted.
ii. Consider sampling in hallways and corridors with specific reference to and consideration of:
    1. AC Units and directions of airflow
    2. Recessed lights in the ceiling – traps vapours rising
    3. Extractor or ceiling fans
    4. Electrical Circuits and Fuse Boxes
    5. Tops of doors and other places unlikely to have been recently cleaned or painted

Sampling checklist of procedures
Refer shared drive for a sampling checklist of procedures.
Sampling locations will be accurately recorded using one or a combination of methods below:

- Written description of sample location
- Offset measurements from a fixed point e.g.: a doorway
- Photographs
- Floor plan
- Video recording

As a minimum, sample location records shall include annotation of the type of area (high or low use, the type of surface, tiles, coated or uncoated timber, concrete etc) and the location within the area that the sample was taken. You are required to keep your mud map as evidence of your Sampling Plan. You do not need to distribute this to the client however you must save a copy of the plan consistently so that you can find it again if needed in the future.
You must also record what Method of Sampling you have used;

- Base Composite Screening Kit
- Multi Wipe Base Composite Screening Kit

The method of Sampling selected has to be conducted using the approved techniques in Table 1 of NZS8510:2017. Your method of sampling must be consistent throughout the property.

Personal Possessions
Sampling of personal possessions (i.e. occupants, furniture (not fixed) and personal or stored belongings is not permitted within the scope of the report). If the owner allows for the possessions or contents of the property to be sampled, this sampling shall be completed in a manner that is clearly separate from the main scope of sampling works.
Surface Area to be Tested
Note that a 100cm2 surface area should be tested. Where the surface area tested prohibits this the area sampled should be recorded.
Field Blanks
See section 3.2.4.2 of NZS8510:2017 for further information regarding the inclusion of field blanks.
The objective of the field blank is to make sure that consumables used for sampling remain free of contamination and to demonstrate that cross-contamination has not occurred.
Field blanks shall be kept at a ratio of 1 in 20 samples and should include the date and batch details of each. The field blank is performed by swabbing a clean surface material (eg a ceramic tile) which is taken into the field location. Or alternately by removing the swab and wiping the surface of the gloves being used.
Results must be held available for future reference of related parties as a quality assurance mechanism.
Consider Risks related to Cross Contamination
To avoid cross-contamination or recontamination of cleaned areas and items:

(a) Removed items should be bagged, cleaned and stored off-site
(b) Removed items shall not be returned until the items have been tested and shown to be decontaminated, and

(c) Items shall not be returned to the property until the property has received a clearance certificate.

Findings
As per Section 3.2.5 A property is determined to be contaminated based on a screening assessment if:

- The assessment is compliant with the Standard
- A positive indication is detected by an approved screening methodology
- The lab results of a field composite that is made up of individual samples as per 3.2.5 (c) and (d)
- The laboratory is a NIOSH approved laboratory

Reporting
You must use the Methamphetamine Screening Assessment Report in Build Inspect.
To prepare the report you will need:

- Site notes
- Responses to client interview
- Sample Plan and related documentation like the mud map,
- Photos (including any photos taken of instant kit results) and
- Sampling lab analysis

The Report should be supplied to the client after lab analysis is completed and results are available. Results are appended to the primary report. Consequently, this service may fall outside of the 24hr-reporting framework.
A screening assessment report shall include, as per Section 3.2.6 NZS8510:2017 –

(a) The date of the screening assessment
(b) The address and/or description of the property or asset/vehicle;
(c) The name and qualifications of the screening sampler who conducted the screening
(d) A declaration of interest in the property – the landlord, owner, manager etc.
(e) A description and/or photos of the property layout that describes the sampling locations
(f) Photos of any evidence of manufacture
(g) The method used to collect the samples
(h) The methodology employed to analyse the samples
(i) Any limitations of the sampling and testing methodology employed including
    a. Areas not sampled and the reasons for this
    b. Any factors that may influence the outcome of the test result such as prior cleaning, previous remediation or renovation
(j) The results of the sampling including photographs of screening tests or copies of any lab reports
(k) A conclusion confirming the presence or absence of methamphetamine contamination at the property based on the results of the screening assessment.

PHOTOS TO BE INCLUDED
In Section D of the BuildInspect reporting application, one line item should be raised specifying exactly where the samples have come from.

10 photos should be included (2 photos of each sample, one from up close and one in the context of the room position. 5 samples in total)

Photos of the ACS Laboratory reports may be included under 'Noted Items,' however must be sent as clear attachments to the reports as well.

Section E of the BuildInspect report should include pictures of evidence of limitations and obstructions, as per the definition of 'Obstructions and Limitation' below.

If no meth is found on the property then the screening report acts as the clearance certificate for the property.

Primary Differences in the Methamphetamine Screening Report

Current Terminology in Building Inspection	Changes in Methamphetamine Screening

Reports	**Assessment Report**
Defect	Methamphetamine
Safety Hazard (Category)	Detected Methamphetamine Result
Major Defect	Suspected Methamphetamine Use
For Your Information	Undetected Methamphetamine Result
Minor Defect, Good Condition	All other Categories are N/A
Special Conditions	Used to note the form of Sampling Method (Test Type) used
Obstructions and Limitations	Extent to which obstructions or limitations specifically including evidence of recent renovation, building material replacement, painting and cleaning may obscure or temporarily or permanently result in under reporting of Methamphetamine levels
Further Inspections	Generally, further inspection referrals will be for a "Detailed Assessment" which JBI can complete for NZ
Risk of Undetected Defects	Risk of Undetected Methamphetamine

Guidance for Risk Ratings related to Undetected Methamphetamine

Use the following as a guide for assessment of risk related to undetected or under reported Methamphetamine levels in the property.

Please note that where multiple low risk factors combine the overall risk may be MEDIUM or HIGH as a consequence. Where 2-3 low risk items combine, note this as an overall medium risk.

	LOW RISK	**MEDIUM RISK**	**HIGH RISK**
Evidence of recent renovation or replacement of building materials			X
Evidence of recent painting			X
Evidence of recent intensive cleaning			X
Evidence of Anecdotal Reports of Use	X		
Evidence of Condition Conducive – Smoke Staining or Burns	X		
Evidence of Condition Conducive – Discarded Implements	X		
Evidence of Condition Conducive – Manufacture Indicators (Burn Pits, Enclosed Rooms, Staining, PreCursors, Manufacturing Equipment)	X		

Service Type 2 - Detailed Assessment

This service uses the Individual/Discrete Sampling methodology (Lab).

The purpose of this assessment is to establish the extent and magnitude of any methamphetamine contamination present and determine whether the property requires decontamination.

Please note this is a non-invasive assessment.
You are required to always:

- Observe OHS protocols and comply with the HSWA 2015
- Be aware of personal safety and the safety of your team. If you are going alone, make sure someone knows your itinerary for the day.
- Observe general building inspection practices specific to following a consistent pattern of inspection ie room by room (left to right, ceiling to floor) etc.
- Attend the site with required PPC, tools and equipment. Do not expose yourself to unnecessary risk.
- Observe standard Jim's Group customer service and job administration procedures

If a property has been screened and is shown to have contamination, then a detailed assessment should be undertaken to confirm the presence of methamphetamine and precursors and the levels. There is a possibility that the screening assessment has been bypassed because the owner knows that meth is in the property.

Sampling

1) **Information gathering**

Collect as much Pre-Site Attendance Background Information as you can.
The purposes are:

b. To gather enough information to determine a sampling strategy
c. To estimate the number and location of samples that need to be collected

d. To generate a health and safety plan
e. To understand the scope of works so that a quote may be prepared

People like the property owner, manager and or occupier as appropriate can provide this background information. This may include if known:

- Copies of any prior relevant reports
- Number and location of high use area or low use areas in the property
- If the property has forced A/C or cooling and the location and number of intakes
- The number and location of exhaust fans
- If any recent renovations or extensive cleaning has been conducted
- If the occupier has been notified that testing is to occur
- The presence of other occupants or pets that may be present

A sampling strategy checklist can be found on the shared drive.
Refer also to 4.2 of the standard for guidance on health and safety/risk assessment when entering a property.

2) Visual inspection

Conduct a preliminary site inspection assessment and inspection of each room to determine:

a. Environmental evidence or indicators of the presence of meth manufacture: you should record (in writing and with photos) in your report Conditions Conducive to Suspected Meth Use or Manufacture including:
   i. Debris
   ii. Staining
   iii. Equipment for manufacture or use (meth pipes / point bags)
   iv. Detectable odours
   v. Presence of precursor chemicals and materials or discarded / empty containers
   vi. Soil contamination – burn pits or chemical waste
   vii. Burn marks or smoke staining to
   viii. Damage to doors or internal walls, windows being blacked out, covered with dark curtains or blinds or paper, damage to the property.

b. An assessment of factors such as surfaces recently cleaned, renovated or painted that can be reduce the presence of methamphetamine on surfaces available to be samples shall be undertaken and a record made of sample sites collected.

3) Sampling Plan

This service requires you to document a Sampling Plan.
Discrete Sampling MUST be used for Detailed Assessment.
Individual Wipes will be used for each sample area. The NIOSH compliant sampling methodology will be used when collecting the samples.
Factors to consider when determining appropriate sample locations and numbers include:

(a) At least one sample shall be taken from every high-use area in the property. If a high use area is inaccessible or otherwise not able to be sampled, the report shall document those spaces where sampling did not occur and the rationale why those spaces were not sampled.
(b) Any areas separated from another area by a door shall be considered a separate area,
(c) Limited use areas may be suitable for sampling if, as a result of extensive redecoration or renovation elsewhere in the property, such areas provide insight into the history of methamphetamine contamination in the property;
(d) For high-use areas greater than 10m2 or floor space an additional surface shall be sampled for each additional 10m2 or fraction thereof;
(e) For structures that have no defined high or low-use areas (for example, open-plan areas) a surface shall be sampled for every 10m2 of floor space;

(f) If surfaces are sampled that are likely to give low swabbing recovery, such as unpainted wallpaper, bare plasterboard, concrete and bare timber, an additional surface in the high-use area shall be sampled; and
(g) If surfaces that are likely to give high swabbing recovery are sampled, such as varnished or stained timber, heat pumps, vents and heat-transfer systems, an additional surface in the high-use area shall be sampled.

Record only your Sampling Locations accurately using a combination of methods below:

- Written description of sample location
- Offset measurements from a fixed point e.g.: a doorway
- Photographs
- Floor plan
- Video recording

As a minimum sample location records shall include annotation of the type of area (high or low use, the type of surface, tiles, coated or uncoated timber, concrete etc) and the location within the area that the sample was taken.
Take field blanks, 1 every 20 samples.
Refer also to the Cleaning Training Systems sampling procedure and sample management procedures depending on the Method of Sampling selected. Refer pages 19-23.

4) Reporting

Two separate reports will be required for the client; the PrePurchase Building Inspection Report, within the 24hour reporting timeframe and then the Detailed Assessment Report which will be issued only after the lab results are available.
A Detailed Assessment report shall include:

(a) The date of the detailed assessment
(b) The address or description of the property or asset;
(c) The accredited sampler who conducted the detailed assessment
(d) A description of the property layout that describes the sampling locations
(e) Dimensions of areas sampled, to demonstrate compliance with NZS8510:2017 3.3.3.1
(f) The location of the sampling points and the rationale for selecting the locations
(g) The method used to collect samples
(h) The analysis methodology employed
(i) The limitations of the sampling and testing methodology employed, including but not limited to: areas not sampled and the rationale why they were not sampled; and factors which can influence the outcome of the test result, such as recent cleaning and renovation;
(j) The results of the sampling including copies of the laboratory analytical report;
(k) A conclusion confirming the extent and magnitude of methamphetamine contamination at the property based on the requirements in NZS8520:2017 3.3.5
(l) The accreditation body endorsement related to the organisation responsible for the detailed assessment report.

The key elements of what constitutes an acceptable report are documented on Page 23 of the Training Program and as above as per Section 3.3.6 of NZS8520:2017.

You must use the Detailed Screening Assessment Report in BuildInspect.
To prepare the report you will need:

- Any site notes
- Location record and mud map
- Photos (optional but best practice)
- Lab Analysis Report

PHOTOS TO BE INCLUDED

In Section D of the BuildInspect reporting application, one line item should be raised per sample, with 2 photos of each sample, one from up close and one in the context of the room position.

Photos of the ACS Laboratory reports may be included under 'Noted Items,' however must be sent as clear attachments to the reports as well.

Section E of the BuildInspect report should include pictures of evidence of limitations and obstructions, as per the definition of 'Obstructions and Limitation' below.

Where results are sent to a Laboratory, the Report should be supplied to the client after lab analysis is completed and results are available.
Results are appended to the primary report. Consequently, this service falls outside the scope of our 24hr reporting framework.
The main elements of the reporting process remain the same except for key differences outlined below:

Primary Differences in the Methamphetamine Screening Report

Current Terminology in Building Inspection Reports	**Changes in Methamphetamine Screening Assessment Report**
Defect	Methamphetamine
Safety Hazard (Category)	Detected Methamphetamine Result
Major Defect	Suspected Methamphetamine Use
For Your Information	Undetected Methamphetamine Result
Minor Defect, Good Condition	All other Categories are N/A
Special Conditions	Used to note the form of Sampling Method (Test Type) used
Obstructions and Limitations	Extent to which obstructions or limitations specifically including evidence of recent renovation, building material replacement, painting and cleaning may obscure or temporarily or permanently result in under reporting of Methamphetamine levels
Further Inspections	Generally, further inspection referrals will be to a decontamination specialist
Risk of Undetected Defects	Risk of Undetected Methamphetamine

Guidance for Risk Ratings related to Undetected Methamphetamine

Use the following as a guide for assessment of risk related to undetected or under reported Methamphetamine levels in the property.
Please note that where multiple low risk factors combine the overall risk may be MEDIUM or HIGH as a consequence. Where 2-3 low risk items combine, note this as an overall medium risk.

	LOW RISK	**MEDIUM RISK**	**HIGH RISK**
Evidence of recent renovation or replacement of building materials			X
Evidence of recent painting			X
Evidence of recent intensive cleaning			X
Evidence of Anecdotal Reports of Use	X		
Evidence of Condition Conducive	X		

– Smoke Staining or Burns			
Evidence of Condition Conducive – Discarded Implements	X		
Evidence of Condition Conducive – Manufacture Indicators (Burn Pits, Enclosed Rooms, Staining, PreCursors, Manufacturing Equipment)	X		

Service type 3 - Post Decontamination Sampling

This service uses the Individual/Discrete Sampling methodology (Lab).

Once a property has been decontaminated by a third party (eg. JHM) samples need to be taken to determine whether the decontamination has been successful and whether the contamination levels are at a level whereby property may be safely inhabited again.

Post Decontamination sampling follows the same process as the detailed assessment and should be completed in the following order and in accordance with the requirements stipulated on page 32 of your training materials.

1. *Sampling Plan*

Your sampling plan in this instance must cover off what works were required to clear the property of methamphetamine contamination. It must cover the sampling of areas that required decontaminating according to the Detailed Assessment report.
The sampling plan should be drawn up and agreed by both parties prior to the sampling commencing and should include the following information:

- ***The size and layout of the property***
- ***Problems caused by adjoining properties (eg cross contamination)***
- ***Previous sampling plan***
- ***Whether there is a need to encapsulate any of the structural components***
- ***Locations on samples an on what material***
- ***The types of samples that will be taken***

2. *Site Assessment*

As per page 32 of your training materials –

- ***Take one sample for every 10m2 of floor space in a room or part thereof***
- ***If you're taking a sample on wallpaper, bare plasterboard, concrete, bare timber etc, take another sample in an area where contamination may be higher***
- ***If you're taking a sample on varnished surface, heat pumps, vents etc – take another one from a lower contaminated area***
- ***Keep your sampling technique consistent throughout the property***
- ***Note any areas not being sampled and why***

Field blanks are to be done in the same ratio as previously – first ever sample is a blank and then 1 per 20 samples thereafter.
If, over the course of the sampling, the initial sampling plan has to be changed because of something that comes up on site, then the updated sampling plan has to be approved by both parties before proceeding. Additional samples may also be collected at the sampler's discretion and processed following consultation with the property owner or manager.
If there has been any encapsulation as part of the remediation works, you will also have to allow for testing these areas to make sure they are not over the limit as per NZ8510:2017. This sampling is in addition to the above requirements of post decontamination sampling.

3. *Reporting*

The final report must include:

- ***Why the property required decontamination***
- ***The post-decontamination sampling plan and rationale***
- ***Details of the sample test results***
- ***Interpretation of the test results***

You must use the Detailed Screening Assessment Report in BuildInspect.
To prepare the report you will need:

- Any site notes
- Location record and mud map
- Photos (optional but best practice)
- Lab Analysis Report

PHOTOS TO BE INCLUDED

In Section D of the BuildInspect reporting application, one line item should be raised per sample, with 2 photos of each sample, one from up close and one in the context of the room position.

Photos of the ACS Laboratory reports may be included under 'Noted Items,' however must be sent as clear attachments to the reports as well.

Section E of the BuildInspect report should include pictures of evidence of limitations and obstructions, as per the definition of 'Obstructions and Limitation' below.

It is important to attach the lab test reports in full to the post decontamination report. Selected 'cut and paste' extracts of the results throughout the report are not acceptable.

Sampling Strategy Checklist
Background information:

1. What is the reason for sampling the property?

_____
_____
_____

2. Do you suspect there has been a user in the property?

_____
_____
_____

3. Have the police been involved?

_____
_____
_____

4. Is it a rental property?

_____
_____
_____

5. Is the property still tenanted or have they moved out?

_____
_____
_____

6. Is there a dog/pet at the property?

_____
_____
_____

7. Has the property already been decontaminated?

_____
_____
_____

Depreciation Schedule service

Important note:
This procedure is to be read, considered and implemented in conjunction with:

1. Building Inspection and Pre-Purchase Building Inspection Procedures
2. Documented customer service and administration procedures
3. Taxation Ruling TR 97/25:

https://www.ato.gov.au/law/view/view.htm?docid=TXR/TR9725/NAT/ATO/00001

4. ATO Guide to Rental Properties.

https://www.ato.gov.au/uploadedFiles/Content/IND/downloads/Rental-properties-2017.pdf
This is updated every year and contains information on how to treat rental property income and expenses – including depreciation. In the back of this guide is a list of all the Depreciating Assets potentially found in a rental property.
Because Depreciation Schedules is a service related to income tax, the rules around depreciation are governed by the Income Tax Assessment Act of 1997.

Depreciator and JBI partnership

Depreciator is a national provider of Depreciation Schedules. Depreciator have been completing Depreciation Schedules for over 16 years and are the preferred provider of accountants. On behalf of Jim's Building Inspections, Depreciator carry the tax knowledge and manage the software that applies the depreciation rules.

Pre-Requisites

To deliver this service Jim's Building Inspections requires:

- Satisfactory completion of the 'on-boarding' procedure with Depreciator
- A signed agreement with Depreciator
- Completion of the Depreciator training modules
- One FSO supervised Tax Depreciation Schedule

You do not need formal qualifications or certification by an external body. The only prerequisites are internal. Depreciator is Jim's Building Inspections only approved trainer.

Insurance

Importantly, you are not interpreting any tax rules in carrying out this service, you are simply gathering information and submitting this information to others.
Your existing PI insurance is sufficient for this and Depreciator also has umbrella PI insurance.
Depreciator's software is externally audited to ensure its accuracy. It is this software that applies the relevant tax rules and depreciation rates. You are not required to make any interpretation of rules.

What is depreciation?

Claiming depreciation as a tax deduction on a rental property is simply claiming compensation for the wear and tear on that property. Buildings suffer wear and tear, as do the Assets associated with them – especially when tenants are involved.
Businesses have long claimed depreciation on vehicles, tools, furniture, computers etc.
The logic behind property investors being able to claim depreciation is that owning a rental property is a bit like owning a business. There is income (rent) and there are expenses. Expenses that relate to a property include loan interest, council rates, management fees, water rates and depreciation.
Depreciation on some types of commercial properties was introduced in 1979. It was expanded to a wider range of commercial property in 1982. Then in 1985, investors in residential property could claim depreciation, which was introduced to offset the impost of Capital gains Tax that was also introduced at this time.
Residential buildings constructed between July 1985 and September 1987 could be depreciated at 4% per annum for 25 years – 4 x 25 = 100%. Depreciation on buildings built in that 26-month window has now run out.
But in September 1987, the rate was changed to 2.5% x 40 years. So any residential building where construction started after September 1987 can be depreciated at 2.5%. A house built in, say, 1995 will keep depreciating until 2035.
Renovations carried out after September 1987 to a property of any age can also be depreciated. So if a client owns a 100 year old house and previous owner has done a renovation after September 1987, the current owner, your client, can depreciate the cost of that renovation.
The starting point for a Depreciation Schedule on a house built in 1995 is estimating what that house cost to build in 1995. This figure then depreciates at 2.5%pa.

Note: You will NOT need to estimate the historical build cost of properties.

The above applies to buildings. Different rules apply to the Depreciating Assets associated with those buildings. Typically, these Assets include appliances, HWS, air con, carpet, floating floor, curtains/blinds etc. Basically, anything that is not going to last 40 years – as noted above in the rear of the ATO Guide to Rental Properties there is a comprehensive list.

Note: You will NOT need to estimate the cost of Assets.

Service Description
The primary role of Jim's Building Inspections is to deliver Tax Depreciation Schedules to clients on behalf of Depreciator.
A Depreciation Schedule is a document that sets out how much depreciation an owner can claim on a property every year. In a tax return, depreciation is a line item for building, and separate one for Assets. Clients who do their own tax return extract the information from the Depreciation Schedule to complete their tax return. Those who use an accountant, simply give them the Depreciation Schedule and the accountant extracts the information.
JBI's Depreciation Schedules will run for 20 years.

Reporting
Depreciator has developed a Tax Depreciation Schedule format that is simple to read and understand. Jim's Building Inspections Depreciation Schedules will follow this format.
This will be a report type within Build Inspect (new version only – unavailable on the old app) that you will complete as per the guidelines of this procedure. Please ensure you pay special attention to the "what information do you need to collect" section detailed later. Once completed, this report will then be sent to Depreciator via a "submit button". This will replace the "send to client" step within the app. Depreciator will then complete the Depreciation Schedule and return it to you in PDF format, ready to be sent by you to your client.
On page 8 of the JBI Depreciation Schedule is a summary of the depreciation the client will be able to claim every year for 20 years.
On page 11, is the construction cost of the building (excluding Assets) when it was constructed. Also on page 11 is the historical construction cost of any eligible renovations. The construction cost is expressed as one figure which depreciates at 2.5%pa until the building is 100% written-off.
From page 12 onward are the Assets. These are listed individually with opening written-down values as of the date the property was first available to be rented out.
Many clients know how to read a Depreciation Schedule and others won't bother – they will forward them to their accountant. Some clients will read their Depreciation Schedule and have questions.

A Fact Sheet for questions clients often ask BEFORE or AFTER commissioning a Depreciation Schedule has been uploaded to the Shared Drive.

Is it worth getting a Depreciation Schedule for every property?
Not necessarily. If a property was built before 1987 and has not had any significant renovations, it will not be worth getting a Depreciation Schedule.
The newer the property, the more depreciation there is. That's because depreciation is driven by building costs and of course recently built properties cost more to build than older ones.
Keep in mind the September 87 date. Anything built after this date, or any significant renovations done after this date, can be depreciated and are worth doing.

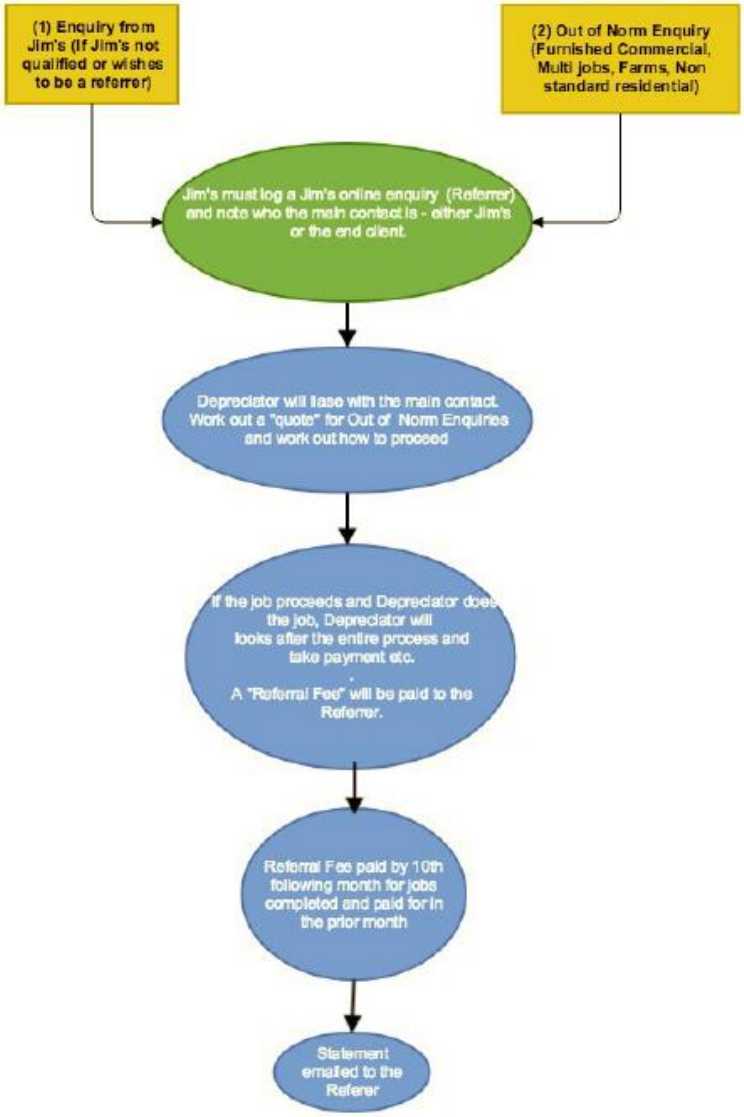
What were the changes to Depreciation last year?
In the May 2017 Budget, there were changes announced to depreciation. It is useful for you to know generally what they were.
The changes affect the treatment of Assets in second hand residential properties owned by individuals and self-managed super funds.
Commercial properties are NOT affected.
Depreciation on the building itself is NOT affected.
If a client buys a property more than 6 months old, they can still depreciate the building itself, but the depreciation on the Assets will need to be deferred. People will claim that unclaimed depreciation when they sell the property to reduce their capital gains tax.
For brand-new properties and properties less than 6 months old, the buildings and Assets can be claimed as normal.

Who are your clients?
Your most likely clients are property investors. You will already have some contact with property investors when you are doing pre-purchase Building and/or Pest inspections.
But there is a much broader opportunity in your local area including property managers, conveyancers or solicitors, and accountants. These are the people who often make enquires about Depreciation Schedules on behalf of their clients. These are the people you need to market your JBI Depreciation Schedule service to.

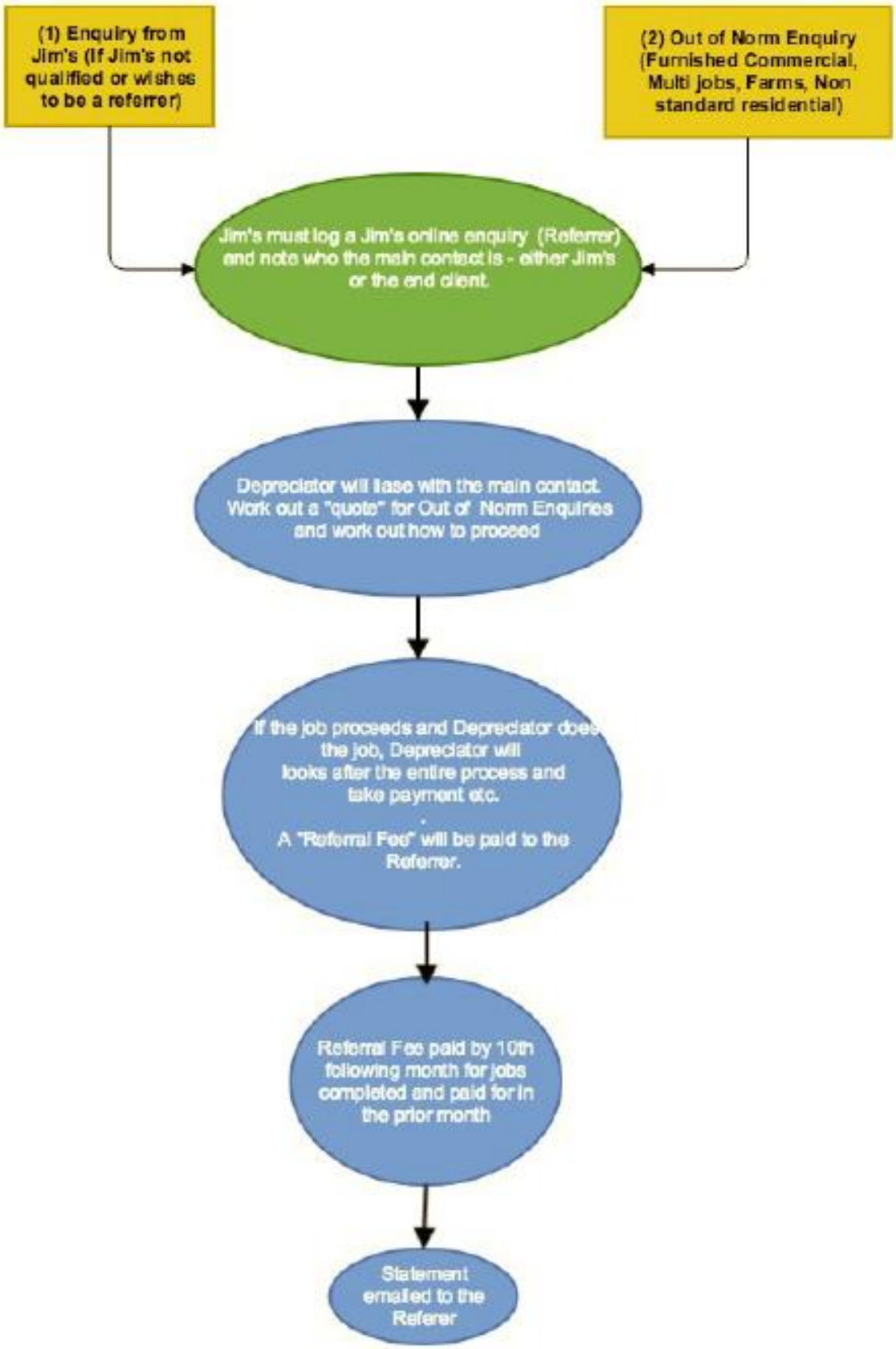
There are 5 different job types. (please note the flow charts are available in the shared folder and given here just as reference)

Job type 1: Enquiry only from Jim's (no preinspection agreement required)
This is an option for Jim's franchisees who have NOT done the 'on-boarding', or for those who opt to NOT offer the JBI Depreciation Schedule service at this time. In these cases, you will be able to simply forward the contact details for the client to Depreciator and earn a referral fee if the job proceeds. There is nothing more you will need to do with these jobs.
Franchisees will refer the client to Depreciator **using the Jim's online enquiry form**. If the client proceeds, when the job is completed, Depreciator send Franchisees a referral fee.

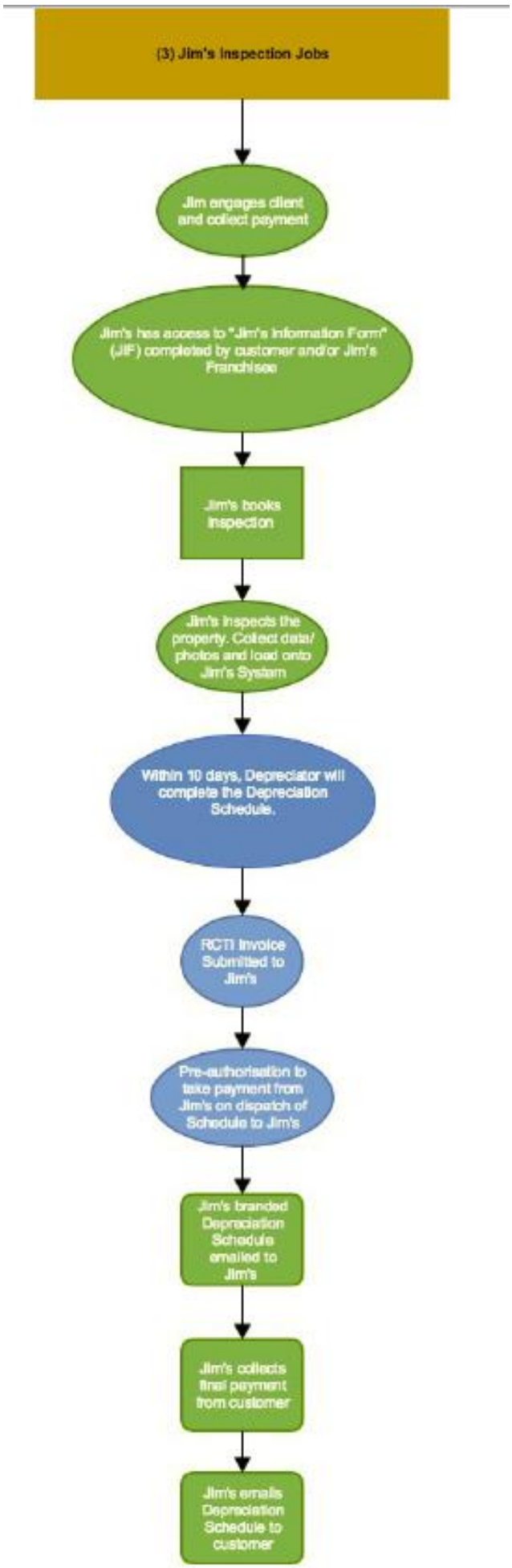
NB: The referral MUST be made online for the referral to be tracked and the fee paid.
The benefit of this job type is that if you have a client wanting a Depreciation Schedule, you will still be able to assist them (and earn a commission). Being able to provide a client with a solution helps ensure the loyalty of that client.



Job type 2: Non-standard jobs (no preinspection agreement required)
Most of the requests you get for Depreciation Schedules will be for standard properties – modest houses or apartments. Very occasionally, you may field an enquiry for what we term a 'non-standard' property which could be a commercial property, or perhaps a farm, or even a block of apartments.
These sorts of jobs vary widely in their complexity and they need to be quoted and treated individually. Often, they require someone with the qualifications of a Quantity Surveyor to complete. With these jobs, you will again simply forward the contact details of the client to Depreciator and receive a referral fee if the job proceeds.



Job type 3: Inspection jobs for Jim's (a preinspection agreement has been provided and is required)
Most of your jobs will fall under this job type. These are jobs where a client requests a Depreciation Schedule and you retain the client, invoice the client, carry out the inspection, submit the information to Depreciator, pay Depreciator for the Depreciation Schedule, and deliver the Schedule to the client.


(3) Jim's Inspection Jobs
Jim engages client and collect payment
Jim's has access to "Jim's Information Form" (JIF) completed by customer and/or Jim's Franchisee
Jim's books inspection
Jim's inspects the property. Collect data/ photos and load onto Jim's System
Within 10 days, Depreciator will complete the Depreciation Schedule.
RCTI Invoice Submitted to Jim's
Pre-authorisation to take payment from Jim's on dispatch of Schedule to Jim's
Jim's branded Depreciation Schedule emailed to Jim's
Jim's collects final payment from customer
Jim's emails Depreciation Schedule to customer

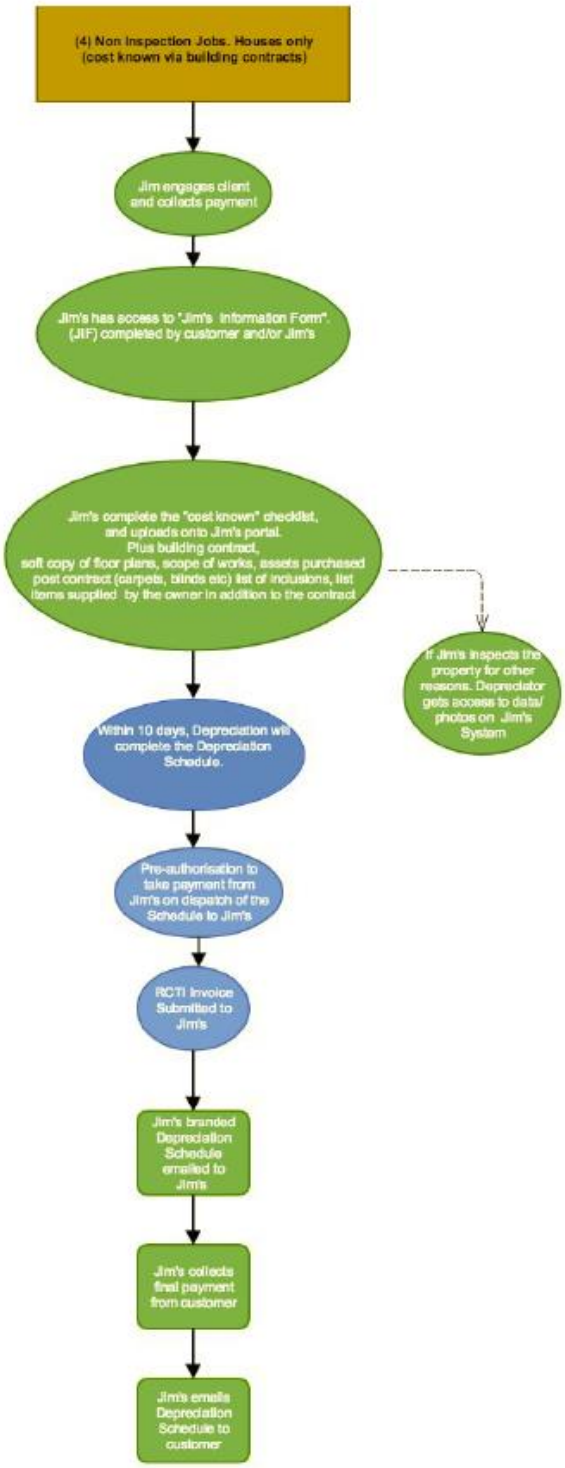
Job type 4: Non-inspection jobs for Jim's (a preinspection agreement has been provided and is required)

This is for a client who has built a brand-new house. The client will have a contract with a builder that lists the total construction cost, has the floor plans, and details the inclusions.

This property will not need to be inspected for the purposes of doing a Depreciation Schedule – under the relevant legislation, if the actual construction costs are known, they must be used. And where there is a building contract in the mix, the actual cost is known. Of course, you might be inspecting the property anyway for a Building and/or Pest report, but for a Depreciation Schedule, the required information is all in the contract.

There is a checklist where you will enter information you have extracted from the building contract.

You retain these clients, invoice them, submit the information to Depreciator, pay Depreciator for the Depreciation Schedule, and deliver the Schedule to the client.



Job type 5: Inspection jobs for Depreciator (no preinspection agreement required)
Depreciator are a national provider of Depreciation Schedules and have numerous people on the ground. But there will be times when Depreciator receives a request for a Depreciation Schedule that requires an inspection in a location where they have nobody on the ground. In these cases, Depreciation will engage the nearest Jim's person and pay them to carry out the inspection and submit information on the property. The information needed will be as per job type 3.
With these jobs, Depreciation will retain the client and invoice the client and deliver the Depreciation Schedule to the client. Your role will simply be to gather and submit the information required by Depreciator and they will pay you a fee for this.

How long will it take you to do a job?
There are two categories of job inspection - those where you are also doing a Building and/or Pest report, and those where you have been engaged by your client to just do a Depreciation Schedule.
If a client has engaged you to do a Building and/or Pest report AND a Depreciation Schedule, the extra information you be required to gather for a Depreciation Schedule will only take 15 minutes. That's because you will already be onsite and there is some overlap between the information required for Build/Pest and Depreciation. You will need to submit a rough floorplan with dimensions and some photos of the Assets. More about this later.
For jobs where you have been engaged to just do a Depreciation Schedule, you should allow 30 minutes on site. (This also applies to those jobs where Depreciator engage you to inspect a property for them i.e. job type 5.)
For job type 4 where you are not inspecting but simply sending a Building Contract to Depreciator, there will be little time involved.
And if you are just forwarding a client to Depreciator for a referral fee, it's a minute or so of your time.

What information do you need to collect from your client?
You own the client, so Depreciator do not need contact details for the client. The Depreciation Schedule will, however, have the client's name on it.
There is some general information that is needed for both Job Types 3 and 4.
When it comes to the information needed about the property itself, please refer to the checklist uploaded on the Shared Drive. The checklists for properties you inspect and those you do not inspect will differ.
The general information is as follows:

- Client name
- Property address
- Has the property been renovated?
- Are there any online links to the property e.g. a real estate agent sales listing?
- Date the client put down a deposit i.e. the Contract Exchange date or date they first paid the builder.
- Date the client made the property available to let – in many cases this is the settlement day. In the case of a new house, it will be handover day.
- Purchase price (or build cost in the case of a new property)
- Was construction information provided when the property was purchased?
- Has the client added anything to the property after settlement/handover?
- Is the client a small business?
- Is the client registered for GST?

What information do you need to collect about the property you inspect?
This relates to Job Type 3.
As noted above there is a checklist that will guide you, but the following is what Depreciator will need to know:

- Gross floor area in square metres. The method of working this out will be covered in the training.
- Floor plan. Tip: in many cases, there is a floorplan available online
- Property features e.g. pool, gym, garage, sauna etc.
- Renovations – a brief description of renovations and the approximate date the renovation was done.
- Asset information*

*You will recall that Assets are things like appliances, floor coverings, HWS, air con etc. Depreciation need to estimate the value of these items. To do that, they need a photo of each item. In a standard property, this will involve less than 20 photos.
You are of course familiar with taking photos for Building and/or Pest inspections. With these jobs, you are often photographing problems or faults you have identified. You will need to understand for the purpose of valuing Assets how the photo requirements will differ. Please refer to the Shared Drive for information on photo requirements.
For floor coverings, you will need to provide the square metres.

What information do you need to collect about a property you do NOT inspect?
This relates to Job Type 4 and is typically a house that the client has had built for them.
Please refer the checklist uploaded on the Shared Drive.
Depreciator will need to know:

- Total construction cost including fencing and paving but EXCLUDING land.
- Total of any expenses additional to the contract that the client added.
- Floorplan – this will be in the contract
- Asset information*

*Most of the information on the Assets will be in the contract. Depreciator will estimate the installed retail value of each Asset, but you will need to tell them what Assets are in the property.

This checklist has been uploaded on to the Shared Drive.

Training and Professional Development

Induction Training

All new franchisees must attend the two week intensive Induction Training program. Services are not permitted to be delivered without successful completion of this course.

If you wish to receive a Statement of Attainment from HIA, you will be required to also complete some assignments in the three weeks after the course.

Successful completion of the course is a mandatory requirement. If the trainee does not pass the course, additional training at franchisee cost, is required.

At completion of the course you will be endorsed for all of the services that were covered in the course.

Some services require additional training which will be delivered throughout the year. Once you have completed these training courses you will be endorsed to deliver these additional services e.g.: child care centre inspections and will have these reports enabled on your iPad application.

After completion of your course you will be required to do further supervised inspections. This includes:

- A minimum of 7 further prepurchase building inspections.
- Having your first ten inspection reports of all other service types reviewed prior to submission to client. Your franchisor may require you to submit additional reports if the quality of the reports is substandard.

- The submission of online feedback is required by your FSO and located here

  https://www.surveymonkey.com/r/PrePurchBuildInspSupervision

Every year you will also be required to undertake additional mandatory training and professional development activities. This is to ensure that the skills of the inspectors are constantly maintained and updated to reflect changes in legislation, regulations and codes.

The training also addresses general business skills and personal, professional development.

Jim's Group Annual Conference

Attendance at the Annual Jim's Group conference is mandatory. The locations vary. The content of the conferences is generic and therefore applicable to all divisions. It usually includes business management skills and personal, professional development as well as items pertinent to the broader Jim's Group.

Jim's Building Inspections Annual Divisional Conference

Attendance at the Annual Jim's Building Inspections division conference (held immediately prior or post the Jim's Group conference) is mandatory. The divisional conference includes training and development which is primarily technical in nature and specifically related to our industry.

Attendance at these events is at your cost. You should budget for the expected travel, accommodation, meals & registration costs as Jim's conferences are held at various locations nationally.

Regional Meetings

Approximately, every 6 weeks a regional meeting is held by your Franchisor. Attendance at these meetings, usually afterhours, is a key requirement. You must attend a minimum of 6 meetings annually. There are 8 per year. Each meeting includes a PD or training component which may include presentations, guest speakers and practical activities.

A calendar of these meetings will be provided at the start of each year so that you can plan your attendance.

Additional Mandatory PD

There may be up to 3 additional mandatory PD items which will relate to additional completion of training units to increase the range of services we can offer. This schedule is currently being compiled but will likely include between half day to 2 day training course.

Proactive Calls

Proactive calls are made monthly by your Franchisor and are a contractual requirement of Franchisors. The proactive call is an opportunity to review business activity, monitor any issues and assist you to resolve problems.

Business Planning

There are a number of initial and ongoing business planning activities which will be undertaken with you and addressed during training. Resources and supplementary training and professional development will also be provided throughout the course of the year.

Pre Franchise Planning Workshop

A full day pre franchise planning workshop will result in an action list, timeline and a detailed briefing of how to prepare for your new business.

Two Week Training Program

Running concurrently throughout your two week training program will be the progressive completion of a business plan, you may also choose to do this separately. The business plan will be part of a final presentation during the training course.

Business Reviews

On commencement a range of baseline data, benchmarks and targets (for income, no., of jobs per day etc) will be entered into your iPad application. This will enable real time tracking of your activity vs planned or targeted goals.

Your franchisor and you can interact with this data during your monthly proactive calls to identify areas that you are performing well in and areas where you may need support.

Projects and Partners

This manual chapter outlines the agreements and relationships we have with a number of like-minded businesses in the Property and Real Estate sector.

You should familiarize yourself with each arrangement and follow identified instructions on how to further develop and enhance these relationships at a local level.

Lawlab (also referred to as Rundl jobs)

Lawlab are a national conveyancer who recommend Jim's Building Inspection services during the conveyancing process for home purchases. They utilise the Rundl online platform (their own creation) to create a job flow check list – with the ability to invite in various trades and services during the process.

info@jimsbuildinginspections.com.au must be notified of EVERY correspondence to keep track of work flow and update the system.

1. **Lead creation**
   A lead will be created through Jim's Online for the service. The standard service will be build and pest and prices will usually be as per the below list. Any changes will be listed in notes section of the lead.

2. **Booking**
   Follow the standard procedures - contact client, win job, send quote and preinspection agreement and make booking. Please note WA franchisees will also need to use the Electrical Waiver Preinspection Agreement for electrical to be turned off for roof void/subfloor inspections.

   Please notify info@jimsbuildinginspections.com.au with booking date and time.

   Ensure any delays or developments and conveyed to info@jimsbuildinginspections.com.au so the system can be updated.

3. **Inspection**
   Complete the inspection as per normal procedures. Please send completed report to (ONLY ONCE PAYMENT HAS BEEN RECEIVED) info@jimsbuildinginspections.com.au and it will be uploaded to the system.

Price list (NSW, SA, WA & VIC)

Type of Property	Price (incl. GST) Build and Pest
House	$550
Unit	$495

Price list (QLD)

Type of Property	Price (incl. GST) Build and Pest
House	$495
Unit	$450

Renovating for profit

Jim's Building Inspection has a national partnership with Renovating for Profit.

This partnership includes:

- Access to their database of Graduates to promote our services to them
- Attendance and participation in the trade exhibit conducted in conjunction with their regular training programs
- Advocacy within the training program as to the benefit of building, pest and asbestos inspections before purchase and especially before starting renovation work.

Please ensure you:

- Educate yourself about the Renovating for Profit program generally so you can interact with the RFP Graduates that contact you in an informed manner
- Only quote and offer the prices that are in the table below, do not vary. RFP Graduates have been quoted these prices exclusively.

Procedure:

- Job will come to you via a lead.
- If the lead comes via National Office we will enter it as a lead and note in the message that they are an RFP Graduate. Ensure you reference this in your call back and only quote the packages of services below.
- If they have contacted the call centre directly it is up to them to mention that they are an RFP Graduate. When they mention this please refer to the price list and service packages below.
- Ensure you provide reports within a 24 hour timeframe
- Develop a relationship with that person as they may need advisory services in the future as they progress to renovate for profit their properties.

Pricing

All prices are GST inclusive and don't forget to remind them that our services are tax deductible.

Service	Regular Price	RFP Graduates
Building Inspection	$440	$380
Building and Timber Pest Inspection	$660	$580
Building / Pest / Asbestos Inspection*	$1300	$900
Practical Completion or Handover Inspections	$660	$440
Owner Builder Warranty Inspections	$440	$330
Asbestos Inspection & Sampling*	$440	$380
Additional Asbestos Samples	$110	$88
Building and Asbestos Inspection	$660	$580
Advisory Services	$180ph	$110p/h

* Please note Asbestos Inspection provides for removal of one sample – where permissions are provided – for lab analysis to confirm the presence of Asbestos. Additional samples at cost.

Investment Property Research Group (IPRG)

Jim's Building Inspection has a national partnership with Investment Property Research Group (IPRG).

This partnership includes:

- Provision of Practical Completion Inspection 'Handover' Inspections of investment properties (usually apartments) at an agreed rate

Please ensure you:

- Educate yourself about IPRG generally so you can interact with the clients that contact you in an informed manner
- Only quote and offer the prices that are in the table below, do not vary. IPRG clients have been quoted these prices exclusively.

Procedure:

- National Office will enter it as a lead and note in the message that it is an IPRG job. Ensure you reference this in your call back and only quote the price below.
- The job is organised through IPRG, the invoice is sent to IPRG's client.
- Ensure you provide reports within a 24 hour timeframe unless payment has not been made by the IPRG Client.
- Reports are to be sent directly to IPRG only
- The email address for the lead will therefore be the contact at IPRG. Invoicing can also be sent to email address and the IPRG contact will forward this on to the individual client.

Pricing

All prices are GST inclusive.

Service	IPRG client (inclusive of GST)
Handover Inspection up to 3 bed apartment	$310
Handover Inspection up to 4 bed apartment	$370
Follow up inspection to review repairs made only on previously identified defects up to 3 bed apartment	$155
Follow up inspection to review repairs made only on previously identified defects up to 4 bed apartment	$185
If 3 or more apartments are in the same block, a discount will apply provided they are all completed on the same day.	5% discount

Ausin Group

Ausin Group is a large Investor Group targeting the Chinese market. Our relationship with them consists of completing handover reports for new construction projects - for apartments, townhouses and house and land developments in Melbourne, Sydney and Brisbane.

Job Flow Sheet

info@jimsbuildinginspections.com.au must be CC'd into EVERY correspondence to keep track of work flow.

1. REQUEST

Ausin group will supply a request for an inspection via email to info@jimsbuildinginspections.com.au detailing:

(a) Client name
(b) Address of property
(c) Contact details for arrangement of access to property

Please note: the written request includes a signed copy of the preinspection agreement. The consultant is not required to send this.

2. CONFIRMATION

The Service Provider will confirm via return email that the job has been sent out. Contact will be made directly between the Building Consultant and the contact for arrangement of access.

3. INSPECTION

If you are unsure what the lead message specifies please contact Bek before actioning.
The consultant will contact the phone number provided being the developer/supervisor for the particular job. The consultant will arrange a mutually convenient time to inspect the property. The consultant will endeavour to give at least 5 days' notice to the client for payment to be organised. A receipt of payment will be acceptable if funds have not cleared.

4. INVOICE

The Building Consultant will invoice Ausin Group directly via email to customerservice@ausingroup.com.au and use the following naming convention for the email subject line:

[Project/suburb] [Lot/Apt #] [Address] – Invoice [Inv #]

The consultant will ensure that their specific bank details (including SWIFT code including bank name and branch suburb) will be on the invoice.

The Building Consultant will notify them of the date and time arranged for the inspection by email to customerservice@ausingroup.com.au and use the following naming convention for the email subject line:

[Project/suburb] [Lot/Apt #] [Address] – Confirmation

5. INSPECTION

Once payment has been received as per the terms, the Building Consultant will complete the inspection (do not attend onsite unless payment is received) and the report will be ready within 24 hours of the inspection time.

6. CANCELLATION FOR NON-PAYMENT

An email must be sent to Ausin customer service to notify of any cancellation of inspections for non-payment. A new confirmation email (specifying second attempt at booking) must be sent with the new date and time.

If an inspection is cancelled twice, do not make a third booking. Please contact Bek for further discussion with Ausin Group.

7. REPORT

The report PDF file must be renamed (save to dropbox then rename) and use the following naming convention:
[Project/suburb] [Lot/Apt #] [Address] Report

Report must be sent to Bek (info@jimsbuildinginspections.com.au) to be checked prior to sending. An email will be sent back either confirming it's approved or requesting amendments.

8. SENDING REPORT

Once approval is received, the report will be sent (once payment is received) via email to: customerservice@ausingroup.com.au and use the following naming convention for the email subject line:

[Project/suburb] [Lot/Apt #] [Address] – Report [Date]

Price list

Type of Property	Price (incl. GST)
Apartment	$300
Townhouse	$400
House and Land	$500

Example of Invoice **(must be identical)**

Page 1 c

Jim's Building Inspections

Tax Invoice
Jim's Building Inspections (Murrumbeena)
22 Lawrance St,
MURRUMBEENA, VIC 3163
Phone: 0419896719
Email: murrumbeena@jimsbuildinginspections.com.au

Invoice No:	91-01673
Date:	Mon 11 Apr 2016
Representative:	Paul Nagle
ABN:	60705255047

Customer:	Weifeng Wu
Billing Address:	Lot 8702 Quadrant Approach, Williams Landing, VIC, 3027

#	Description	Qty	Unit Price	Sub-Total	GST
1.	New Construction Inspection - Practical Completion	1	$500.00	$500.00	$45.45

Note Swift code must be provided **including bank name and branch suburb and in this location on the invoice**

For direct debit payment Swift code CTBAAU2S. Commonwealth Bank, Carnegie Branch BSB 063 115 Account Number 10384540

Total (ex.GST)	$454.55
GST	$45.45
Grand Total	$500.00
Paid	$0.00
Balance Due	$500.00

Banking Detail:

Bank:	Commonwealth Bank	BSB:	063115	Account No:	10384540
Account Name:	Paul Nagle T/ A Jims Building Inspections - M				

Payment Type	Direct Debit

ENData Procedures

Jim's Building Inspections has a national partnership with ENData - Insurance Claims Management - which liaises with most insurers Australia wide.

This partnership includes:

- Insurance consultant work

This is a specialist area of reporting and reports must be reviewed until at a standard acceptable. This reporting is very different to what we do on a day to day basis and requires a different approach.

Anton Molnar is the group's reviewer for these reports. His charge is $120 per report. This charge is sent to your FSO who will receive your lead fee for this job. Anton will cease reviewing your reports once he and Paul have signed off on your standard.

In order to qualify for these jobs a franchisee must first attend an induction with ENData to understand their systems and KPIs.

Once a Franchisee is inducted into the ENData procedures the Divisional head office will send an email asking them to accept the lead fee associated with this service type. This lead fee is $136 - reports for this service type are usually a $1000 job. The FSE must "reply all" to this email (the Document Team at Jim's Group are CC'd in) to accept in writing. Jim's Group will then allocate this service type to the FSEs code with the $136 lead fee.

Emails come direct from ENData to Divisional Head Office. The lead is allocated through FMS with the basic information. The email is then forwarded to the Franchisee, Anton (if he is still reviewing reports) and the FSO. The email will detail the job information and contains attachments of site notes and any other information provided by the insurer. This could be previous reports, photographs, emails or any other number of items. These can be numerous if the claim has been ongoing for some time.

There are strict KPI's we must maintain and the procedure below must be

Please ensure you:

- Liaise with Divisional Office throughout the process detailed below
- Send all documentation through Divisional office ONLY.

Procedure

1. The job is allocated to an FSE through the FMS system, asking them to review the email prior to action. This must be done immediately.

2. An email is sent at the same time with the Site Report attached and with any documentation provided (previous reports, photos etc) in the online platform must be attached to this email.

3. The FSE must contact the insured (client) and advise that the claim has been allocated to them. They need to arrange an appointment to inspect. This call must be made ***within 45 minutes*** from acceptance of the job. An email must be sent to Divisional within this 45 minutes (bek@bauengroup.com.au) notifying that:
    - The client has been contacted (Divisional must then update the platform to show Client Contacted) and;
    - The date of the appointment made (Divisional must then update the platform to show appointment date) or;
    - That the client was unable to be reached. (Divisional must enter a public job note detailing the failed attempt at contact)
    - If the client was unable to be reached, the FSE must continue to attempt contact and notify divisional on each subsequent attempt. Divisional must update the online platform and place a public note on the job of each attempt of contact until contact is made.

4. The FSE has 24 hours from contact to make and confirm appointment, however aim to complete this step at initial contact. The appointment must be within 5 days. If customer is not available in this time frame, Divisional must be notified and a note must be placed on the platform to this effect.

5. If access equipment is necessary (or further inspections by other specialists) we need to be informed asap and gain approval from ENdata for extra charges.

6. FSE must attend the job at the agreed upon appointment time.

7. The FSE then has 5 days from the appointment to submit the causation report, scope and documents/photographs. ***If the report is to be reviewed by Anton, you must have this report to Anton within 3 days.*** The report must be submitted to Divisional.

8. The FSE must use CAUSATION REPORT FORMAT & EDIT COMPLETION Check List and review THE CAUSATION REPORT GUIDE both found in the Endata folder within section 5 of the shared folder.

9. All photographs must be entered as a photo template or within the body of the report, with a detailed description of what the photograph refers to. There must be a photo included with a front street elevation view of the property ***at the time of inspection.***

10. If delays are foreseen a job note must be entered by Divisional to the online platform so ensure you keep Divisional updated and in the loop at EVERY STEP.

11. The report (once check and amendments made if required) and any other documentation must then be sent to Divisional.

12. The FSE must submit to Divisional an invoice for the job within 48 hours. Any delay must be added as a job note on the online platform by Divisional. Invoices should be made out to:

    ENData
    14/2 Knobel Court
    Shailer Park QLD 4129

    - Note the site address for the job.
    - Invoice at $181.50 per hour including report writing
    - $1 per kilometer travelled over 100kms - only if discussed and agreed to with both Divisional and ENData prior to accepting lead.
    - See below for an example invoice

    .

13. Any queries by ENData must be answered within 24 hours, so the FSE must ensure they are contactable during the job.

Example Invoice:

Page 1

Tax Invoice

Jims Building Inspections Logan

1A Illawong St,
Loganholme, QLD 4129
Phone: 0477990940
Email: logan@jimsbuildinginspections.com.au

Invoice No:	164-01007
Date:	Tue 28 Jun 2016
Representative:	David Brunner
ABN:	64678159782
Lic No:	1078876

Customer:	ENData Pty Ltd
Billing Address:	14/2 Knobel Crt, Shailer Park, QLD, 4128
Site Address:	3 Cherry St, Oakey, QLD, 4401

#	Description	Qty	Unit Price	Sub-Total	GST
1.	Causation Report CGU Claim # CGU160791162	7.75	$181.50	$1,406.63	$127.88

.**This is a payment claim made under the Building and Construction Industry Payment Act 2004 QLD**Payment can be made by Electronic Funds transfer to: Jims Building Inspections Gold CoastANZ Bank BSB: 014279Account Number: 406160629

Total (ex.GST)	$1,278.75
GST	$127.88
Grand Total	$1,406.63
Paid	$0.00
Balance Due	$1,406.63

Core Logic (also called RP Data)

Jim's Building Inspections has a national partnership with Core Logic.

This partnership includes:

- Job bookings paid via commission
- Divisional will send out these jobs – a $50 payment is taken from the amount of the inspection

Please ensure you:

- Liaise with Divisional Office throughout the process detailed below
- Send all documentation through Divisional office ONLY. Do NOT send reports direct to the client.

Procedure:

- The client books AND PAYS for the service on the Core Logic Website.
- If you are down to receive leads for this service type you will receive the lead via the normal Jim's Online system.
- Once the job is sent, Divisional Office will update the workflow information on the Core Logic website. This must be done at each step to receive payment.
- Any information will be forwarded to you via email. It will show whether the client wishes to be onsite during the inspection or not. It will also contain the requested date and time of the inspection, and the agents details where applicable.
- Liaise with the agent and/or client to confirm or rearrange the timing of the inspection.
- Report this time with Divisional Office who will update the workflow information on the website.
- Once the inspection has taken place, complete the report within a 24 hour timeframe and forward it to Divisional Office ONLY. Do NOT send reports direct to the client.
- Divisional Office will upload this report to the website as part of the workflow.
- The client downloads the report through this website.

Pricing

All prices are GST inclusive. Prices are predetermined on the Core Logic site by Divisional as per the table below:

Report Name	Retail Price Incl GST	Retail Price Excl GST	Core Logic Transaction Fee Excl GST	Core Logic Referral Fee Excl GST	Total to FSE after fees Incl GST
Building Inspections	380	345.45	4.55	13.64	359.99
Termite and Timber Pest Inspections	300	272.73	4.55	13.64	279.99
Combined Building and Termite Timber Inspections	495	450	4.55	13.64	474.99

- Please invoice us based on this table above (the fee in red is what you invoice, less $50 per property). Ie. If you have 3 reports for the same property, only one fee of $50 applies.
- Divisional Office will invoice Core Logic and pay the FSE's invoice once payment is received - this is expected to be within 20 to 28 days after the invoice has been submitted.

iBuild New in trial at present

iBuild New charges $2400 for a full set of stage inspections (4 in total). They will take a $100 deposit from the client directly to book this in. The $2300 balance will be paid directly to the FSE. A normal lead fee applies. Standard protocols apply – send preinspection agreement, liaise with client and builder to gain access. Lead comes from iBuild new with a deposit to confirm booking will likely go ahead. *Please note WA franchisees will also need to use the Electrical Waiver Preinspection Agreement for electrical to be turned off for roof void/subfloor inspections.*

IAG (Insurance Australia Group) in trial at present

- IAG online training must be completed prior to consultants attending IAG customers' homes.
- Trial will commence in VIC Metro (see corresponding postcodes attached)
- Two Property Repairers will be involved in the trial, (UBS)Unique Building Services and Rizon Building.
- Dedicated Jim's consultants will be appointed to a specific repairer
- Jim's consultants must provide availability to the Repairer in advanced.
- UBS and Rizon to book Jim's consultants run in advanced. Jobs will be booked in close proximity where possible. Minimum 5 jobs a day unless agreed upon prior. Repairer to advise our insured Jim's consulting will be attending on their behalf.
- UBS have a web based program where scopes and reports are pre populated. Rizon have a manual form.
- Jim's consultants to submit reports and scopes within 24 hours of an assessment.
- IAG partner coaches will attend minimum first 5 jobs on site to provide feedback and support.
- IAG partner coaches can be a point of contact for consultants who have any scope or policy related questions.
- $190 inc GST per assessment
- There is a dropbox folder for this work, which includes a much larger manual and sample reports. This manual should be read in its entity.
- We will advise further as to what will happen post trial period.

Appendix 1: Style Guide

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

JIM'S BUILDING INSPECTIONS

STYLE GUIDE

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Introduction & Obligations

In order to maintain uniformity and consistency with our branding and corporate image across Australia and New Zealand, it is a contractual requirement to comply with this guide. Our primary suppliers for items are Dynamite Online (stationary and most components of LAM kits), LOD Promotions (promotional items and uniforms) and Divisional (bulk orders of stock to minimise cost on most promo items), however you are welcome to use your own suppliers PROVIDED:

1. The style guide is followed for any items sourced by FSEs or FSOs independently

2. A proof is provided to the divisional for approval prior to any production of standard items.

3. Any set up expenses required at your chosen supplier are at your own cost. In an instance where we don't own the original file (ie. a design made by Dynamite) you will also need to cover any design costs with your printer. If you wish to have something designed by our in-house designer, it must first go through your franchisor,who can then pitch it to divisional.

Whether using one of our existing suppliers or your own supplier, approval must be granted by the divisional for any new items, including but not limited to LAM flyers, stubby holders, magnets, sponsorship signage etc.

NOTE: this proof must be an official proof provided by the printing company, and a "mock-up" of your idea (although a great thing to run by marketing before you proceed with set-up) is not sufficient for final approval.

Items contained in this document will and can be checked at any point in time to ensure they conform to the most recent style guide.

Please note you may use up any existing stock of stationery or other items, however all new orders placed after the 8th of October 2017 must adhere to this version of the guide.

Colours:

These colours are referred to for font and element colours throughout the style guide. Please ensure you reference the correct colour.

The primary colours used for the JBI logos and a majority of our design assets are “dark blue” and “light blue”. We also use “orange”, “grey” and “red” as secondary colours. When we refer to the colours mentioned above, we are referencing the following colour breakdowns.

Primary Colours:

Dark Blue: **PMS 540**

CMYK: C=100, M=57, Y=12, K=61
RGB: R=0, G=51, B=89
#002f54

Light Blue: **PMS 2915**

CMYK: C=61, M=7, Y=0, K=0
RGB: R=128, G=178, B=226
#4bbaeb

Secondary Colours:

Grey:

CMYK: C=5, M=0, Y=0, K=40
RGB: R=171, G=174, B=176
#9da5ab

Orange:

CMYK: C=0, M=78, Y=90, K=0
RGB: R=204, G=84, B=44
#f15e30

Red:

CMYK: C=9, M=100, Y=90, K=2
RGB: R=214, G=31, B=48
#d61e2f

NOTE to designers: For all PMS colours, please use the specific colour breakdowns listed for process print/ web colours, not colours converted from spot swatches as the colour will not match.

Logos

Standard Logo:

Our standard logo is Jim under the roof line with the “before you buy before you build” tag line.

Stacked Logo:

The stacked logo may be used only when the standard logo format will not work. Use of this logo must be approved by divisional for each instance that it is to be used.

Original Logo:

The original logo may be used only when the standard logo and stacked logo will not work. Use of this logo must be approved by divisional for each instance that it is to be used.

Caution: The colour of Jim's Face and the outline is vital. There is no skin colour filled in on Jim's face and should be white fill. Please refer to the vehicle signage section for further details.
This logo is currently in circulation for older items including but not limited to:

- PowerPoints
- Vehicle Signage
- Appendices
- Office signage

Jim's Building Inspections Traditional Logo

Jim's Building Inspections Traditional Logo with white face fill colour (note: not skin tone)

The newer standard logo will replace all original logos in a progressive manner.

Tag Lines & Design Elements

Inverted Logo Colour Options:

The following are the approved 1 colour/reversed options, however these require divisional approval for use.

The inverted logo may only be used on colours outside of these options in the instance of car signage or a design where the background colour is dictated by the product itself: eg. Car signage on a charcoal grey vehicle. For more information on logos and approved car signage, please see vehicle section.

White Option

#ffffff

"Dark Blue" Option

#002f54

"Light Blue" Option

#4bbaeb

See page 6 for full colour breakdowns and PMS colours.

TAG LINES & DESIGN ELEMENTS

"Before You Buy. Before You Build" Tag Line

The "BEFORE YOU BUY" is capitalised on the "dark blue" (see page 6 for colour breakdowns) while the "BEFORE YOU BUILD" is capitalised on the "light blue".

This stylised text can only be used in a horizontal fashion or on the 45 degree angle (corner to corner of a page) as demonstrated below.

Any use of the tag line as an individual element (not attached to the Jim's logo) must be approved by divisional.

BEFORE YOU BUY
BEFORE YOU BUILD

BEFORE YOU BUY
BEFORE YOU BUILD

Red Banners

This banner design can be used across all marketing materials including but not limited to flyers, Infusionsoft campaigns and website collateral.
The "red" colour used must be the same as the secondary colour listed on page 6.

Jim's Building Inspections

Jim's Building Inspections

The size of the text used on the banner can be chosen at the creators discretion, provided that there is at least 1 character space between each end of the text and each end of the red banner.

The width and length of the banner can be chosen at the creators discretion, provided that the angled end of the banner cuts at a 45 degree angle.

All text must be aligned towards the angled end of the banner.

Fonts:

There are downloadable versions of the approved fonts located in the stationary folder within the Shared FSE folder (download the zipped folder): https://www.dropbox.com/sh/f2eiigmn5645sgs/AADVkY5he13LtaFLyDUougD3a?dl=0

The expectations are that Helvetica Neue 45 Light be used in email stationary settings and all programs such as word and/or pages. For instructions on how to use the fonts provided please view this video: https://www.youtube.com/watch?v=r5wtNczwYiM
Please note you can skip the section on downloading the font.

The Avenir font is only a replacement font for Futura within the website and applications and should only be used by divisional.

The approved fonts for use are:

Futura – family

Most fonts in set acceptable - avoid use of condensed or extended versions of the font

Futura Bold — use for main headings or titles - all caps

Futura Bold — acceptable for sub level headings

Futura Heavy

Futura Medium

Helvetica Neue – family

Most fonts in set acceptable - avoid use of condensed or extended versions of the font

Helvetica Neue 45 Light — use for body text

Helvetica Neue 45 Light 9pt / 11.5pt leading

Helvetica Neue 45 Light 12pt / 15pt leading — body text no smaller than 9pt - no larger that 12pt.

Helvetica Neue 85 Heavy — also acceptable for lower level headings

Helvetica Neue 75 Bold — bold words in body text

Design Limitations:

With regards to all fonts, logos and imagery, you may not do any of the following:

1. Squish or skew logos, fonts or images in any way. In order for any content to fit into a specific space, it must be scaled down exactly, eg.:

2. Alter the colours used in any particular element to another colour (other than a colour that is specified as being acceptable in the style guide, eg.

Stationary:

The following stationary is approved for use. There are slight variations for production ordered stationary and print at home stationary. There may also be further variations for digital/email able copies. Please note that
ALL DOCUMENTS TO BE EMAILED MUST BE IN PDF FORMAT.
This is for 2 reasons:

1. PDFs are much more difficult to change or manipulate, so saving your document as a PDF is a security measure.
2. PDFs are compatible across the most amount of devices. If your document is saved in word format, it may not open on some devices, or the document may lose it's formatting.

Some information in the style guide may be omitted from the production of stationary. If in doubt, you can begin an order on Dynamite Online to see what MUST be contained and what may be left off. For example, envelopes do not have to have a return address, however if you choose to use one it needs to be in the correct position.

Note: All Stationary for New Zealand is gradually being uploaded to Dynamite Online. If you cannot find the New Zealand version of a document either on Dynamite Online or as a generic item in the share folder, please contact marketing and they will ensure that the file is made available to you.

Skylines (Australia):

All stationary featuring a skyline must have the skyline of the state in which the FSE/FSO resides. The acceptable skylines in Australia are:

STATIONARY

SOUTH AUSTRALIA
jimsbuildinginspections.com.au

WESTERN AUSTRALIA
jimsbuildinginspections.com.au

WESTERN AUSTRALIA
jimsbuildinginspections.com.au

TASMANIA
jimsbuildinginspections.com.au

AUSTRALIAN CAPITAL TERRITORY
jimsbuildinginspections.com.au

NORTHERN TERRITORY
jimsbuildinginspections.com.au

Skylines (New Zealand):

All stationary featuring a skyline must have the skyline of the region in which the FSE/FSO's territory is located. The following skylines are acceptable in New Zealand:

Auckland Region:

Wellington Region:

South Island - May choose the most relevant of the following:

Letterhead - Professionally Printed:

Note: There is a home printable version of the letter head design in the JBI share folder.

The front side of the produced letterhead (cannot be printed at home, cannot be emailed) contains the logo in the top left hand corner, the relevant skyline across the bottom of the page in solid light blue (PMS 2915) with the following superimposed over the top in white:

Jim's Building Inspections (Territory) with mailing address underneath on the left.

Mobile number and email address on top of each other, with only the letter m or e with a period after in the centre.

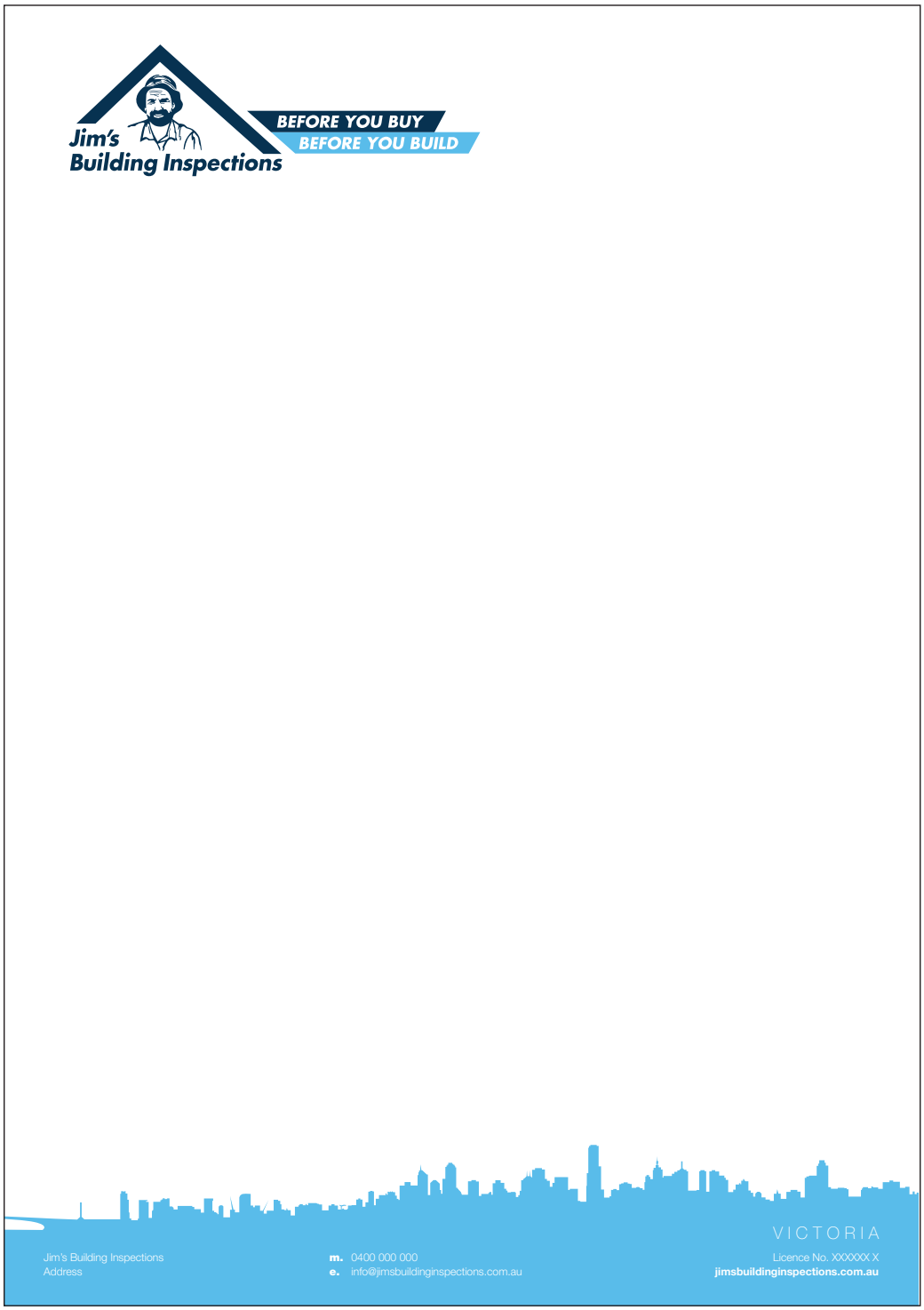
The state name capitalised with the website underneath on the right.

The back side of the produced letterhead is completely light blue (PMS 2915) with the traditional logo upside down (in white) in the centre of the top third of the page, and the tag line only (before you buy before you build) capitalised and stacked upside down (in white) in the centre of the bottom third of the page.

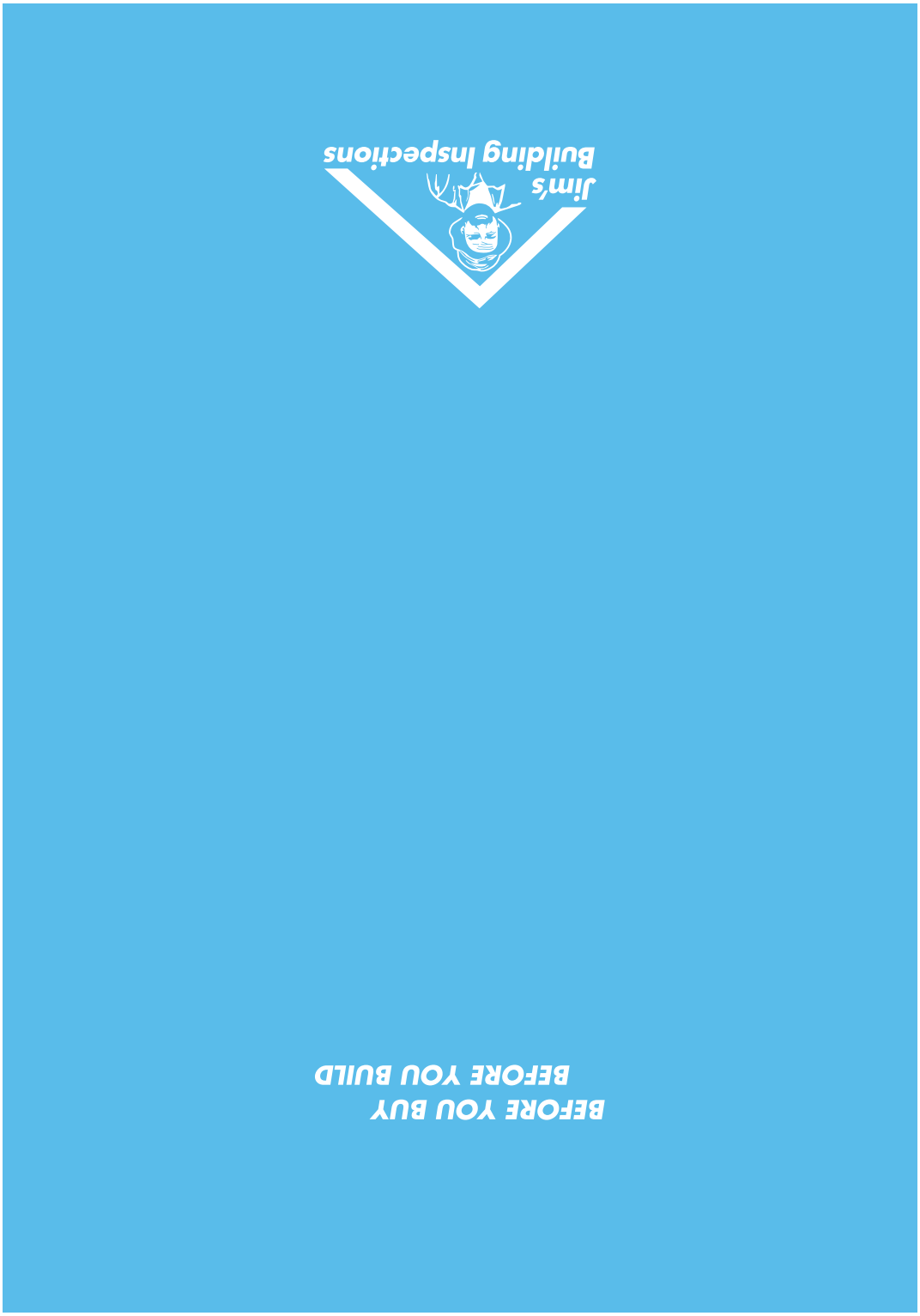
See over to the next page for a visual example.

STATIONARY

Example Front:



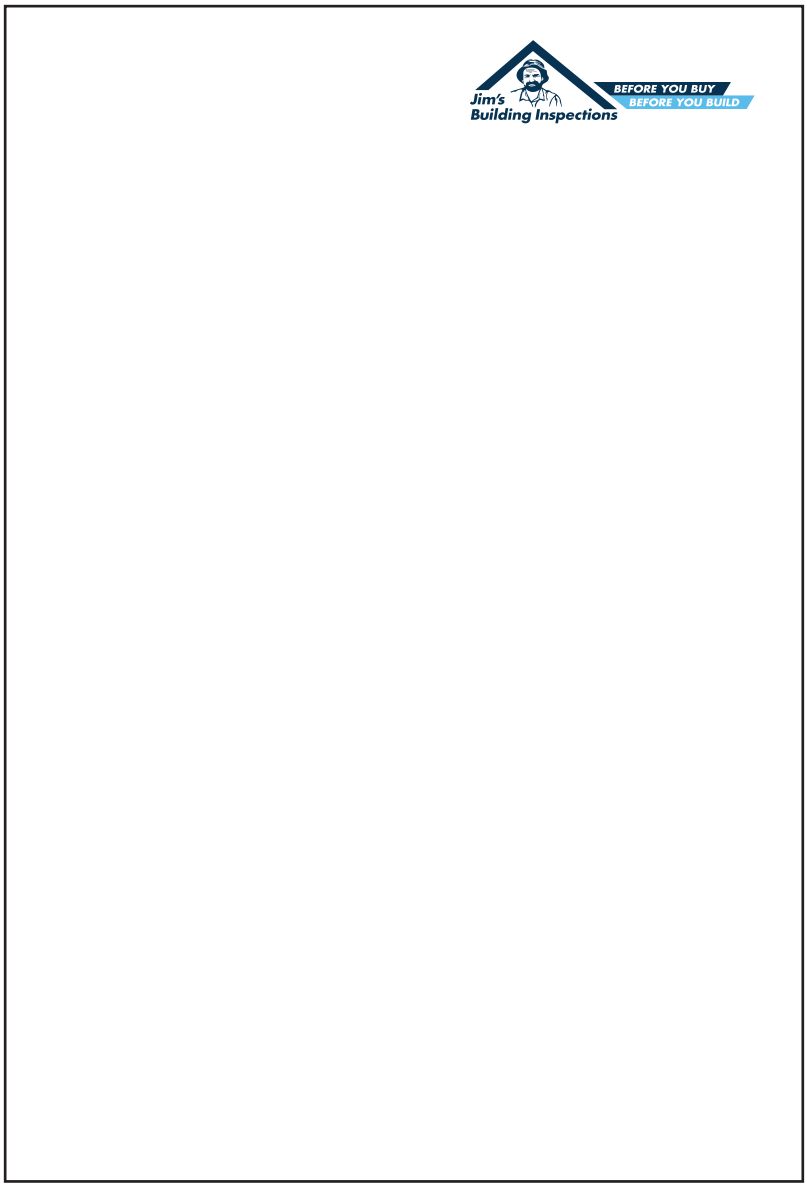
STATIONARY



Follower page - Professionally Printed

The follower page (used if your letter goes over more than one page) contains the standard logo in the top right hand corner only.

Example:



Envelopes DL and C4 - Professionally Printed

These envelopes contain the standard logo in the top left hand corner with the following underneath:

Jim's Building Inspections (Territory)

Address
Mobile number (indicated by m. only)

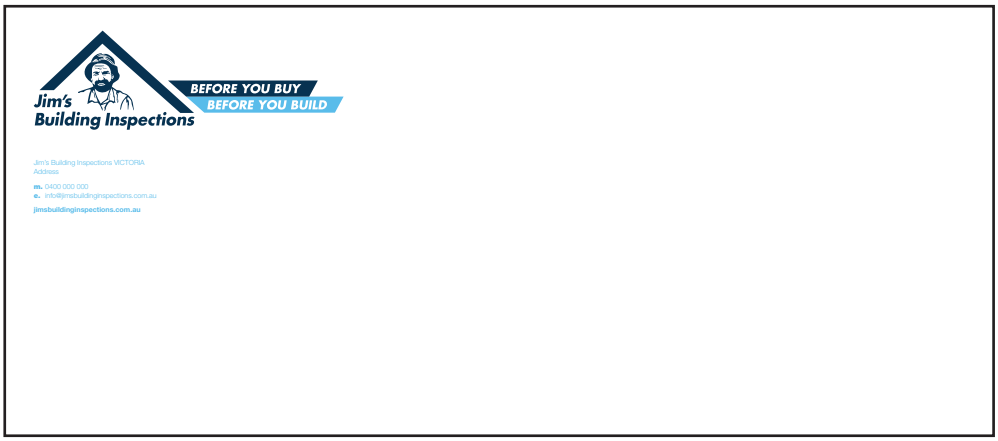
Email address (indicated by e. only)

Website

C4 envelope measurements:
Envelope: 324x 229mm
JBI logo: 35 x 108mm (approx)
Text area: 15mm x 50mm
Additional: 5mm gap between logo and text, 14mm gap between logo and left edge of envelope, 15mm gap between logo and top edge of envelope.

DL envelope measurements:
Envelope:110 x 220mm
JBI logo: 24 x 75mm (approx)
Text area: 15mm x 50mm
Additional: 5mm gap between logo and text, 10mm gap between logo and left edge of envelope, 10mm gap between logo and top edge of envelope.
DL envelope example:

Example:



With compliments slip - Professionally Printed

Note: There is a home printable version of the with compliments slip design in the JBI share folder.

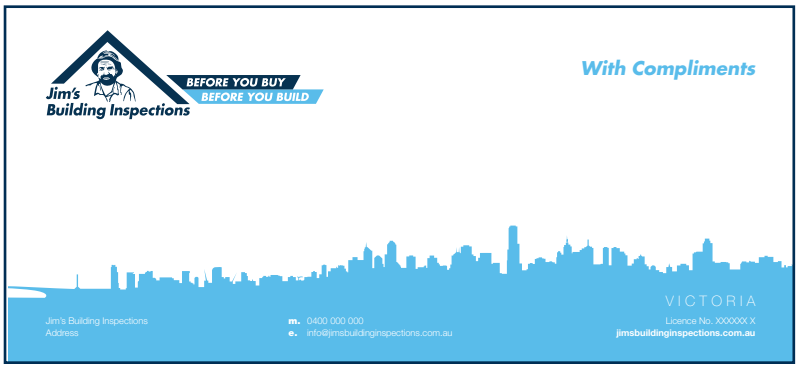
This should never be emailed; it should only go in an envelope or an info kit with a personalised note. The produced with comps slip (cannot be printed at home, cannot be emailed) contains the logo in the top left hand corner, the relevant skyline across the bottom of the page in solid light blue (PMS 2915) with the following superimposed over the top in white:

Jim's Building Inspections (Territory) with mailing address below on the left.

Mobile number and email address on top of each other, with only the letter m or e with a period after in the centre.

The state name capitalised with the website underneath on the right. The size should be a third of an A4 page horizontally.

Example Front:



Example Back:

Business Card - Professionally Printed

These can only be produced professionally. The front of the produced business card (cannot be printed at home, cannot be emailed) contains the logo in the top left hand corner, the relevant skyline across the bottom in solid light blue (PMS 2915) with the following superimposed over the top in white: Jim's Building Inspections (Territory) - mandatory item.

Mobile number and email address on top of each other, with only the letter m or e with a period after in the centre - mandatory item.

The state name capitalised with the website underneath on the right. Between the logo and the skyline is the following:

First name and surname in dark blue (PMS 540), Job Title underneath in light blue (PMS 2915), mobile number underneath in dark blue indicated by m. in light blue, and the email address underneath in dark blue indicated by e. in light blue on the left.

The acceptable job titles are: Building Inspector, Building Inspection Services, Property Inspection Services, Building Consultant, Registered Building Practitioner (if registered). In Victoria, the terms 'Building Inspector' and 'Building Inspection Services' cannot be used in the title, and therefore must be substituted with Building Consultant. Only one title may be selected.

Licence No. (only one number permitted) on the right in line with the job title in light blue. If you do not have a license number this section will be removed from the card.

The back side of the produced business card is completely light blue (PMS 2915) with the traditional logo in the centre at the top in white, the 131 546 number (or 0800 454 654 for NZ) at the top in white and the following items (capitalised) in white with the bullet points:

- PRE-PURCHASE BUILDING INSPECTIONS
- NEW CONSTRUCTION & RENOVATION INSPECTIONS
- ASBESTOS INSPECTIONS & SERVICES
- SPECIALIST INDUSTRY AND COMMERCIAL INSPECTIONS

No additional logos or titles are to be added to the business card design without divisional approval.

STATIONARY

Example Front:

Example Back:

EMAIL SIGNATURE

Email Signature

Paul Commerford
Jim's Building Inspections
Divisonal Franchisor

0407541052
paul@jimsbuildinginspections.com.au
jimsbuildinginspections.com.au

Contact details

Skyline of your State

JIM'S BUILDING INSPECTIONS VICTORIA
jimsbuildinginspections.com.au
131 546
REPORTS IN 24 HRS

Divisonal Franchisor Managing Director. Australia and Newzeland

Space for additional credentials

Disclaimer : This message has been sent as a part of discussion between Jims Building Inspections and the addressee whose name is specified above. Should you receive this message by mistake, we would be most grateful if you informed us that the message has been sent to you. In this case, we also ask that you delete this message from your mailbox, and do not forward it or any part of it to anyone else. Thank you for your co-operation and understanding.

Underneath the skyline image are the social media icons for Facebook, LinkedIn and a link back to the JBI website. These are dark blue circles with the icon for the specific social media platform in white. These should hyper-link to the following:

Facebook - to the Divisional Facebook page at: http://bit.ly/JBI-Facebook (or NZ equivalent)

LinkedIn - To the Divisional LinkedIn page at: http://bit.ly/JBI-LinkedIn (or NZ equivalent) or to your personal LinkedIn page.

The product review logo will link to the JBI product review page: https://www.productreview.com.au/p/jim-s-building-inspections.html

EMAIL SIGNATURE

Email Signature Set Up

Set up on Outlook (Complete first)

1. Enter your details here: http://connect.jimsapi.com/emailsign
2. If you do not have a personal Linked profile you can refer to the JBI business profile using this link: https://www.linkedin.com/company/jim%27s-building-inspections/
3. Click generate signature
4. Open the file which downloads
5. Right click on the opened file and 'Save As' to your desktop
6. Go to desktop and right click on the saved file and copy it
7. Go to the search bar on your desktop and enter the following text: %AppData%
8. Select the folder called "Microsoft"
9. Select the folder called "Signatures"
10. Paste the file into this folder and then you can select the signature from within Outlook

Please send an email to yourself with the new signature. This is necessary to set it up on your iPad.

Instructions to set up on iPad/iPhone (Complete last)

1. Open an email that has the signature on your iPhone / iPad
2. Touch and hold the screen to select and copy the signature
3. Go to your iPhone / iPad settings > Mail > Signatures
4. Paste into the signature box for iCloud and the one below it
5. Come out of the settings and the signature will work (please test by sending yourself an email).

If you wish to add anything additional to your email signature, please flag this with head office and we will investigate whether or not this is possible.

JBI Award Badges

If you have been a Jim's Building Inspections award winner, you will receive an award graphic like the one shown on the previous email signature. When used, this should be hyper-linked to the JBI website award page: www.jimsbuildinginspections.com.au/about-us/team-member-awards

The award graphic is updated yearly with the year number indicated on the image. It is okay for Franchisees and Franchisors to use award badges from previous years in their signature.

The following are the most recent award badge design templates:

Promotional Materials

Most of the available promotional materials are generic and purchased in bulk by Divisional. These are available for on sale to FSEs and FSOs.

Road book - Professionally Printed (Australia)

Note: Generic (Email Only) versions of the Roadbook are available in the share folder. All Promotional Materials for New Zealand are gradually being uploaded to Dynamite Online. If you cannot find the New Zealand version of a document either on Dynamite Online or as a generic item in the share folder, please contact marketing and they will ensure that the file is made available to you.

These can only be produced professionally. The book is a single A4 sheet, designed to be folded in half to an A5 size. The colours of font used are the “dark blue”, “light blue” and “orange”. These are personalised for the FSE with their name, mobile number, email and photograph.

The photograph used must be a professional portrait, usually one taken at induction. (Contact your Franchisor for a copy of your portrait.) The content and layout is as below:

Side.1

Side.2

BUILDING INSPECTION SERVICES

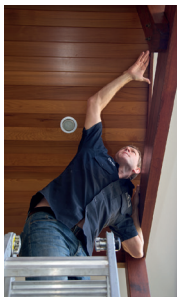
» PRE-PURCHASE INSPECTION
» PRE-AUCTION REPORTS

Considering your next big purchase?

Jim's Building Inspections will place you in the best position to make informed decisions and may give you the upper hand in any negotiation.

It is estimated nearly 1 in 3 homes sold have a major undetected defect and under the legal principle Caveat Emptor, it's up to you to make the necessary investigations to protect yourself.

Most building inspection reports stop at major defects. With Jim's Building Inspections you also get a detailed list of any minor defects throughout the property, and you can choose from basic to premium inspection services and add on any other reports that you are interested in.



Package includes:	BASIC	STANDARD	PREMIUM
Building inspection report	●	●	●
Safety hazards	●	●	●
Major defects	●	●	●
Minor defects	●	●	●
Pest related damage		●	●
Electrical			●
Plumbing			●
Gas			●
Asbestos			●

» PRE-SALE OR VENDOR INSPECTIONS

Considering selling your home?

Your home may have building defects you are unaware of or even hidden termite activity.

A pre-sale or vendor inspection is a report that assists you to plan your sale effectively making sure hidden defects don't derail your sale process. We will sell the reports online to prospective purchasers.

» NEW CONSTRUCTION & RENOVATION SERVICES

Are you building a new home, renovating or extending?

Jim's Building Inspections will ensure the builder and contractors complete all building work to an acceptable standard. Checks are done at each stage of the build.

STAGE INSPECTIONS:

- Base or slab stage
- Frame stage
- Lock up stage
- Completion/Handover stage

WARNING: ASBESTOS

Don't forget about the risk of disturbing Asbestos Containing Materials during a renovation or extension.

GET AN ASBESTOS INSPECTION BEFORE YOU START A RENOVATION

» HEALTH CHECKS FOR YOUR HOME

Save on long term repairs!

- Building inspections and detailed maintenance list reports
- Pest inspections (should be done every 6–12 months)

NO FINE PRINT

If we can't see it or get to it safely, we can't inspect it. We let you know if this happens.

NO JARGON

Our reports are specifically designed to be understood by someone without any knowledge of the building industry. We use pictures and everyday language to ensure your report makes sense.

NO DELAYS

Our industry leading iPad application allows us to include many photos and email reports within 24 hours of the inspection.

Road book - Professionally Printed (New Zealand)

Note: Generic (Email Only) versions of the Roadbook are available in the share folder.

NOTE: The New Zealand version of the road book has been customised with New Zealand contact information, as well as the New Zealand specific services and legal information.

These can only be produced professionally. The book is a single A4 sheet, designed to be folded in half to an A5 size. The colours of font used are the “dark blue”, “light blue” and “orange”. These are personalised for the FSE with their name, mobile number, email and photograph.

The photograph used must be a professional portrait, usually one taken at induction. (Contact your Franchisor for a copy of your portrait.) The content and layout is as below:

Side.1

Side.2

BUILDING INSPECTION SERVICES

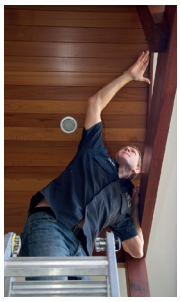
» PRE-PURCHASE INSPECTION
» PRE-AUCTION REPORTS

Considering your next big purchase?

Jim's Building Inspections will place you in the best position to make informed decisions and may give you the upper hand in any negotiation.

It is estimated nearly 1 in 3 homes sold have a major undetected defect and under the legal principle Caveat Emptor, it's up to you to make the necessary investigations to protect yourself.

Most building inspection reports stop at significant defects. With Jim's Building Inspections you also get a detailed list of any minor defects throughout the property, and you can choose from basic to premium inspection services and add on any other reports that you are interested in.



Package includes:	BASIC	STANDARD	PREMIUM
Building inspection report	●	●	●
Safety hazards	●	●	●
Significant defects	●	●	●
Minor defects	●	●	●
Presence of Methamphetamine		●	●
Electrical			●
Plumbing			●
Gas			●
Asbestos			●

» PRE-SALE OR VENDOR INSPECTIONS

Considering selling your home?

Your home may have building defects you are unaware of or even the presence of borera, rot and mould.

A pre-sale or vendor inspection is a report that assists you to plan your sale effectively making sure hidden defects don't derail your sale process. We will sell the reports online to prospective purchasers.

» RENOVATION SERVICES

Are you renovating or extending?

Jim's Building Inspections will ensure the builder and contractors complete all building work to an acceptable standard.

LANDLORD'S RESPONSIBILITIES:

- Landlords risk breaching the *NZ Residential Tenancy Act 1986* if they rent out a methamphetamine contaminated property as it is deemed to not be in a reasonable state of cleanliness (11 June 2004, Tenancy Tribunal, NZ).
- A contaminated property can only be tenanted after the decontamination has been completed and a clearance certificate has been provided.

WARNING: ASBESTOS

Don't forget about the risk of disturbing Asbestos Containing Materials during a renovation or extension.

GET AN ASBESTOS INSPECTION BEFORE YOU START A RENOVATION

» HEALTH CHECKS FOR YOUR HOME

Save on long term repairs!

- Building inspections and detailed maintenance list reports
- Pest inspections (should be done every 6–12 months)

NO FINE PRINT

If we can't see it or get to it safely, we can't inspect it.
We let you know if this happens.

NO JARGON

Our reports are specifically designed to be understood by someone without any knowledge of the building industry. We use pictures and everyday language to ensure your report makes sense.

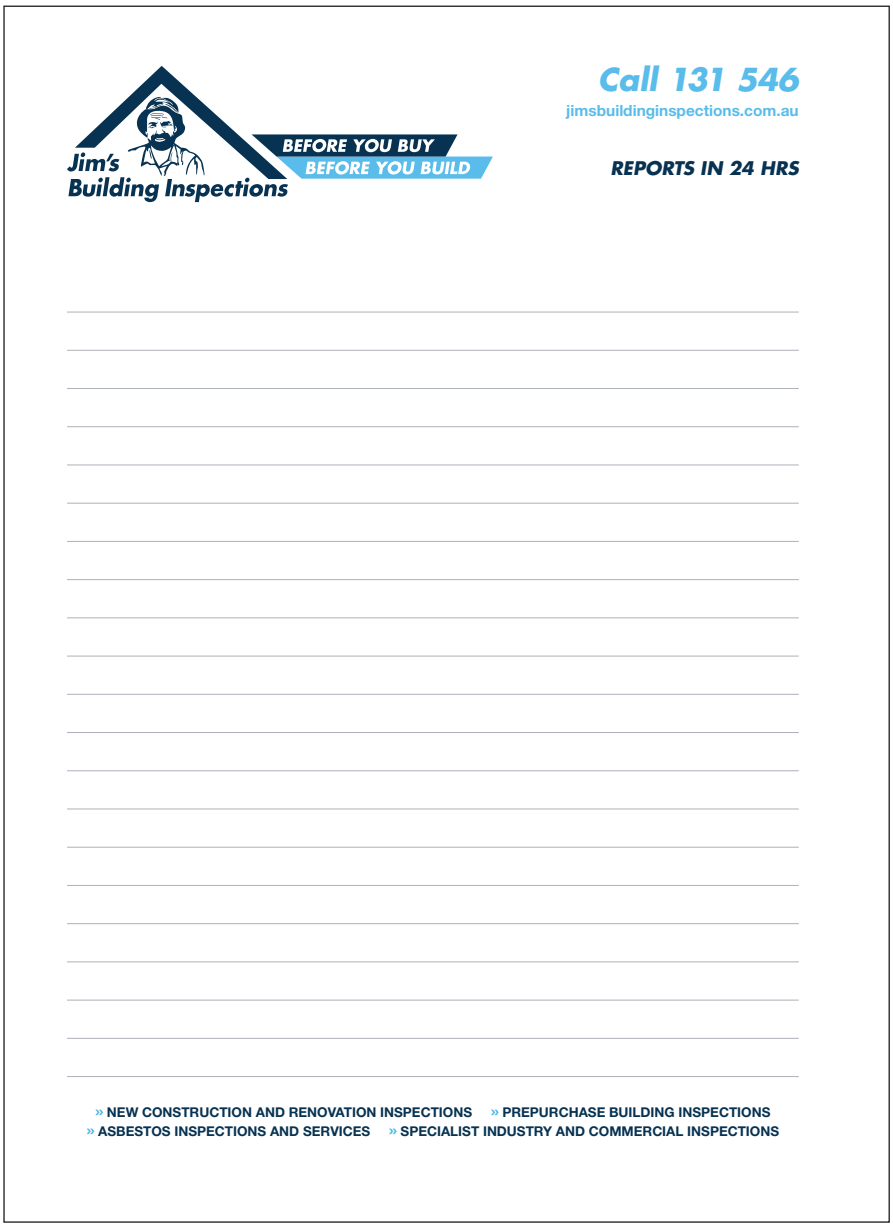
NO DELAYS

Our industry leading iPad application allows us to include many photos and email reports within 24 hours of the inspection.

Note Pad

These can only be produced professionally. They are an A5 size, with 50 sheets per pad and glued along the top edge. The colours used are the dark blue and the light blue.

The content and layout is as below:



Pens

The approved pen is a stylus metal euro pen. The colour approved is 'metal/blue' and has "Jim's Building Inspections" laser engraved along the shaft once only in silver.

The type of pen and layout is as below:

Art Approval

PLEASE NOTE: **PROOF No: *1***
The first change to this proof is free of charge, any subsequent proof will incur a $20 (+GST) fee.

lodpromotions

» Product
Half SIlver
Half Blue
Metal Pens

» Decoration Method
Laser Engraving

» Decoration Colours
Silver

» Product Colours
Metal/Blue

Artwork is not to scale and is shown here for positional reference only.

☐ YES. I have thoroughly checked this production approval and the attached art approval sheet/s. I give approval for the job to go into production.

Name: .....

Signature: ..... Date: .....

☐ NO. I do not give approval for this job to go into production.

Name: .....

Signature: ..... Date: .....

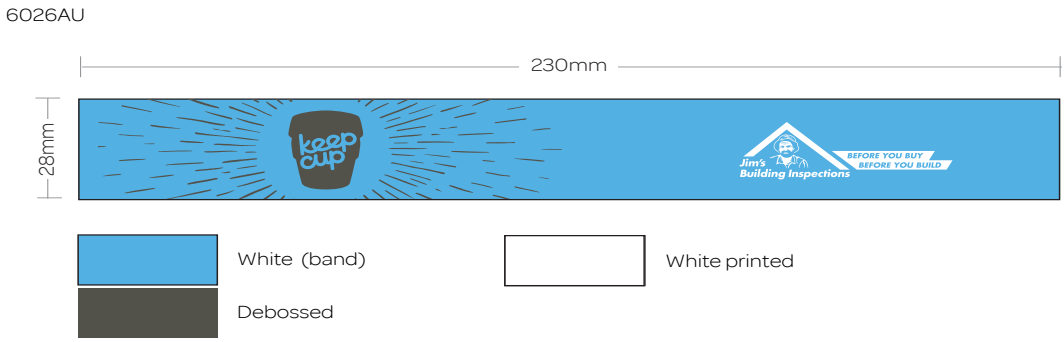
DISCLAIMER – Delays in receiving final art approvals may impact upon deadlines. Please check this proof carefully for errors and omissions. Your signature constitutes acceptance of full responsibility for all errors, omissions and legal and ethical compliance with this decoration. Once approved and production commences, any changes to the job (item, colour, artwork, etc.) may cause you to incur additional costs (this includes the cost of product already produced, redesign of artwork, etc)

FAX SIGNED APPROVALS TO: (03) 9580 5203 or email fiona@lodpromotions.com

Coffee Cup

We only use the Keep Cup brand. The approved version is generic in a medium size Dove Grey.429C, with a Navy289C Lid, a white plug, and a Blue Sky band with the standard logo printed in white only.

Example:



JBI Stickers

The stickers are the standard logo only and may be in any size. They are on a white background with a gloss finish.

Example:

Post It Notes

These can only be produced professionally. They are a standard post it square size, with 50 sheets per pad and glued as a post it. The colour used is the dark blue only on a white background.

The content and layout is as below:

Keyring/Bottle Openers

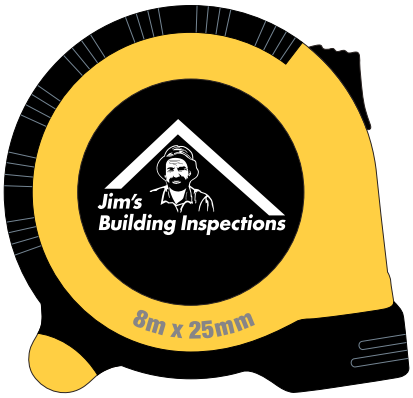
The approved keyring is a Cheers Bottle Opener Keyring. The colour approved is Silver Metal and has the traditional logo laser engraved in white.

The type of keyring and layout is as below:

Tape Measure

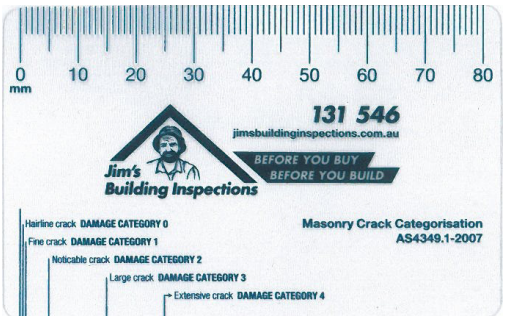
The approved tape measure is 8m. The colour approved is yellow and black and has the traditional logo pad printed in white.

The type of tape measure and layout is as below:



Plastic Measure

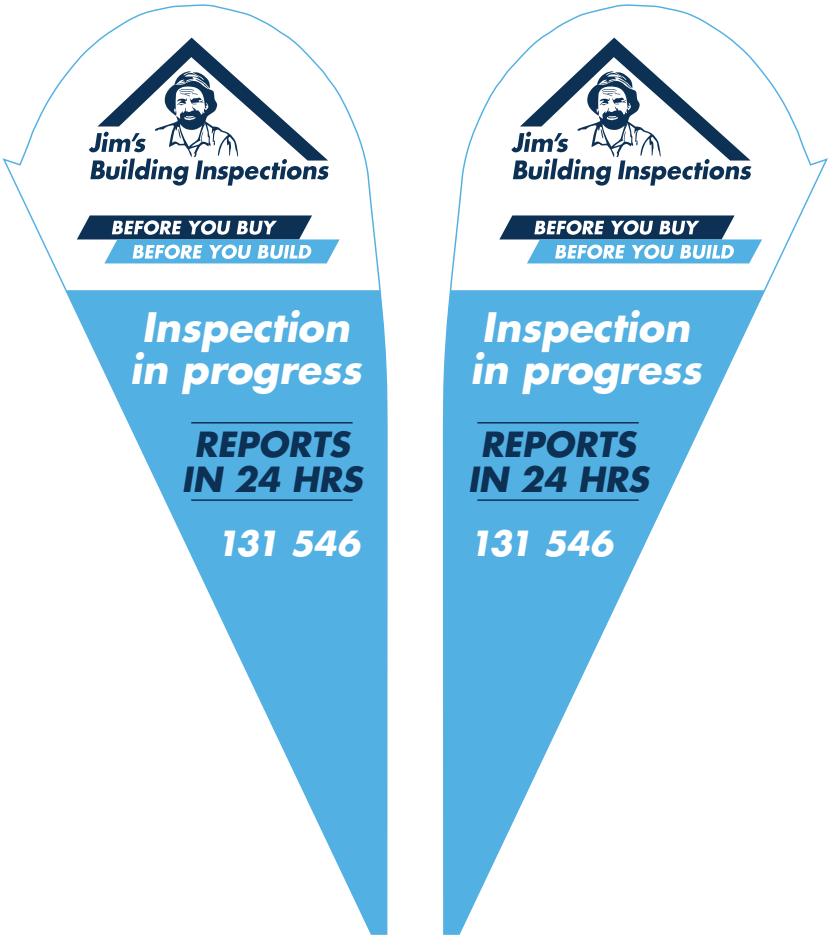
86 x 54mm on clear plastic. The content and layout is as below:



Tear Drop Banner

The approved banner is a Deluxe Double Sided teardrop wind flag small and is printed on both sides.

The design and layout is as below:

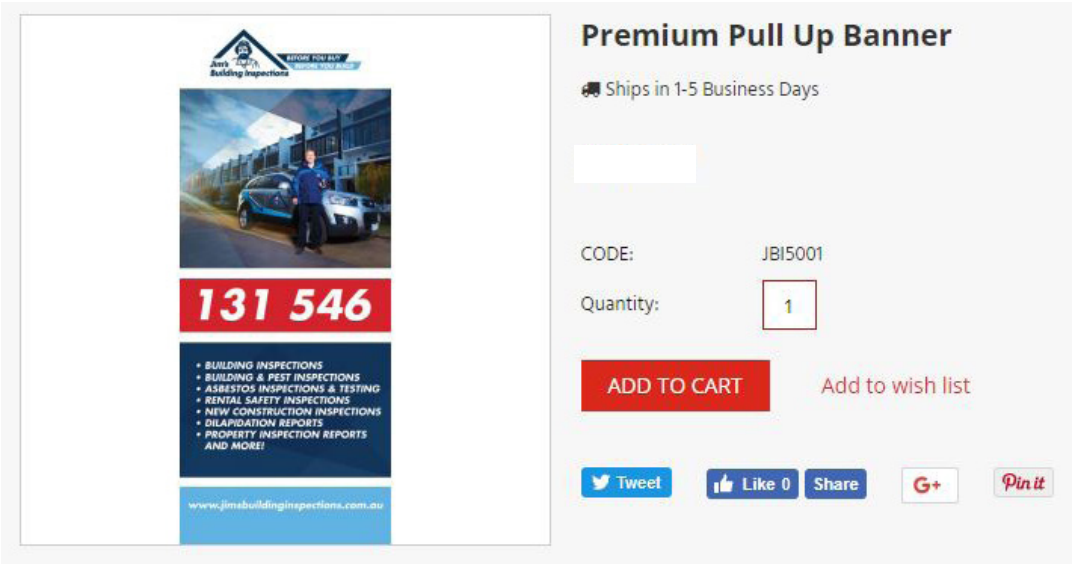


A Frame

The approved A Frame is black frame and contains two Corflute Boards, one for each side, and are UV and water resistant. There is a second insert available for purchase relating to the LAM kit for asbestos.

The design and layout is as below:

Premium Pull Up Banner



Jim's Group Annual Diary

Local Area Marketing (LAM) Kits

Note: All versions are the same for New Zealand (except phone, email and website details) unless otherwise stated. All LAM for New Zealand is gradually being uploaded to Dynamite Online. If you cannot find the New Zealand version of a document either on Dynamite Online or as a generic item in the share folder, please contact marketing and they will ensure that the file is made available to you.

We have a range of service specific and client specific promotional and notification items which are currently available for personalisation and to be professionally printed through Dynamite Printing. There are generic (email only) versions in the franchisee share folder.

Service Specific Materials

We currently have promotional materials for the following service types:

- Dilapidation
- Pre-purchase/ Buying
- Selling/ E-commerce Promotion
- New Construction
- Asbestos
- Strata Reports
- Structural Inspections
- Apartment Handover Inspections
- Property Safety Inspections
- Property Condition Reports
- Pool Fence Inspections
- Smoke Alarm Inspections

Client Specific Materials

We currently have promotional materials for the following client types

- First Home Buyers
- Home Buyers
- Home Sellers
- Investors
- Landlords & Property Managers
- Real Estate Agents
- Buyers Advocates

Service Specific –

The following are our service specific flyers and promotional material.

Dilapidation

Dilapidation - A4 Flyer

Can be sent to builders, owner builders and neighbours of properties where construction is occurring. A4 in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number, email and photograph. The photograph used must be a professional portrait, usually one taken at induction. Contact Divisional for a copy of your portrait. The content and layout is as below:

Jim's Building Inspections
BEFORE YOU BUY
BEFORE YOU BUILD

DILAPIDATION INSPECTIONS

DEMOLISHING, BUILDING OR RENOVATING ADJACENT TO OTHER STRUCTURES?

ARE YOU A HOME OR PROPERTY OWNER WITH CONCERNS ABOUT CONSTRUCTION AND RENOVATION NEAR YOU?

Dilapidation inspections document the condition of adjoining or adjacent buildings or structures which may be affected by construction or demolition works. This includes residential and commercial construction as well as civil construction.

We can then return to site after works are complete to document any change in the condition of the building, particularly seeking to identify any damage contributable to the adjoining property works.

Jim's has the capacity to service large construction and civil works requirements, government authorities as well as those of neighbourhood builders and home owners.

OUR DILAPIDATION INSPECTION SERVICES MAY INVOLVE:
- Entire buildings
- Specific structures
- Associated infrastructure like footpaths, driveway crossovers, retaining walls, boundary fences

WORKS WHICH MAY CAUSE DAMAGE:
- Demolition
- Excavation
- Trenching or digging trenches
- Compaction of earth
- Drilling or boring

DAMAGE WHICH MAY OCCUR:
- Impact damage
- Cracking
- Subsidence
- Water damage
- Dust / dirt or debris
- Asbestos contamination

Name Surname
m. 0400 000 000
e. xxxxx@jimsbuildinginspections.com.au

REPORTS IN 24HRS
Call 131 546
jimsbuildinginspections.com.au

Dilapidation DL Postcards

Can be sent to neighbours of properties where construction is occurring. 99mm x 210mm in size, 310gsm art board, double sided. These are personalised for FSE name, mobile number, email and photograph. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below:

Jim's Building Inspections
BEFORE YOU BUY
BEFORE YOU BUILD

DEMOLISHING, BUILDING OR RENOVATING ADJACENT TO OTHER STRUCTURES?

ARE YOU A HOME OR PROPERTY OWNER WITH CONCERNS ABOUT CONSTRUCTION NEAR YOU?

BUILDING IN CLOSE QUARTERS?

A dilapidation inspection report records the current condition of your property and helps evidence whether damage has occurred because of local demolition or building works in your area.

Whether you are a builder, contractor or property owner a dilapidation inspection report can save relationships and protect your interests.

Jim's Building Inspectors will document the condition of the building or structure prior to works commencing. We can then return to site after works are complete to document any change in the condition of the building, particularly seeking to identify any damage contributable to the adjoining property.

OUR DILAPIDATION INSPECTION SERVICES MAY INVOLVE:

- Entire buildings
- Specific structures
- Associated infrastructure like footpaths, driveway crossovers, retaining walls, boundary fences

Name Surname
m. 0400 000 000
e. xxxxx@jimsbuildinginspections.com.au

REPORTS IN 24HRS
Call 131 546
jimsbuildinginspections.com.au

Buying - Pre-Purchase Building Inspections

Buying A4 Flyer

Can be sent to anyone buying or considering buying a property.

A4 in size, 150gsm, gloss finish, single sided. These are personalised for FSE name, mobile number, email and photograph. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below:

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

BUYING A HOME?

JIM'S BUILDING INSPECTORS PROVIDE BUILDING INSPECTION REPORTS IN JUST 24 HOURS

Get the information you need to make a quick, confident and informed decision about any home you are considering.

» MAKE SURE THE HOUSE IS SAFE
» KNOW WHAT YOU'RE UP FOR IN MAINTENANCE AND REPAIRS
» FIND DAMAGE CAUSED BY TERMITES, TIMBER & OTHER PESTS
» IDENTIFY ASBESTOS RISKS

A PRE-PURCHASE BUILDING INSPECTION WILL HELP YOU:

- Make a good financial decision or strong investment
- Plan your renovations and repair projects
- Confirm the property is worth the asking price

YOUR BUILDING INSPECTION REPORT WILL INCLUDE:

An easy to understand report is emailed within 24 hours of your inspection. You can then discuss the findings with your inspector who is an expert builder with extensive experience in construction in your local area.

The report will include:

- Identification of safety hazards, like suspected Asbestos or structural damage
- Identification of major defects, anything that could become a safety hazard or requires works to stop it from damaging the rest of the property
- Identification of minor defects, routine property maintenance you need to consider
- Photos of defects described in the report
- Brief description of work required to fix the home's defects and which tradespeople are required to do the work

Package includes:	BASIC	STANDARD	PREMIUM
Building inspection report	●	●	●
Safety hazards (e.g. visual asbestos)	●	●	●
Major defects	●	●	●
Minor defects	●	●	●
Pest related damage		●	●
Electrical			●
Plumbing			●
Gas			●

Name Surname
m. 0400 000 000
e. xxxxx@jimsbuildinginspections.com.au

REPORTS IN 24HRS
Call 131 546
jimsbuildinginspections.com.au

DL Postcard - for report purchases/property buyers

Designed to be distributed by agents and vendors to their prospective purchases with property information packages.

99mm x 210mm in size, 150gsm, gloss finish, single sided.

The content and layout is as below:

Sticker - Property Inspection

To be applied to meter box of the inspected properties (with permission) and can be used for all
termite and timber pest inspections which should be repeated annually.

150mm x 50mm in size, white background, gloss finish. The content and layout is as below:

This property has been inspected by

Jim's Building Inspections
BEFORE YOU BUY
BEFORE YOU BUILD

Inspection report is available for purchase

Inspection date: / /

Call 131 546

jimsbuildinginspections.com.au

Selling (e-commerce promotions)

Selling/ Home Inspections for Vendors - A4 Flyer

Can be given to Estate Agents and Vendors, or anyone involved in the property sale process. Designed to explain the e-commerce initiative.

A4 in size, 150gsm, gloss single sided. This document includes a photograph of the franchisee. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below:

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

REPORTS IN 24HRS

HOME INSPECTION
SERVICE FOR VENDORS

JIM'S IS WORKING WITH VENDORS TO CHANGE THE WAY BUILDING INSPECTIONS ARE COMPLETED. WE'LL EMPOWER YOU AND HELP ENSURE THE SMOOTH SALE OF YOUR PROPERTY.

Don't risk your sale being derailed late in the sales process.

STEP 1:

We inspect your home before it goes on the market. Our report will highlight defects that purchasers may find. Using our report, you can fix any issues that may derail the sale of your property or negatively impact on the final sale price. When you have made the necessary fixes to the property, we'll update our report to reflect those improvements.

STEP 2:

The updated report (which shows your property is in good condition) will then be made available for purchase online:
www.jimsbuildinginspections.com.au/buy-inspection-reports

STEP 3:

Your real estate agent will refer potential purchasers to the online inspection report. From there, they can buy and download the report instantly. The purchase of the inspection report means that the individual is fully protected by our Professional Indemnity Insurance Coverage and they can have peace of mind when making an offer for your property. Resources are provided to your agent to help facilitate this process.

ADVANTAGES:

- Discover if there are any hidden defects or surprises ahead of time.
- You can be proactive and fix any defects that might affect your sale.
- You only need to host a single building inspector, rather than having multiple come through the property.
- Instil trust with potential purchasers because of your transparency – which gives them confidence in the sale process.
- Remove at least one likely condition on any property purchase offer.
- Get a free online listing with the Jim's Building Inspections Website.

JIM'S IS CHANGING THE WAY PEOPLE GET INFORMATION ABOUT PROPERTY

For more information visit our website:
www.jimsbuildinginspections.com

Drew Peace
phone: 0487 199 478
email: keysborough@jimsbuildinginspections.com.au

Call 131 546
jimsbuildinginspections.com.au

Home Inspection Service For Vendors - Generic A4 Flyer

Can be given to Estate Agents and Vendors, or anyone involved in the property sale process. Designed to explain the e-commerce initiative.

A4 in size, 150gsm, gloss single sided.

The content and layout is as below:

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

REPORTS IN 24HRS

HOME INSPECTION
SERVICE FOR VENDORS

JIM'S IS WORKING WITH VENDORS TO CHANGE THE WAY BUILDING INSPECTIONS ARE COMPLETED. WE'LL EMPOWER YOU AND HELP ENSURE THE SMOOTH SALE OF YOUR PROPERTY.

DON'T RISK YOUR SALE BEING DERAILED LATE IN THE SALES PROCESS

STEP 1:
We inspect your home before it goes on the market. Our report will highlight defects that purchasers may find. Using our report, you can choose to fix any issues that may derail the sale of your property or negatively impact on the final sale price. We'll update our report to reflect any repairs or improvements you choose to make.

STEP 2:
The report will then be made available for purchase online:
www.jimsbuildinginspections.com.au/buy-inspection-reports

STEP 3:
Your real estate agent will refer potential purchasers to the online inspection report. From there, they can buy and download the report instantly. The purchase of the inspection report means that the individual is fully protected by our Professional Indemnity Insurance Coverage and they can have peace of mind when making an offer for your property. Resources are provided to your agent to help facilitate this process.

ADVANTAGES:
- Discover if there are any hidden defects or surprises ahead of time.
- You can be proactive and fix any defects that might affect your sale.
- You only need to host a single building inspector, rather than having multiple inspectors come through the property.
- Instil trust with potential purchasers because of your transparency giving them confidence in the sale process.
- Remove at least one likely condition on any property offer.
- Get a free online listing with the Jim's Building Inspections Website.

JIM'S IS CHANGING THE WAY PEOPLE GET INFORMATION ABOUT PROPERTY

For more information visit our website: **www.jimsbuildinginspections.com**

jimsbuildinginspections.com.au

Call 131 546

DL Postcard - for inspection report purchases/ property buyers

Designed to be distributed by agents and vendors to their prospective purchases with property information packages.

99mm x 210mm in size, 150gsm, gloss single sided. This document includes a photograph of the franchisee. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI.

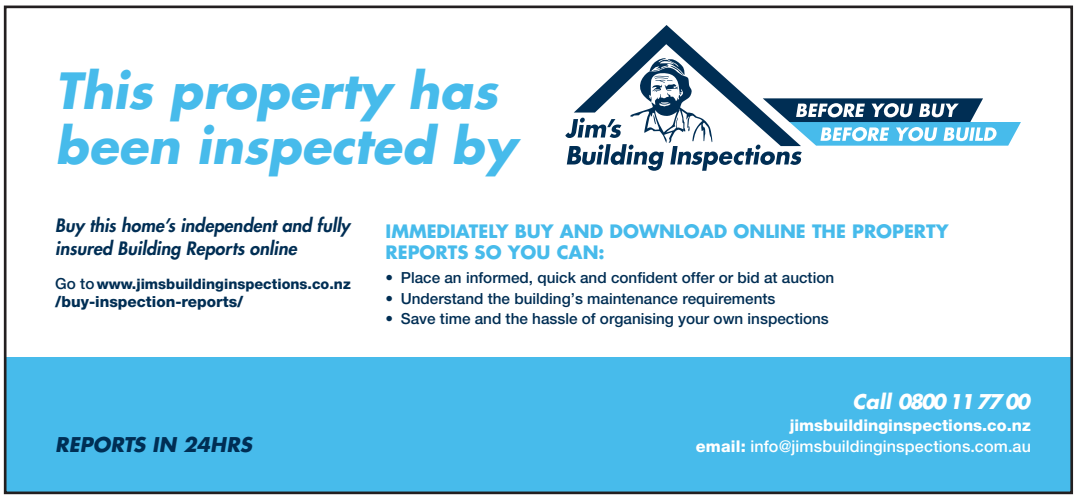
The content and layout is as below:

DL Postcard - for inspection report purchases/ property buyers (New Zealand)

NOTE: The New Zealand version of this postcard has been customised with New Zealand contact information.

Designed to be distributed by agents and vendors to their prospective purchases with property information packages. Generic Flyer in DL size.

The content and layout is as below:



Sticker - QR Code

Intended to be applied (with permission) to real estate sales signs at the front of properties for sale.

150mm x 50mm in size, white background, gloss finish. The content and layout is as below:

New Construction

New Construction A4 Flyer (all stages)

For anyone undertaking a new build or renovation and extension projects.

A4 in size, 150gsm, gloss finish, single sided. This document includes a photograph of the franchisee. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below
(NOTE: this version cannot be used in Western Australia. Please see next item for WA approved flyer.)

Jim's Building Inspections
BEFORE YOU BUY
BEFORE YOU BUILD

BUILDING A HOME?
BUYING OFF THE PLAN?

NEW CONSTRUCTION INSPECTIONS –
SLAB/BASE, FRAME, LOCK-UP & HANDOVER STAGES

In most cases, the homeowner relies upon the builder and contractors to complete the building work to an acceptable standard.

GET AN INSPECTION DONE BEFORE YOUR NEXT STAGE PAYMENT

» PUT AN EXPERT IN YOUR CORNER
» MANAGE YOUR RELATIONSHIP WITH YOUR BUILDER
» ENSURE YOU GET WHAT YOU HAVE PAID FOR

WHAT YOU GET:
Report emailed to you within 24 hours covering:
- Safety Hazards
- Suspected Non-Compliance
- Substandard Workmanship
- Incomplete Works

WHEN SHOULD I GET IT DONE?
You can engage us at any time during the construction. However most people engage us as construction commences to complete inspections at all stages of the build.

RENOVATING OR EXTENDING?
You may not be undertaking a complete new home build, but the expenditure for some renovations and extensions can be just as costly and in some instances the work is in fact more complex as you integrate the new with the old.

Getting a renovation inspection report will help you plan your renovation - keeping it on track and on budget.

By engaging a building inspector to assist you in your relationship with your builder, you are also more likely to head off disagreements and arguments about costs and inclusions.

WARNING: ASBESTOS
Don't forget about the risk of disturbing Asbestos Containing Materials during a renovation or extension.

GET AN ASBESTOS INSPECTION BEFORE YOU START A RENOVATION

Name Surname
m. 0400 000 000
e. xxxxx@jimsbuildinginspections.com.au

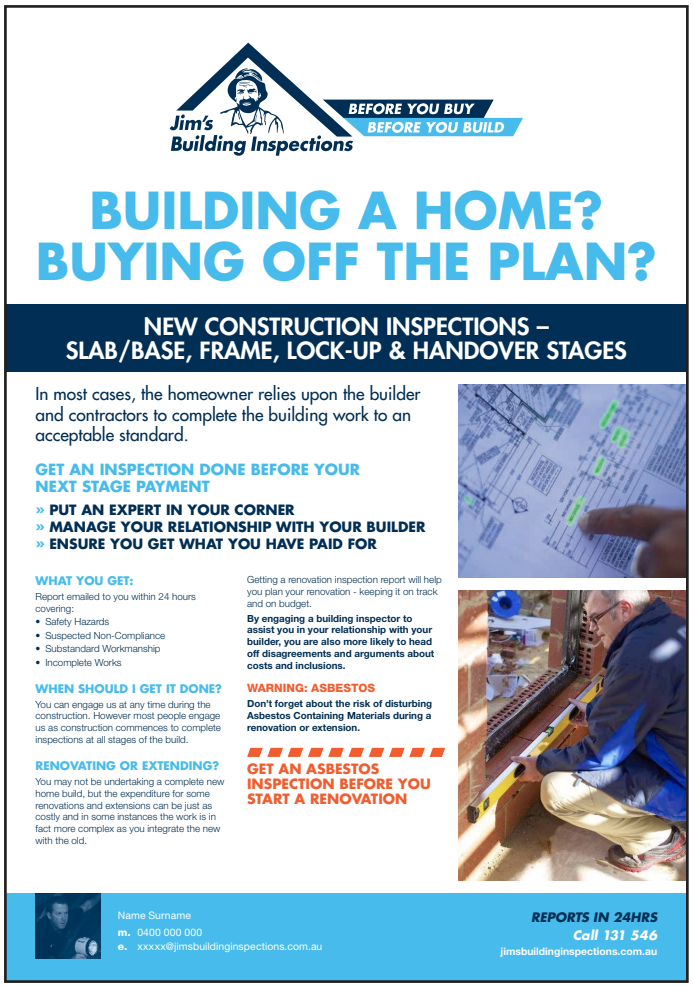
REPORTS IN 24HRS
Call 131 546
jimsbuildinginspections.com.au

New Construction A4 Flyer - WA Only (all stages)

For anyone undertaking a new build or renovation and extension projects in WA only - change of image for different WA construction methods.

A4 in size, 150gsm, gloss finish, single sided. This document includes a photograph of the franchisee. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI.

The content and layout (identical to the other states except for the change of one photograph) is as below:



Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

BUILDING A HOME?
BUYING OFF THE PLAN?

NEW CONSTRUCTION INSPECTIONS –
SLAB/BASE, FRAME, LOCK-UP & HANDOVER STAGES

In most cases, the homeowner relies upon the builder and contractors to complete the building work to an acceptable standard.

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» PUT AN EXPERT IN YOUR CORNER
» MANAGE YOUR RELATIONSHIP WITH YOUR BUILDER
» ENSURE YOU GET WHAT YOU HAVE PAID FOR

WHAT YOU GET:

Report emailed to you within 24 hours covering:

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- Suspected Non-Compliance
- Substandard Workmanship
- Incomplete Works

WHEN SHOULD I GET IT DONE?

You can engage us at any time during the construction. However most people engage us as construction commences to complete inspections at all stages of the build.

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You may not be undertaking a complete new home build, but the expenditure for some renovations and extensions can be just as costly and in some instances the work is in fact more complex as you integrate the new with the old.

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By engaging a building inspector to assist you in your relationship with your builder, you are also more likely to head off disagreements and arguments about costs and inclusions.

WARNING: ASBESTOS

Don't forget about the risk of disturbing Asbestos Containing Materials during a renovation or extension.

GET AN ASBESTOS INSPECTION BEFORE YOU START A RENOVATION

Name Surname
m. 0400 000 000
e. xxxxx@jimsbuildinginspections.com.au

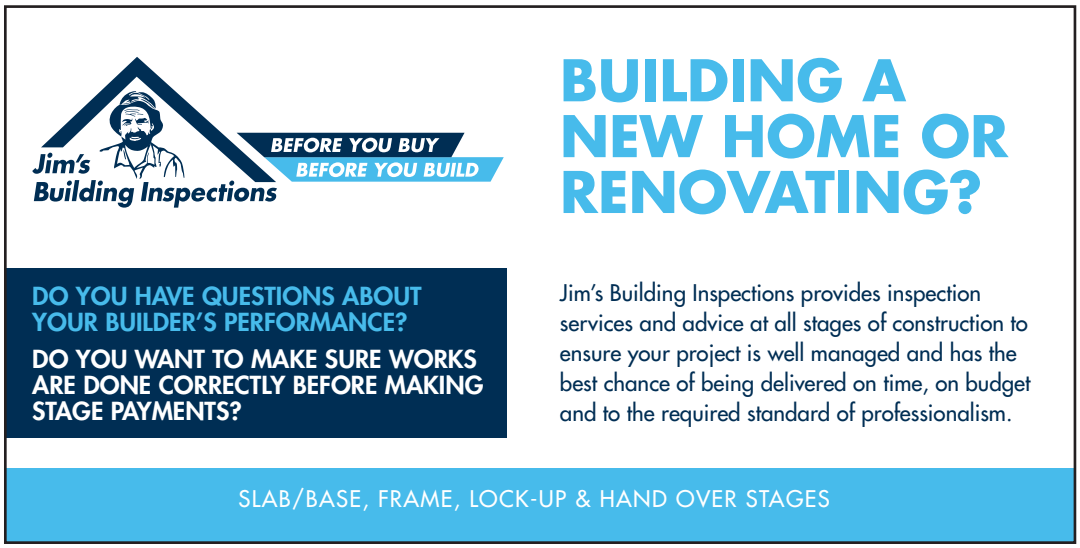
REPORTS IN 24HRS
Call 131 546
jimsbuildinginspections.com.au

New Construction DL Postcards

Designed to be mailed or dropped to addresses of homes that have had building permits issued or anywhere you can see renovation/construction work underway.

99mm x 210mm in size, 310gsm art board, double sided. This document includes a photograph of the franchisee. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI.

The content and layout is as below:



Asbestos

Asbestos A4 Flyer Residential

For anyone planning to buy a property or who already own a property likely to contain asbestos based on age.

A4 in size, 150gsm, gloss finish, single sided. This document includes a photograph of the franchisee. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below:

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

ASBESTOS INSPECTIONS

DO YOU OWN OR ARE PLANNING TO BUY A PROPERTY BUILT BEFORE 1990?

You need an asbestos inspection before you start any renovation or maintenance work. It is estimated that 1/3 of all homes built in Australia contain asbestos.

WHEN WAS YOUR HOME BUILT?

PROBABILITY OF ASBESTOS IN THE HOME

Built before 1985	**Highly Likely**
Built during 1985 – 1990	**Likely**
Built after 1990	**Unlikely**

(http://asbestossafety.gov.au/asbestos-information)

BEFORE STARTING ANY RENOVATION OR MAINTENANCE WORK GET AN ASBESTOS INSPECTION TEST

WHAT WE DO

- An intensive inspection of all the potential areas where Asbestos may be found in your house
- We safely remove samples for lab analysis to confirm findings
- Get you confirmation on the asbestos status of the house

Sampling is always required to give a 100% asbestos confirmation. We only use NATA certified laboratories.

WHAT YOU GET

You will receive a report that documents:

- Confirmed locations of Asbestos
- Document what type of Asbestos it is
- Record of what condition it is in
- Recommendations on how to manage it

RENOVATING?

If you have started a renovation and think you or your family have been exposed to asbestos we can do air monitoring to see if any airborne asbestos fibres are present.

Name Surname
m. 0400 000 000
e. xxxxx@jimsbuildinginspections.com.au

REPORTS IN 24HRS
Call 131 546
jimsbuildinginspections.com.au

Asbestos DL Postcards

Designed to be mailed or dropped to addresses of homes that appear to have been built before 1990 (irrespective of sale status.)

99mm x 210mm size 310gsm art board double sided. This document includes a photograph of the franchisee. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI.

The content and layout is as below:

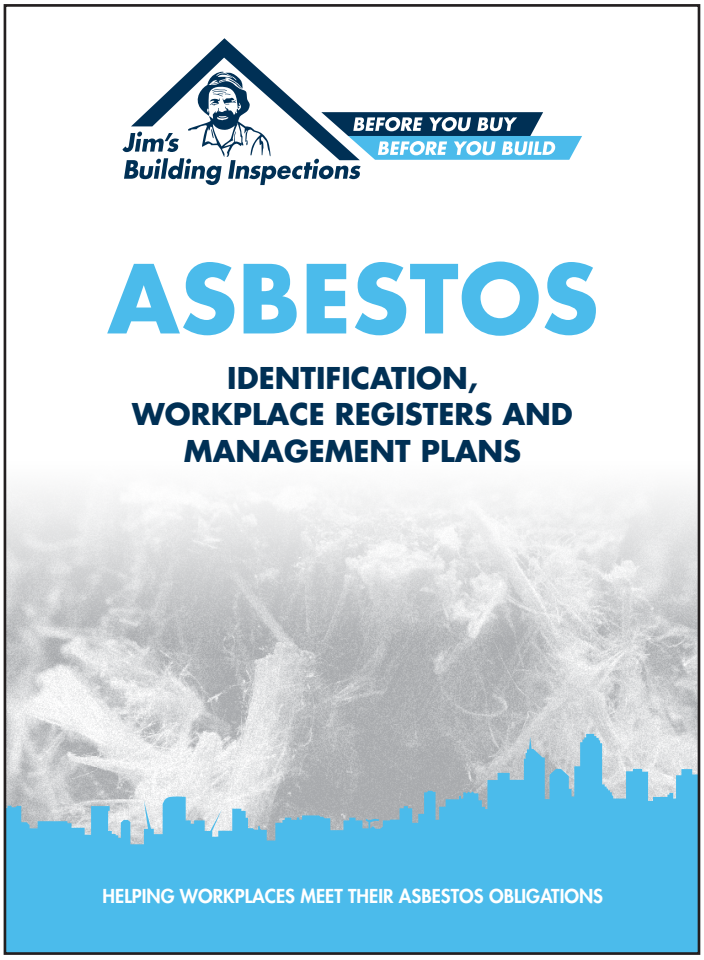
Asbestos Workplace Info Booklets

For managers of workplaces and owners including property managers of premises where they may be required to maintain an asbestos register as per WHS legislation.

8 pages, A4 in size, 200gsm, gloss finish, saddle stitched. Contains the relevant skyline.

The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI.

The content and layout is as below:



One page Workplace Brochure

A summary version of the above 8 page booklet. A different version for each state has been created with the relevant skyline and state information.

A4 in size, 200gsm, gloss finish, single sided.

The content and layout is as below:

ASBESTOS
IN THE WORKPLACE

Definition
work•place: any place where a person works.

The regulations

Since 1996, employers have been required to maintain a "register" in the workplace of any asbestos* products (including asbestos cement products) found in that workplace.

The Workplace Health and Safety Regulation 2008 (WHS Regulation 2008) required workplace buildings constructed before 1 January 1990 to have an asbestos register.

Regulation 5.43 of the Occupational Safety and Health Regulations 1996 requires the employer, main contractor, a self-employed person or the person having control of the workplace to identify and assess risks from hazards in relation to asbestos in accordance with the Code of Practice for the Management and Control of Asbestos in Workplaces [NOHSC: 2018(2005)] ("the Code"). Section 19(1) of the OSH Act 1984 creates a duty of care for employers to provide a safe workplace; and part of this duty is to ensure any asbestos at a workplace does not present a hazard to employees (as far as practicable). This section also requires the employer to consult with employees on safety and health matters, and this includes asbestos management.

Key elements of the Code of Practice for the Management and Control of Asbestos in Workplaces [NOHSC: 2018(2005)]

- An asbestos register must be held at workplaces where asbestos is present (Part 9).
- A risk assessment must be done to see whether asbestos at the workplace presents a hazard to employees.
- The risk assessment must be done by a competent person.
- The register, including risk assessments, should be updated every 12 months or earlier.

Jim's Building Inspections WESTERN AUSTRALIA

- **Asbestos Identification**
- **Site Clearance Certificates**
- **Air Monitoring**
- **Asbestos Lab Testing (NATA Approved Facility)**
- **Clearance Inspections**
- **Asbestos Registers and Management Plans**

19 Victoria Street South Perth WA 6151 | M: 0458 606 813
www.jimsbuildinginspections.com.au | Fremantle@jimsbuildinginspections.com.au
WA Registered Builder (13866) | QLD Registered Builder (1231968) | Asbestos Assessor
ABN: 98 109 578 690 - EMCOR Pty Ltd t/as Jim's Building Inspections Fremantle

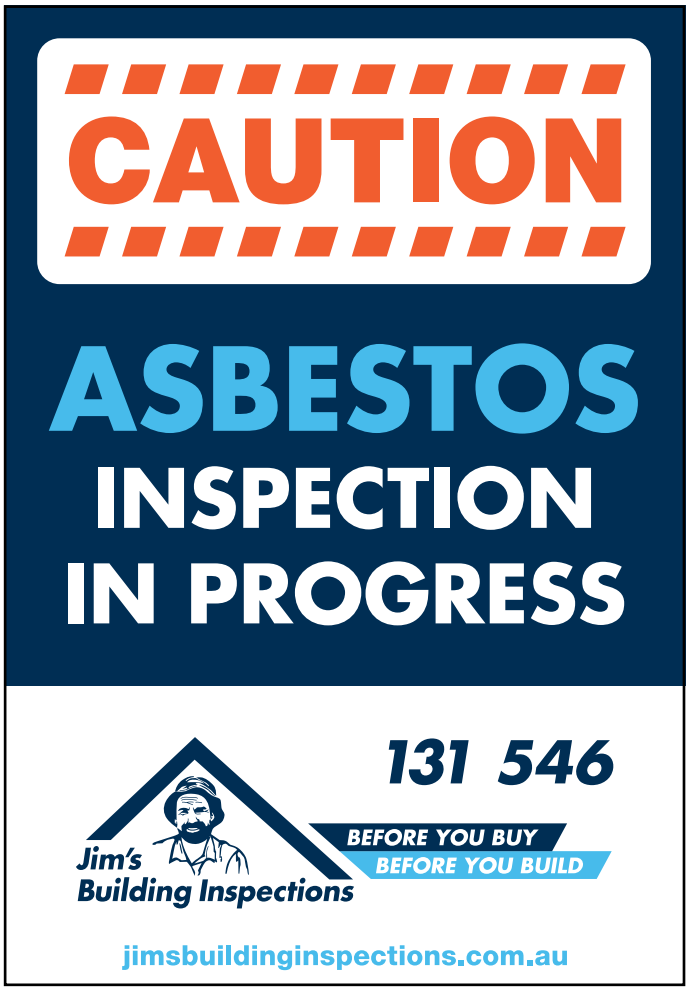
Warning Sandwich Board

For use by inspectors when undertaking inspections and in particular sampling.

The approved A-Frame includes a black frame which contains two Corflute Boards, (one for each side) which are UV and water resistant.

NOTE: The frame can be used to interchangeably to display any of our Corflute signage designs.

The design and layout is as below:

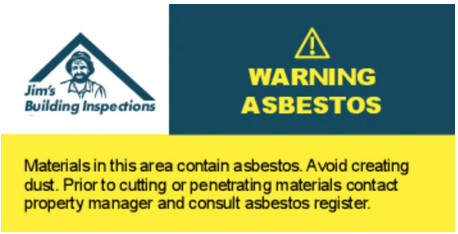


Warning Stickers

Use to label specific locations with ACM.

Description “Warning Asbestos” Vinyl Sticker
Artwork: Electronic Artwork Supplied ready to print
Proofing: Imposed digital proof to be supplied
Size: 60 x 30mm
Stock: Outdoor Matt white polymeric vinyl sticker
Finishing: Trim and pack
Printed: CMYK x 1 side

The content and layout is as below:

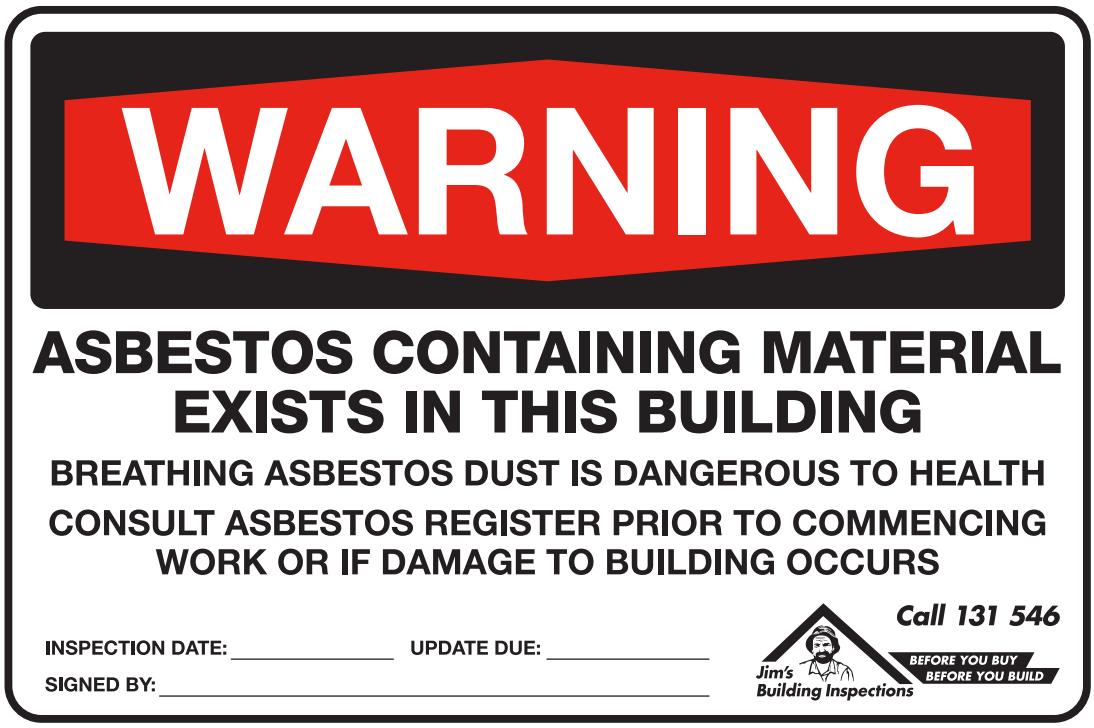


NOTE: This design has been shown at actual size for a true indication.

Warning Posters

Use for entry signage for buildings with ACM.
300 x 200mm 300gsm matte single sided.

The content and layout is as below:



Strata

Strata Reporting A4 Flyer

For anyone looking to purchase an apartment or unit that is part of a complex.

A4 in size, 150gsm, gloss finish, single sided. This document includes a photograph of the franchisee. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

STRATA REPORT

A STRATA REPORT PROVIDES VITAL INFORMATION RELATING TO THE CONDITION OF THE ENTIRE PROPERTY IN WHICH AN APARTMENT OR UNIT RESIDES.

WHY DO YOU NEED A STRATA REPORT?

Knowing the condition of the entire complex in which an apartment or unit resides is key.
If you are buying an apartment or unit that exists within a complex, you are also buying into the the running of that complex.
You can therefore be responsible for issues which arise in and around the complex, beyond the scope of your own apartment or unit, which could include driveways, common walls and roofs.

WHAT'S INCLUDED IN OUR STRATA REPORTS?

- We discover if the strata scheme has the necessary funds to fix any potential issues in the future.
- Our Strata Report will identify any special levies that are payable including insurance contributions.
- Our reports will discover if there is a history of issues between owners.
- We will note all regulations pertaining to issues such as pets, renovations and refurbishments.
- Our reports will let you know if a strata scheme is adequately insured.
- We will identify any evidence of building/structural problems that may produce additional costs to fix in the future.

Name Surname
m. 0400 000 000
e. xxxxx@jimsbuildinginspections.com.au

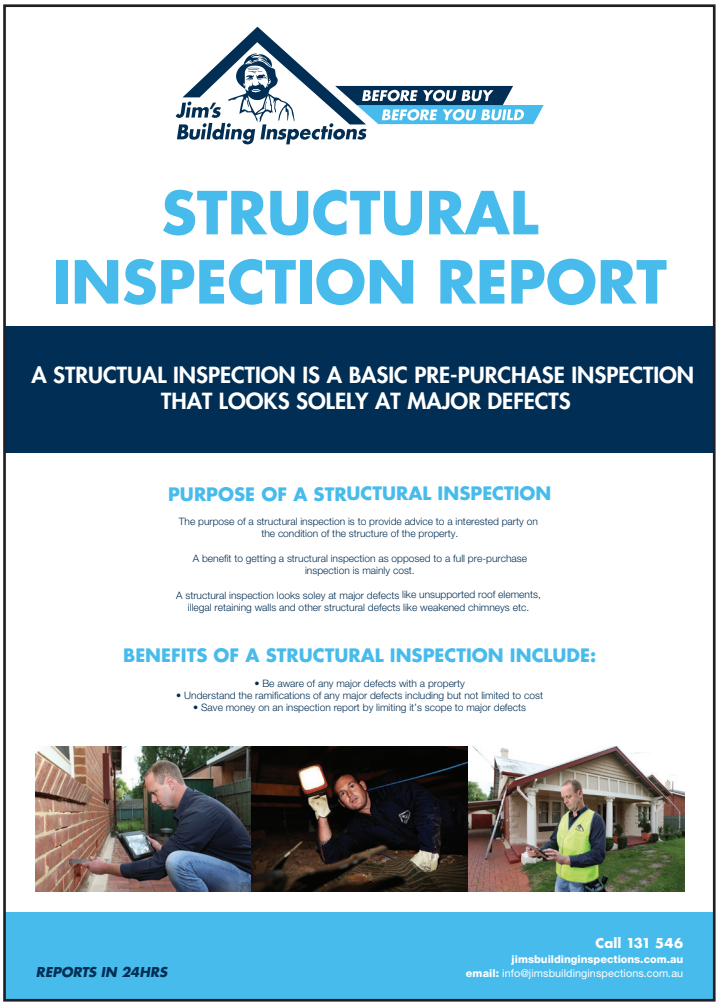
REPORTS IN 24HRS
Call 131 546
jimsbuildinginspections.com.au

Structural

Structural Inspection Reporting A4 Flyer

For anyone looking to purchase a property, but only wants a very basic overview of the structural integrity of said property (only major defects.)

A4 in size, 150gsm, gloss finish, single sided. This document includes a photograph of the franchisee. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below



Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

STRUCTURAL INSPECTION REPORT

A STRUCTUAL INSPECTION IS A BASIC PRE-PURCHASE INSPECTION THAT LOOKS SOLELY AT MAJOR DEFECTS

PURPOSE OF A STRUCTURAL INSPECTION

The purpose of a structural inspection is to provide advice to a interested party on the condition of the structure of the property.

A benefit to getting a structural inspection as opposed to a full pre-purchase inspection is mainly cost.

A structural inspection looks soley at major defects like unsupported roof elements, illegal retaining walls and other structural defects like weakened chimneys etc.

BENEFITS OF A STRUCTURAL INSPECTION INCLUDE:

- Be aware of any major defects with a property
- Understand the ramifications of any major defects including but not limited to cost
- Save money on an inspection report by limiting it's scope to major defects

REPORTS IN 24HRS

Call 131 546
jimsbuildinginspections.com.au
email: info@jimsbuildinginspections.com.au

Apartment Handover

Apartment Handover Inspection Reporting A4 Flyer

For anyone who is going to purchase a new apartment.

A4 in size, 150gsm, gloss finish, single sided. This document includes a photograph of the franchisee. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

APARTMENT HANDOVER
INSPECTIONS

BEFORE YOU SETTLE, WE MAKE SURE
YOU'RE GETTING WHAT YOU PAID FOR

WHY USE JIM'S?

- We make sure all building aspects comply with Australian standards
- Our reports identify items that need attention
- These reports are easy to read with clear photos and detailed descriptions
- Thermal imaging and moisture readers allow us to expose any hidden defects

MOST COMMONLY FOUND DEFECTS

- Poor sealing of wet areas
- Doors fitted incorrectly
- Damaged finishes that have been scratched or chipped
- Poor workmanship

Jim's Building Inspections
p: 131 546
e: info@jimsbuildinginspections.com.au
jimsbuildinginspections.com.au

Property Safety

Property Safety Reporting - A4 Flyer

For anyone who wants to ensure that their property is safe to live in.

A4 in size, 150gsm, gloss finish, single sided. This document includes a photograph of the franchisee. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

PROPERTY SAFETY INSPECTIONS

GET PEACE OF MIND WITH OUR PROPERTY SAFETY INSPECTIONS AND GET TO KNOW HOW SAFE YOUR PROPERTY IS

A PROPERTY SAFETY INSPECTION LOOKS AT:

Potential safety hazards, particularly within older homes can be numerous, yet easily missed.

At Jim's Building Inspections, our fully qualified building inspectors will perform a detailed visual inspection of the property, citing safety hazards that potentially put the occupants in immediate danger.

BENEFITS OF A PROPERTY INSPECTION INCLUDE:

- Reduce the risk for family
- Put an expert in your corner
- Ensure that the property is safe to be occupied

A PROPERTY SAFETY INSPECTION LOOKS AT:

- Structural hazards • Asbestos Hazards
- Electrical and fire hazards
- Gas and heating hazards • Trip, slip and fall hazards
- Moisture and mould hazards

Name Surname
m. 0400 000 000
e. xxxxx@jimsbuildinginspections.com.au

REPORTS IN 24HRS
Call 131 546
jimsbuildinginspections.com.au

Safe2Rent

Safe2Rent Reporting - A4 Flyer

For anyone who wants to ensure that their rental property is safe to live in.

NOTE: This flyer is not available through Dynamite, but can be customised by head office on request. If you would like to order this flyer, please speak to head office.

A4 in size, 150gsm, gloss finish, single sided.

Property Condition

Property Condition Reporting - A4 Flyer

For real estate agents, property managers and private landlords who want to monitor the condition of their property.

A4 in size, 150gsm, gloss finish, single sided. This document includes a photograph of the franchisee. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

PROPERTY CONDITION REPORT

WE PROVIDE PROPERTY CONDITION REPORTING SERVICES TO REAL ESTATE AGENCIES, PROPERTY MANAGERS AND TO PRIVATE LANDLORDS.

A property condition report is an inspection that provides advice to the property manager or landlord about the current condition of a property.

We'll let you know if the tenant is doing the right thing and maintaining the property as it should be. Routine and preventative maintenance items can also be highlighted if needed.

WHO NEEDS A PROPERTY CONDITION REPORT (PCR)?

- Real Estate Agents – who may wish to subcontract out the service
- Property Managers – particular commercial property managers
- Private Landlords – particularly those who manage property interstate
- Body Corporate's & Strata Plan Managers
- Property investment and development groups

THERE ARE THREE STAGES TO A PCR:

- Entry
- Mid Tenancy
- Exit

THESE INSPECTIONS POTENTIALLY LOOK AT:

- Asbestos
- Mould, moisture and other environmental hazards
- Mechanical hazards
- Electrical and fire hazards
- Gas and heating hazards
- Slips, trips, trap and fall hazards
- Structural hazards like unsafe balconies, handrails, balustrading, steps, stairs and decks
- Pool fence safety

Name Surname
m. 0400 000 000
e. xxxxx@jimsbuildinginspections.com.au

REPORTS IN 24HRS
Call 131 546
jimsbuildinginspections.com.au

Smoke Alarms

Structural Inspection Reporting A4 Flyer

For clients and landlords who are after the peace of mind that their property has working smoke alarms in the instance of a fire.

A4 in size, 150gsm, gloss finish, single sided. This document includes a photograph of the franchisee. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

SMOKE ALARM INSPECTION

A STANDARD SMOKE ALARM INSPECTION IS A SERVICE THAT GIVES CLIENTS AND LANDLORDS PEACE OF MIND, KNOWING THE PROPERTY IS FIRE SAFE.

WHAT IS THE PURPOSE OF A SMOKE ALARM INSPECTION REPORT?

Residential fires are all too common, and often go undetected by faulty or defective smoke alarms. Our smoke alarm inspection services mean that you can rest assured that the smoke alarms in your property are adequately positioned and are fully operational, significantly increasing the fire safety of your property.

Our standard smoke alarm inspection report can be included as an additional service to a building or property safety inspection report, or can be purchased as an independent service.

GENERALLY, OUR SMOKE ALARM INSPECTION SERVICE INVOLVES:

- Providing advice regarding compliance with state-relevant smoke alarm legislation
- Identification of the type and functions of the smoke alarm
- Testing all smoke alarms throughout the property
- Assessment of the overall fire safety of the property

We also provide advice on maintenance and reparation works that may be required to improve the serviceability and effectiveness of smoke alarms throughout the property.

REPORTS IN 24HRS

Call 131 546
jimsbuildinginspections.com.au
email: info@jimsbuildinginspections.com.au

Client Specific –

The following are our client specific flyers and promotional materials. They are designed to inform particular client types of the services they should aquire.

First Home Buyers

First Home Buyers - A4 Flyer

Should be distributed to potential first home buyers and could be left at locations such as banks, open houses, real estate agencies, gyms, universities, TAFE's, cafes etc. in your territory. A4 in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number, email and photograph. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below:

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

jimsbuildinginspections.com.au

ARE YOU A FIRST HOME BUYER?

New to the property market?

Buying a property is one of the biggest financial decisions you'll make in your lifetime. So before you sign any contracts, you want to be sure that you're buying a property that is structurally sound, doesn't have any pest problems and has generally been well maintained.

These three inspections will help you understand the risks, the good stuff and help you make the right decision -

1. A Pre-Purchase Building Inspection will give you peace of mind that your house is safe, give you an understanding of any maintenance or repairs that need to be completed and give you some confidence that the property is worth the asking price.
2. A Pre-Purchase Termite & Timber pest Inspection will identify any live termite or timber pest activity as well as evidence of past termite or timber pest treatments. It will also assess conditions around the property that might appeal to them.
3. An Asbestos Inspection is essential so that you understand if there is any asbestos in the home and you know what condition it is in. You'll also need to be aware of it when planning any future renovations.

Best of luck in your search!

Adam Liddell
e. stkildaeast@jimsbuildinginspections.com.au
p. 0409 333 723

REPORTS IN 24HRS

Home Buyers

Home Buyers - A4 Flyer

Should be distributed to any potential home buyers and could be left at locations such as banks, open houses, real estate agencies, gyms, cafes etc. in your territory. A4 in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number, email and photograph. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below:

Home Sellers

Home Sellers - A4 Flyer

Should be distributed to any potential home sellers and could be left at locations such as banks, open houses, real estate agencies, gyms, cafes etc. in your territory. A4 in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number, email and photograph. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below:

Investors

Investors - A4 Flyer

Should be distributed to any potential property investors and could be left at locations such as banks, open houses, real estate agencies, gyms, cafes etc. in your territory. A4 in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number, email and photograph. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below:

Landlords & Property Managers

Landlords & Property Managers - A4 Flyer

Should be distributed to any landlords or property managers and could be left at locations such as banks, real estate agencies, gyms, cafes etc. in your territory. A4 in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number, email and photograph. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below:

Real Estate Agents

Real Estate Agents - A4 Flyer

Should be distributed to any real estate agents or agencies and could be left at locations such as real estate agencies, banks etc. in your territory. A4 in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number, email and photograph. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below:

Buyers Advocates

Buyers Advocates - A4 Flyer

Should be distributed to any buyers advocates and could be left at locations such as banks, buyers advocate offices etc. in your territory.
A4 in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number, email and photograph. The photograph used must be a professional portrait of the inspector in full uniform. Contact your franchisor for a copy of your portrait taken at CRBI. The content and layout is as below:

Methamphetamine Inspections –

The following are our client specific flyers and promotional materials. They are designed to inform particular client types of the services they should aquire.

Home Owners

Meth Inspections for Home Owners - A4 Flyer

Should be distributed to any home owners and could be left at locations such as banks, open houses, real estate agencies, gyms, cafes etc. in your territory. A4 in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number and email address.

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

ATTENTION: HOME OWNERS

WE TEST FOR THE PRESENCE OR RESIDUE OF METHAMPHETAMINE

Australians are amongst the highest users of meth in the world.

Smoking meth in your home can leave behind a residue, which is toxic, not only to those who live in the property, but also to anyone who may access the property.

Jim's Building Inspections are now offering Methamphetamine Screening Assessments for Home Owners as part of their Pre-Sale Inspection services.

A Meth Screening Assessment included in a Pre-Sale Inspection report is essential for home owners who want to manage:

- **THE HEALTH RISKS of selling a home which has been exposed to methamphetamine**
- **THE LEGAL RISKS of selling a home which has been exposed by methamphetamine**
- **THE FINANCIAL RISKS of selling a home which has been exposed to methamphetamine**

Jim's Building Inspections offer a number of Vendor Property services designed to help home owners and sellers get on the front foot and:

- **Accelerate the sale**
- **Save time**
- **Avoid disappointment**
- **Avoid nasty surprises**

Give buyers peace of mind and book a meth screening test now! For service that is:

- **Fast**
- **Reliable**
- **Affordable**
- **Confidential**

Call 131 546

Did you know?

Smoking meth regularly can return property contamination readings as high as those produced by a meth lab.
Meth labs can be found almost anywhere – in houses, apartments, cars, storage units, holiday homes and motorhomes.

Inspector Name
04XX XXX XXX
xxxxxxxxxxxxxxxxxx@jimsbuildinginspections.com.au

Home Owners

Meth Inspections for Home Owners - DL Flyer

Should be distributed to any real estate agents or agencies and could be left at locations such as real estate agencies, banks etc. in your territory. DL in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number and email address.

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

LOOKING AT BUYING A HOME?

WE TEST FOR THE PRESENCE OR RESIDUE OF METHAMPHETAMINE

A Methamphetamine Screening Assessment with Jim's Building Inspections will help you avoid:

- **THE HEALTH RISKS of purchasing a home which has been exposed to methamphetamine**
- **THE LEGAL RISKS of purchasing a home which has been exposed to methamphetamine**
- **THE FINANCIAL RISKS of purchasing a home which has been exposed to methamphetamine**

Book a meth screening test now! Jim's Building Inspections offer fast results. Call 131 546.

Inspector Name
04XX XXX XXX
xxxxxxxxxxxxxxxxxx@jimsbuildinginspections.com.au

Real Estate Agents

Meth Inspections for Real Estate Agents - A4 Flyer

Should be distributed to any real estate agents or agencies and could be left at locations such as real estate agencies, banks etc. in your territory. A4 in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number and email address.

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

ATTENTION: REAL ESTATE AGENTS

WE TEST FOR THE PRESENCE OR RESIDUE OF METHAMPHETAMINE

Australians are amongst the highest users of meth in the world.

Smoking meth in your home can leave behind a residue which is toxic, not only to those who live in the property, but also to anyone who may access the property.

Jim's Building Inspections are now offering quick, affordable, reliable and confidential Methamphetamine Screen Assessments as an option for Pre-Purchase Building and Pest Inspection clients who are concerned about purchasing a home that may have been contaminated with Methamphetamine.

Jim's Building Inspections also provide Meth Screening Assessments on behalf of Vendors allowing them to include a Report stating that the property was free of contamination at the time of sale and want to avoid:

- **THE HEALTH RISKS of selling a home which has been exposed to methamphetamine**
- **THE LEGAL RISKS of selling a home which has been exposed by methamphetamine**
- **THE FINANCIAL RISKS of selling a home which has been exposed to methamphetamine**

Jim's Building Inspections offer a number of Pre-Purchase Property services designed to help you and your clients –

- **Save time**
- **Save the sale**
- **Avoid disappointment**
- **Avoid nasty surprises**
- **Be sale ready**

Don't risk your sale being derailed late in the game. Book a meth screening test now! Jim's Building Inspections offer fast results. Call 131 546.

Did you know?

Smoking meth regularly can return property contamination readings as high as those produced by a meth lab.
Meth labs can be found almost anywhere – in houses, apartments, cars, storage units, holiday homes and motorhomes.

Inspector Name
04XX XXX XXX
xxxxxxxxxxxxxxxxxx@jimsbuildinginspections.com.au

Real Estate Agents

Meth Inspections for Real Estate Agents - DL Flyer

Should be distributed to any real estate agents or agencies and could be left at locations such as real estate agencies, banks etc. in your territory. DL in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number and email address.

Landlords & Property Managers

Meth Inspections for Landlords & Property Managers - A4 Flyer

Should be distributed to any landlords or property managers and could be left at locations such as banks, real estate agencies, gyms, cafes etc. in your territory. A4 in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number and email address.

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

ARE YOU A PROPERTY MANAGER OR LANDLORD?

WE TEST FOR THE PRESENCE OR RESIDUE OF METHAMPHETAMINE

If you manage a property then you have a duty of care to provide tenants with a safe place to live and a responsibility to your clients to protect their investment.

Meth use and the discovery of drug and meth labs across Australia is on the rise.

Smoking meth in your home can leave behind a residue which is toxic, not only to those who live in the property, but also to anyone who may access the property.

Jim's Building Inspections are now offering quick, affordable, reliable and confidential methamphetamine screen assessments for property managers and landlords who are concerned about:

THE HEALTH RISKS

Exposure to methamphetamine can cause a wide range of health problems including:

- Headaches
- Behavioral problems in children
- Loss of appetite
- Respiratory issues

Did you know?

Smoking meth regularly can return property contamination readings as high as those produced by a meth lab.
Meth labs can be found almost anywhere – in houses, apartments, cars, storage units, holiday homes and motorhomes.

THE LEGAL RISKS

If you are a property owner or manager, you are ultimately responsible for ensuring a property is safe to live in. Legally, you face action from tenants who move into a meth contaminated home and also from clients who expect that you look after their property and prevent or manage contamination in the first instance.

THE FINANCIAL RISKS

Contamination levels greater than .50µg per 100cm2 are dangerous and require a property to be remediated which can be a very costly exercise. Remediation might involve treating or ripping out carpet, soft furnishings, removing furniture, wall linings, ceilings, electrical wiring, air conditioners, heating and insulation. Discovering contamination early on makes remediation less expensive. It also means that meth-using tenants can be evicted before contamination levels increase any further.

To manage risk and add value to your property portfolio Jim's Building Inspections recommends:

1. Regular screening for rental properties
2. Screening between tenants

Book a meth screening test now! Jim's Building Inspections offer same day service and fast results. Call 131 546.

Inspector Name
04XX XXX XXX
xxxxxxxxxxxxxxxxxx@jimsbuildinginspections.com.au

Landlords & Property Managers

Meth Inspections for Landlords & Property Managers - DL Flyer

Should be distributed to any landlords or property managers and could be left at locations such as banks, real estate agencies, gyms, cafes etc. in your territory. DL in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number and email address.

Community Based Property Managers

Meth Inspections for Community Based Property Managers - A4 Flyer

Should be distributed to any community based property managers and could be left at locations such as banks, real estate agencies, gyms, cafes etc. in your territory. A4 in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number and email address.

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

ATTENTION: COMMUNITY BASED PROPERTY MANAGERS

WE TEST FOR THE PRESENCE OR RESIDUE OF METHAMPHETAMINE

METH IS NOT WORTH THE RISK

Australians are amongst the highest users of meth in the world.
Smoking meth in your home can leave behind a residue, which is toxic, not only to those who live in the property, but also to anyone who may access the property.
Jim's Building Inspections are now offering quick, affordable, reliable and confidential methamphetamine screen assessments for community based property managers who are concerned about the effects of meth in the local community:

THE HEALTH RISKS

Exposure to methamphetamine can cause a wide range of health problems including:

- Headaches
- Behavioral problems in children
- Loss of appetite
- Respiratory issues

THE LEGAL RISKS

If you are a property manager you are ultimately responsible for ensuring a property is safe to live in. Legally, you face action from guests who move into meth-contaminated accommodation and also from landlords who expect that you look after their property and prevent contamination in the first instance.

THE FINANCIAL RISKS

Contamination levels greater than .50µg per 100cm2 are dangerous and require a property to be remediated which can be a very costly exercise.

WHAT ARE THE SIGNS OF METH CONTAMINATION?

Common signs that your property may have been used as a meth lab include:

- Strong odours (acrid, sour, solvents, ammonia)
- Discolouration of structures, soil and pavement
- Burns, unusual stains, yellowed walls and rust marks
- General unwellness

Jim's Building Inspections recommends:
1. Regular screening for rental properties
2. Screening between tenants

For service that is, fast, reliable, affordable and confidential, Call 131 546

Did you know?

Smoking meth regularly can return property contamination readings as high as those produced by a meth lab.
Meth labs can be found almost anywhere – in houses, apartments, cars, storage units, holiday homes and motorhomes.

Inspector Name
04XX XXX XXX
xxxxxxxxxxxxxxxxxx@jimsbuildinginspections.com.au

Holiday Accommodation, Airbnb and Short Term Accomodation Property Managers

Meth Inspections for Community Based Property Managers - A4 Flyer

Should be distributed to any ccommodation based property managers and could be left at locations such as hotels, airbnbs, motels, bed and breakfasts, banks, gyms, cafes etc. in your territory. A4 in size, 150gsm, gloss finish, single sided.

These are personalised for FSE name, mobile number and email address.

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

DO YOU MANAGE SHORT TERM OR HOLIDAY ACCOMMODATION?

WE TEST FOR THE PRESENCE OR RESIDUE OF METHAMPHETAMINE

Australia has the highest number of meth users per capita and methamphetamine use has tripled in the last five years.

Jim's Building Inspections are now offering quick, affordable, reliable and confidential methamphetamine screen assessments for property managers, holiday letting or AirBnB landlords who are concerned about:

THE HEALTH RISKS

Exposure to methamphetamine can cause a wide range of health problems including:

- Headaches
- Behavioral problems in children
- Loss of appetite
- Respiratory issues

THE LEGAL RISKS

If you are a property manager you are ultimately responsible for ensuring a property is safe to live in. Legally, you face action from guests who move into meth contaminated accommodation and also from clients who expect that you look after their property and prevent contamination in the first instance.

THE FINANCIAL RISKS

Contamination levels greater than .50µg per 100cm2 are dangerous and require a property to be remediated which can be a very costly exercise.

WHAT ARE THE SIGNS OF METH CONTAMINATION?

Common signs that your property may have been used as a meth lab include:

- Strong odours (acrid, sour, solvents, ammonia)
- Discolouration of structures, soil and pavement
- Burns, unusual stains, yellowed walls and rust marks
- General unwellness

Jim's Building Inspections offer same day service and fast results. Call 131 546.

Did you know?

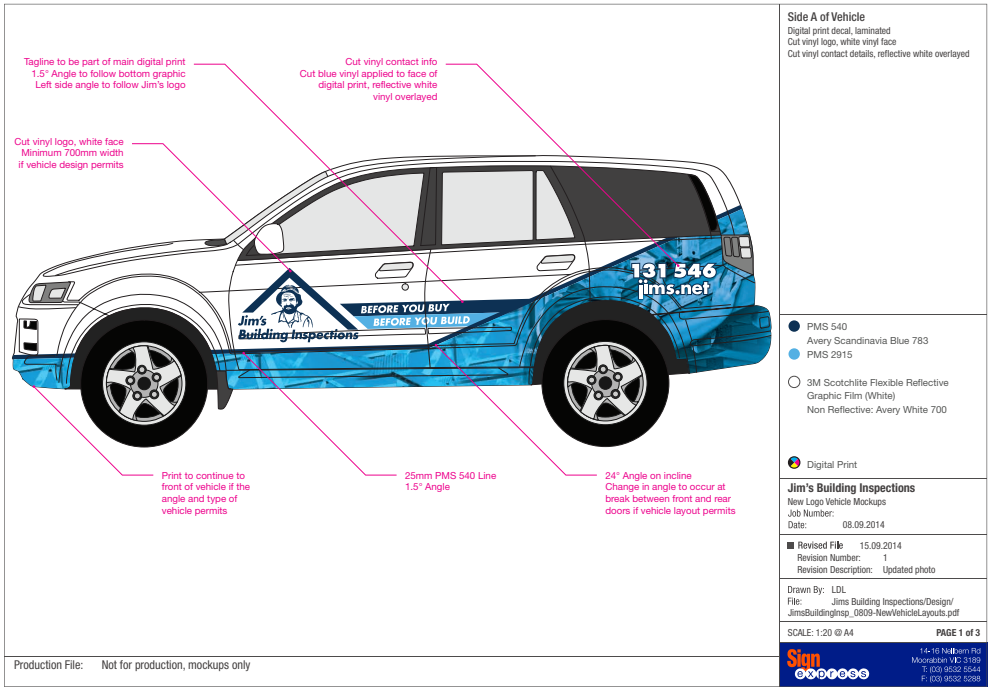
Smoking meth regularly can return property contamination readings as high as those produced by a meth lab. Making or cooking meth requires very little training or experience, chemicals or equipment, which means meth labs can be found almost anywhere – even in holiday homes and short term lets.

Inspector Name
04XX XXX XXX
xxxxxxxxxxxxxxxxxx@jimsbuildinginspections.com.au

Vehicle Signage

You must have a recent model (no more than five years old at contract signing) dual cab ute or SUV type vehicle in Navy, Silver or White only. NOTE: Black vehicles MAY be approved by divisional on a case by case basis. Vehicles must be updated at a maximum of seven year intervals.

The sticker must be a full body wrap, not just sections.



The phone number with jims.net underneath is to be displayed on the sides of the vehicle towards the back, next to brake lights and is to be white, blue outline and of reflective material.

VEHICLE SIGNAGE

The standard logo is on the passenger side door with the logo towards the headlights and the tagline towards the tailgate. Caution! Colour specifications are:

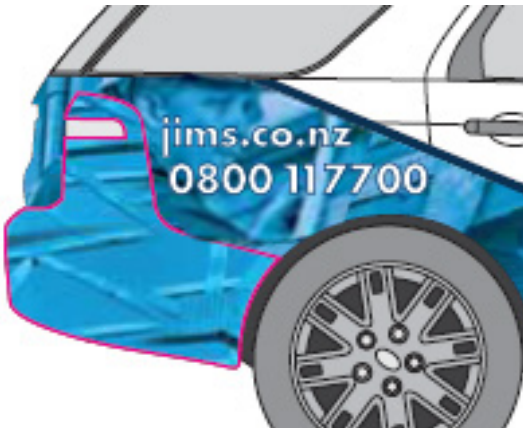
The standard logo is on the driver side door with the logo towards the headlights and the tagline towards the tailgate. The logo and tagline are reversed.

VEHICLE SIGNAGE

On the rear of the car, about the bumper it must read FRANCHISES AVAILABLE.

Back window must be 1 way vision and have our standard logo with the 131 546 (or 0800 454 654 for NZ vehicles) and jims.net (or jims.co.nz for NZ vehicles) underneath. Colour must be of dark blue.

The phone number 131 546 (or 0800 454 654 for NZ vehicles) with jims.net (or jims.co.nz for NZ vehicles) underneath is to be displayed on the sides of the vehicle towards the back, next to brake lights and is to be white, blue outline and of reflective material.



VEHICLE SIGNAGE

Caution! Colour specifications are:

White or Grey Car - standard logo: all dark blue outline with Jim's face white

Dark, Navy or Black Car - inverted logo to be used, with the colour block behind "BEFORE YOU BUILD" in "Light Blue." "BEFORE YOU BUY, BEFORE YOU BUILD" text to be negative space.

Different profiles for different colour cars:

White vehicle
Standard logo

Silver vehicle
Standard logo - ensure face is white

Navy vehicle
Reversed logo

Black vehicle
Reversed logo

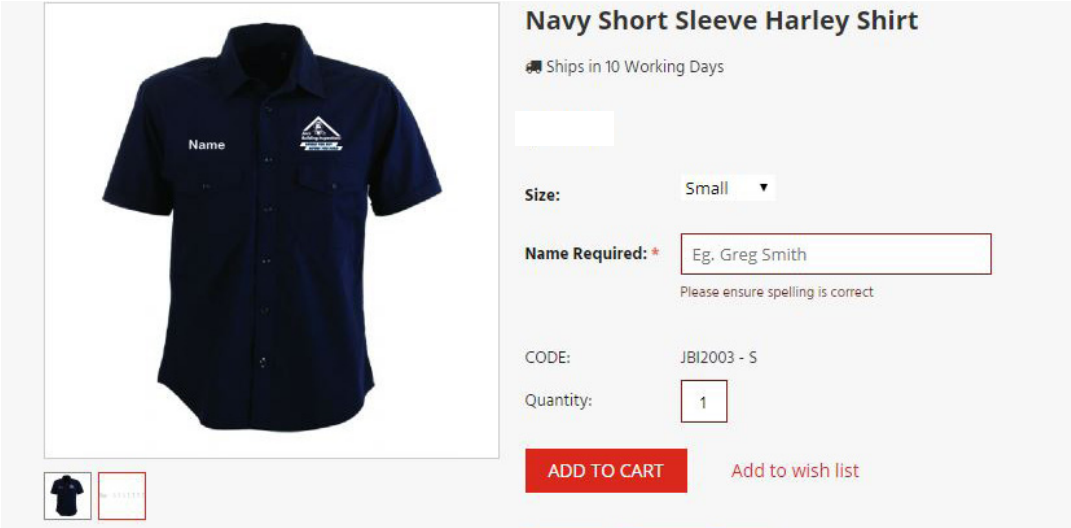
NOTE: A black car will only be approved on occasion and must achieved signed approval from divisional

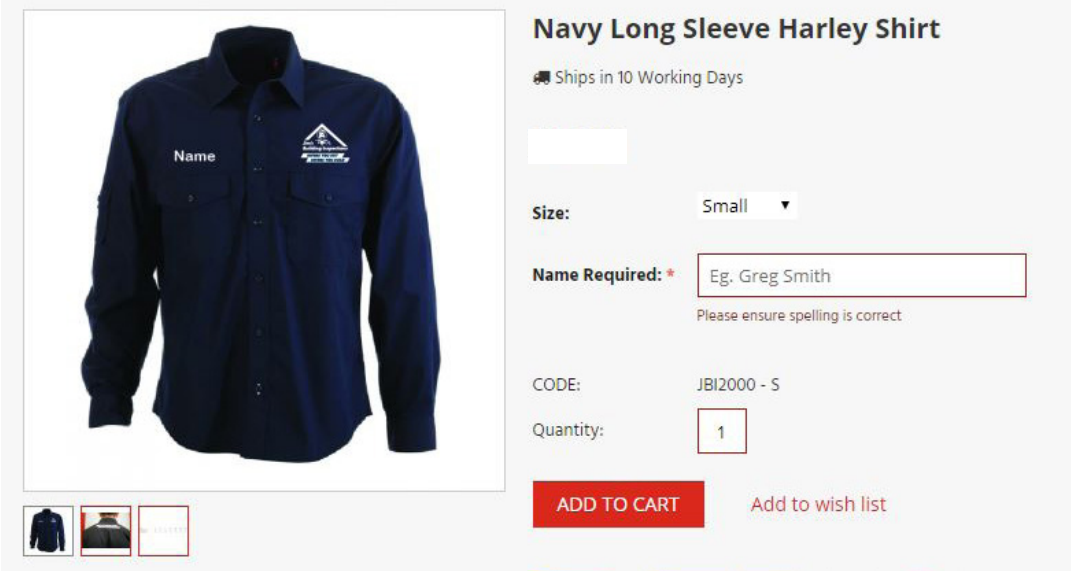
Vehicle wraps must ALWAYS be proofed by Divisional prior to application.

Uniforms

Uniforms must be an approved brand. Samples may be requested by FSOs/ Div prior to approving orders from other suppliers to ensure consistency and quality.

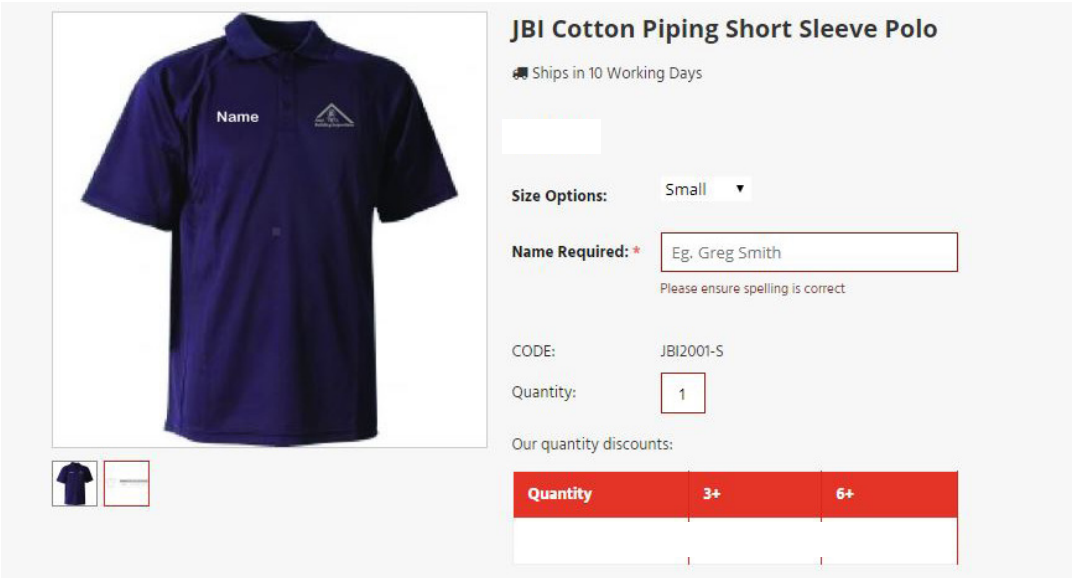
Mens/ Unisex Shirts

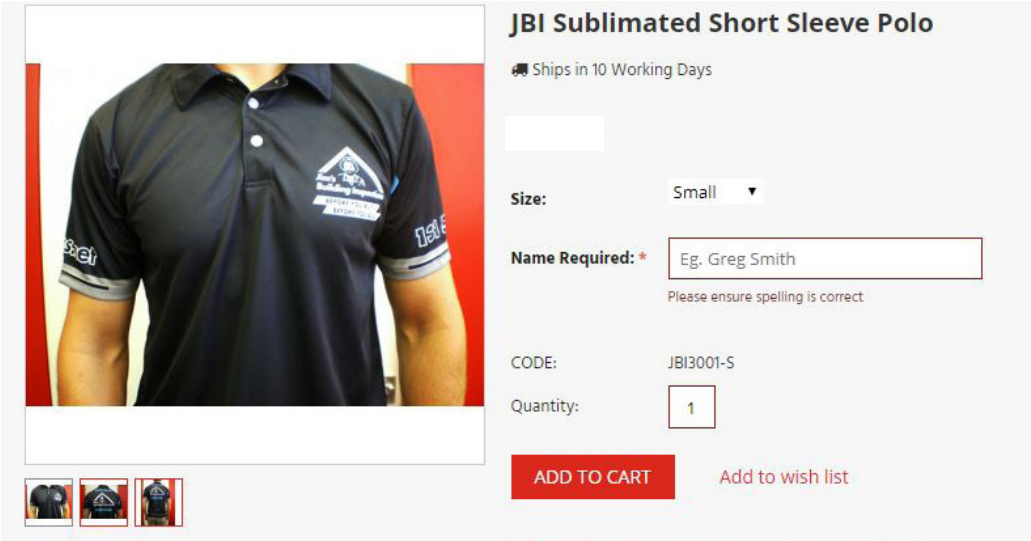




Reverse side of mens shirts

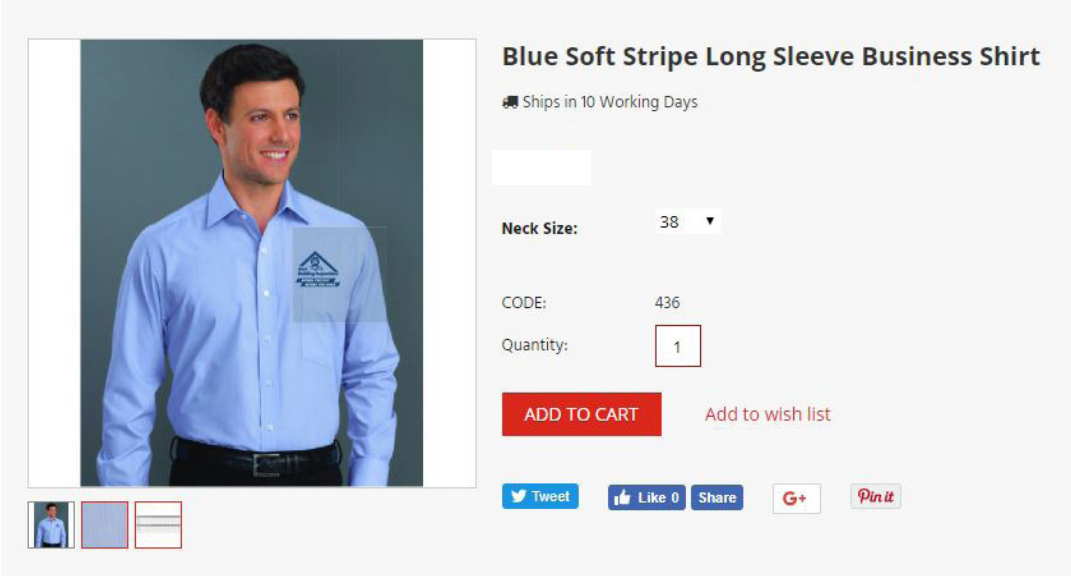
Mens/ Unisex Shirts





Reverse side of the sublimated Polo

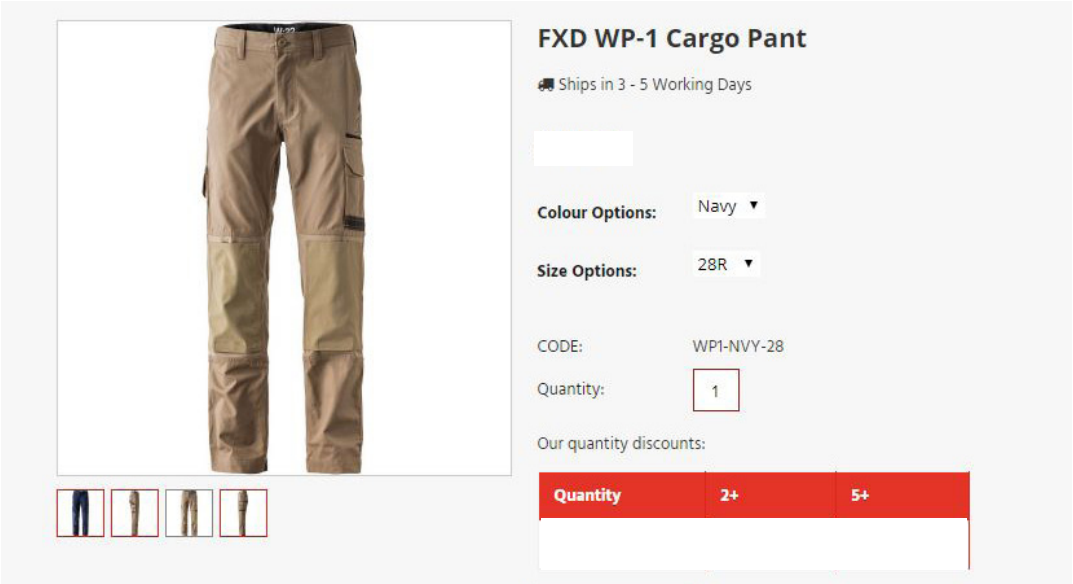
Mens/ Unisex Shirts



Pants

All inspectors must wear either dark coloured jeans (no ripps or patterns), navy blue slacks/ work pants or camel coloured slacks/ work pants. The navy and camel pant designs below can be purchased through LOD (see next page for details.)

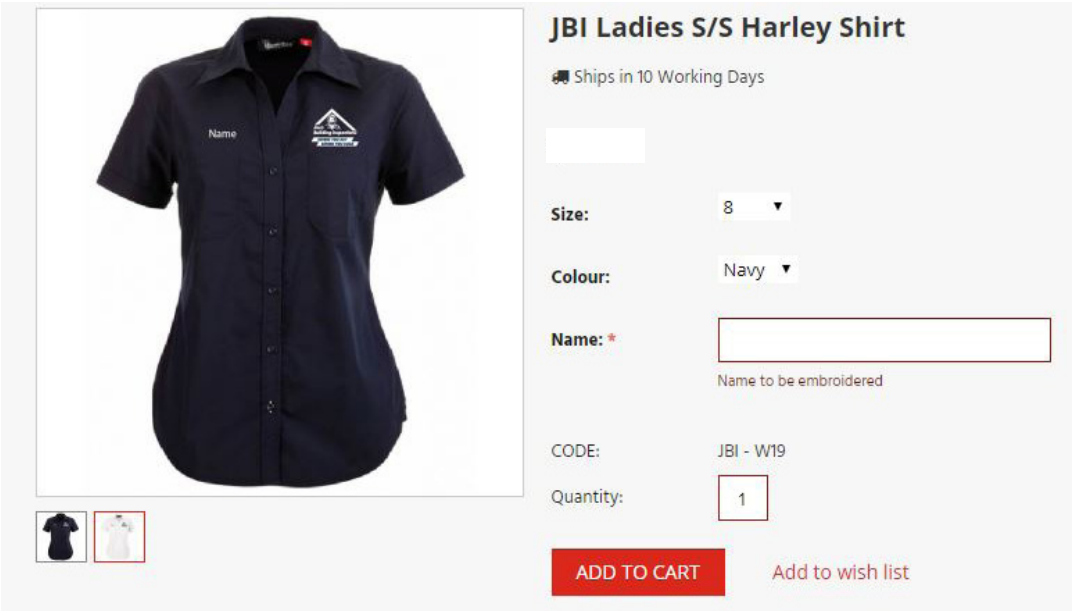
Pants

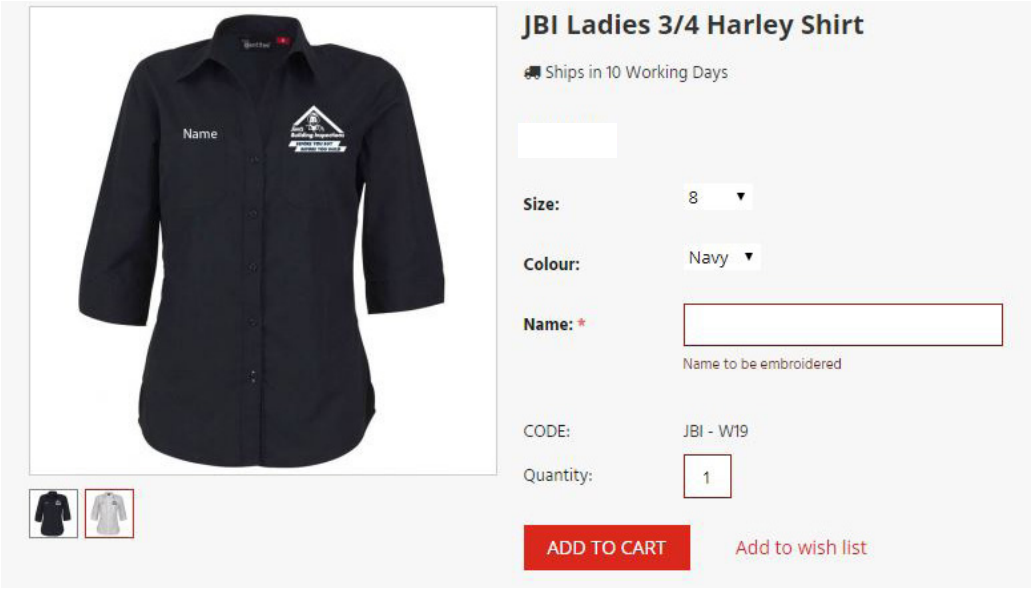


Shorts

On warmer days, pants can be substituted for cargo style work shorts in either navy blue, camel or similar. Denim shorts are not permitted.

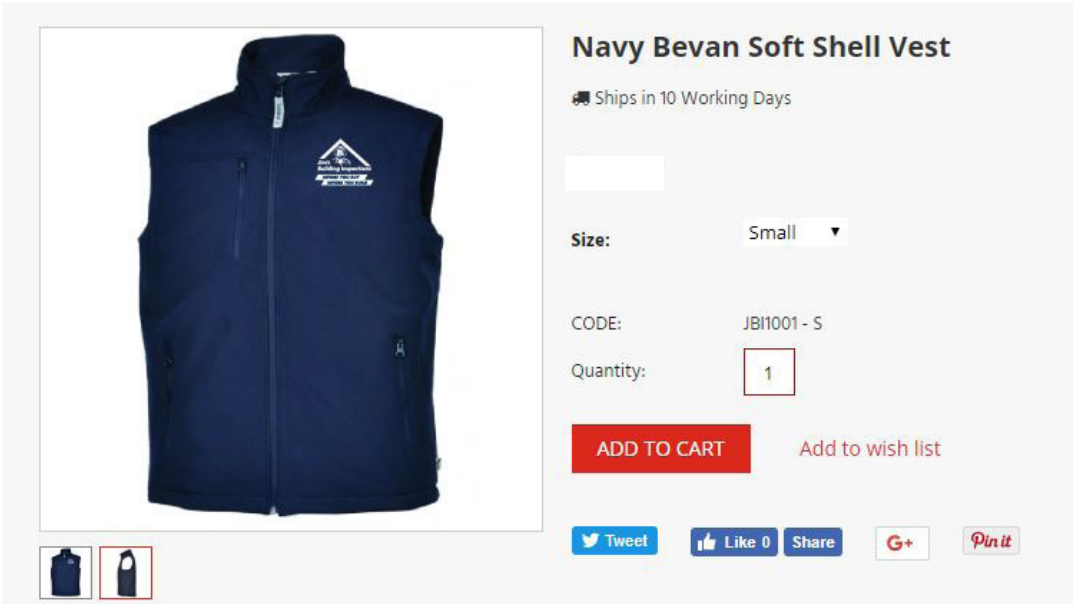
Ladies Shirts

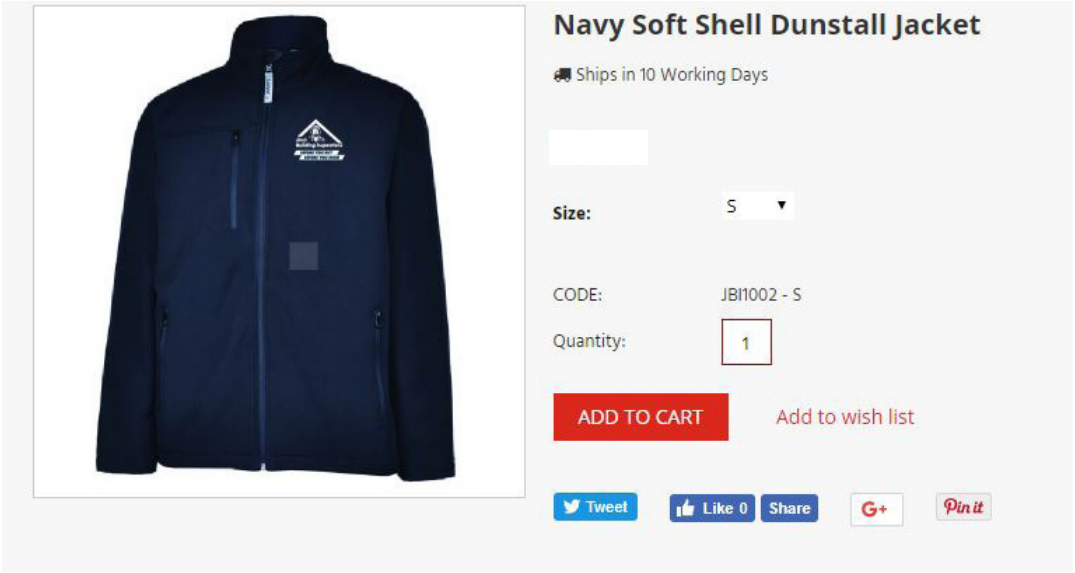




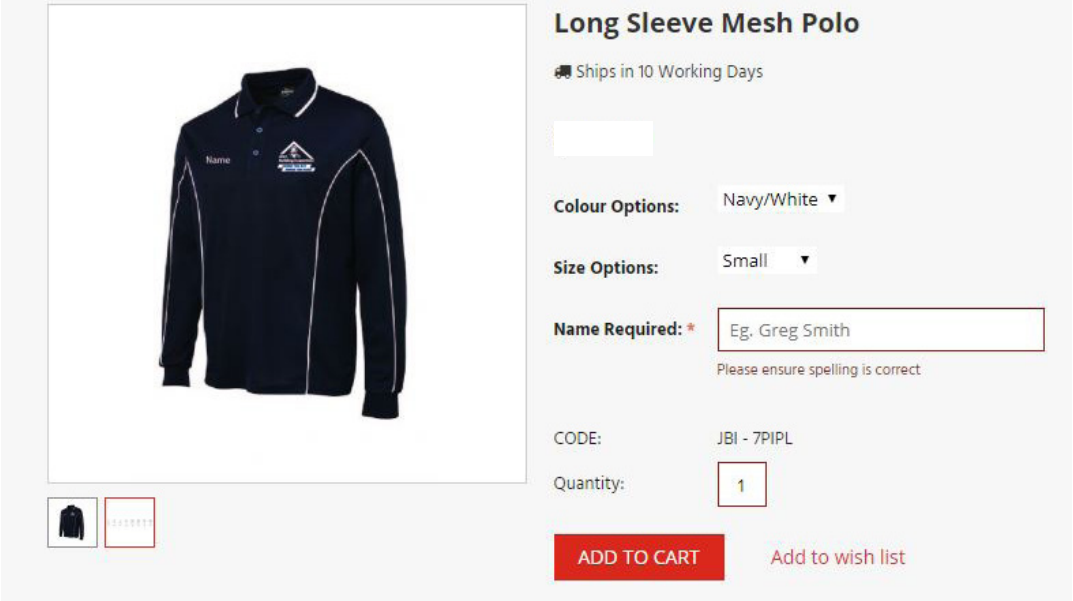
Reverse side of ladies shirts

Jackets & Winter Wear





Jackets & Winter Wear



Winter Jacket (NZ Only)

Additional Uniform Items

Navy Regular Weight Coveralls

Ships in 10 Working Days

Size: 77R

Name Required: * Eg. Greg Smith

Please ensure spelling is correct

CODE: BC6007-77R-NA

Quantity: 1

ADD TO CART Add to wish list

Yellow Daytime Safety Vest

Ships in 10 Working Days

Size: Small

CODE: V81-Y-S

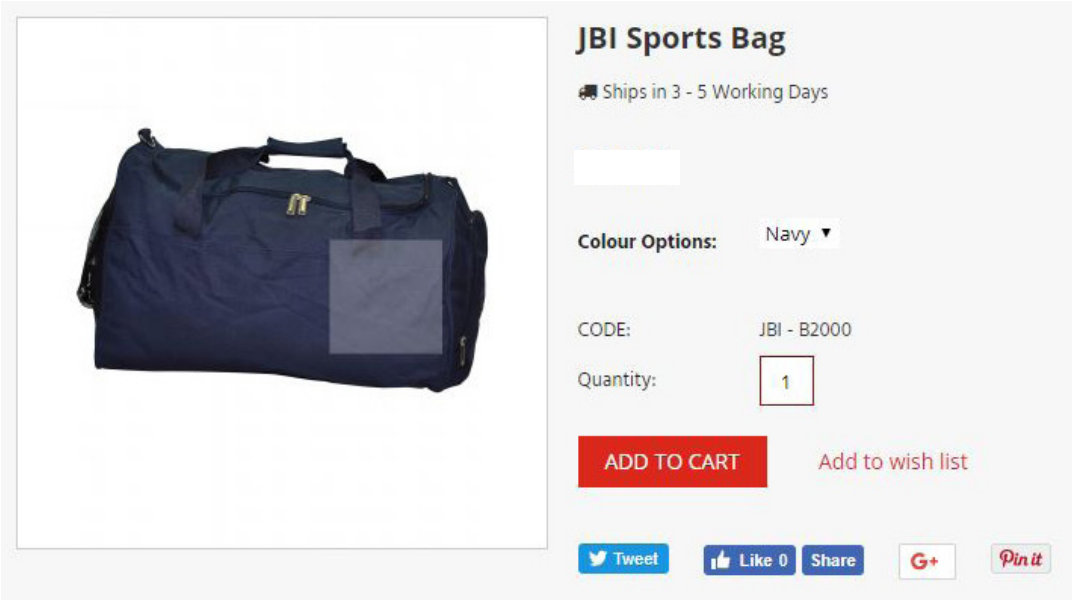
Quantity: 1

ADD TO CART Add to wish list

Tweet Like 0 Share G+ Pin it

ADDITIONAL MERCHANDISE

Additional Items



Additional Items

P2V Dust/Mist Valved Respirator - 10 Pack

Ships in 1-3 Business Days

CODE: RWRX251

Quantity: 1

Our quantity discounts:

Quantity	10+

Portable Polypropylene National Workplace First Aid Kit

CODE: 873852

Quantity: 1

ADD TO CART Add to wish list

Tweet Like 0 Share G+ Pin it

WORX4 Original Fast Fit Riggers/Mechanics Glove

Ships in 1-3 Business Days

Size Options: Medium

CODE: GWORX4 M

Quantity: 1

Our quantity discounts:

Quantity	12+

Uniform Policy

It should be noted that all Jim's Building Inspections Franchisees and Franchisors are expected to wear full uniform whenever they are working, interacting with or representing their business. These occasions include but are not limited to:

- When completing an inspection
- Meeting with a client
- Attending a JBI meeting
- When advertsing the brand at a sausage sizzle or JBI fundraiser
- Attending a work related conference
- Attending a BNI Group Meeting

We also encourage all Franchisees and Franchisors to wear their uniform when attending community events or places, so as to advertise to potential clients. Examples of these types of settings include:

- Attending your child's basketball/ football etc.
- Community events such as school fetes, fundraisers or fun runs*
- Going to the local shopping complex

* NOTE: If you are looking to do a fun run, tough mudder etc. Please liaise with marketing as they can help to develop/ approve sponsored clothing.

Please keep in mind that although we do encourage wearing your uniform in community places, we also expect you to make reasonable judgement when it comes to where you choose to wear and not wear your uniform. As a general rule, we suggest that if you have a drink in hand, you shouldn't be wearing your JBI uniform. When in your JBI uniform, you are a direct representation of the brand, and therefore should only wear it when you are acting professionally and are in complete control of your actions. For this reason, you should not wear your uniform to places/ events such as:

- The Pub
- Knock off drinks
- Casino or Pokies
- When under the influence of alcohol
- To political rallies or protests - although you may be passionate about a particular view or opinion, your uniform aligns that opinion with the JBI brand. If you are unsure, please ask divisional.

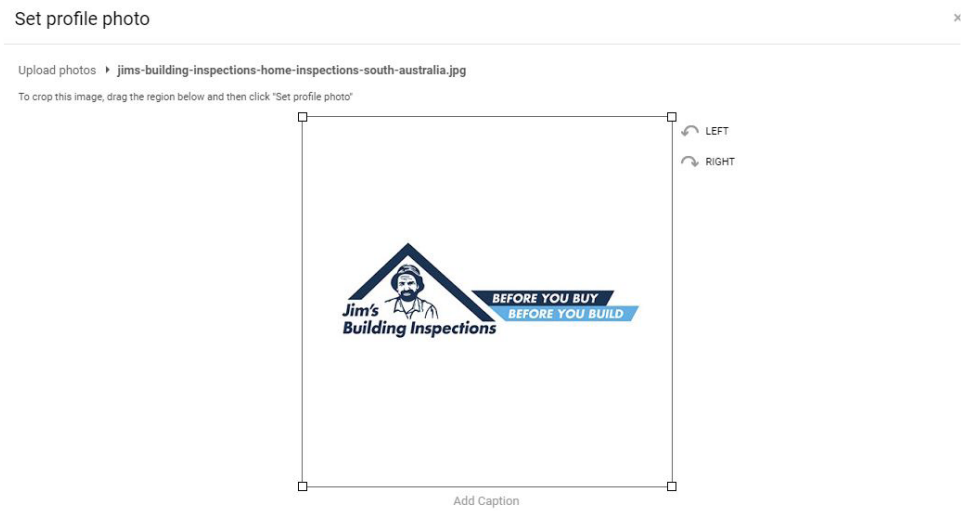
Social Media

Google+ Profile Picture (State & Capital City level)

Use the logo profile picture in the social media folder.

Proper use:

Crop image to the far edges:



Google+ Page Names (State & Capital City level)

The name for Google+ State level pages should be in the following example format: Jim's Building Inspections (SA)

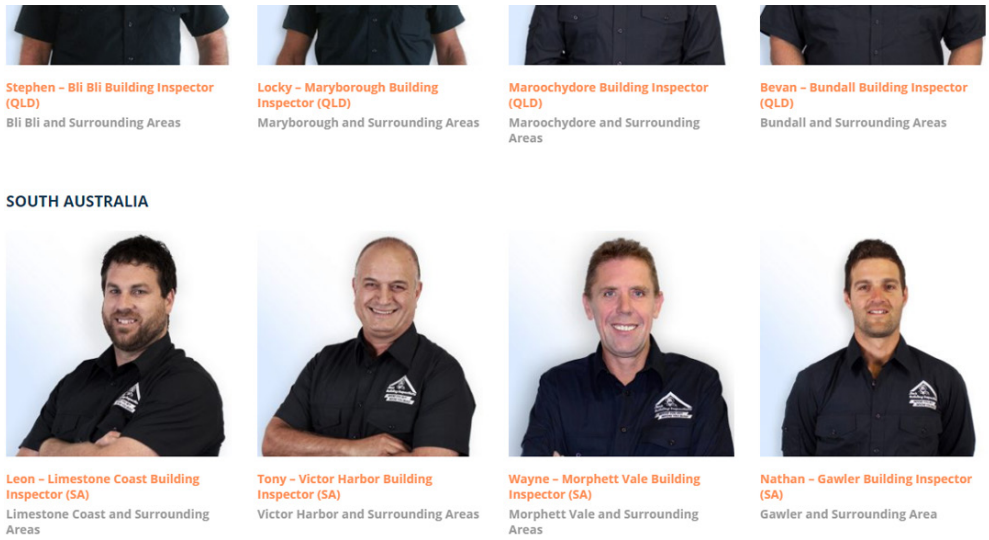
The name for Google+ Capital City pages should be in the following example format: Jim's Building Inspections Adelaide

Google+ Profile Picture (Territory level)

For the suburb level, use the professional profile picture associated with the inspector. Be sure to name all picture appropriately before upload, eg: jims-building-inspections-newcastle etc.

Get inspector profile photo from:
http://jimsbuildinginspections.com.au/about-us/our-inspectors/

From there, find your profile and click on the link which takes you to your personal page.

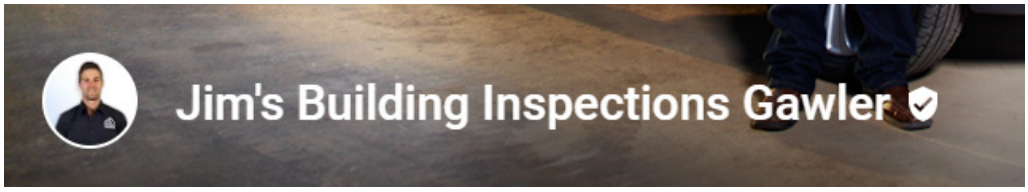


On the inspectors personal page, right click the large image of them and select “save as ...” and save it to your desktop with the appropriate naming convention discussed above.

Upload the saved image as your profile picture on Google+.

Google+ Page Names (Territory level)

The name for Google+ suburb level pages should be in the following example format: Jim's Building Inspections Teriitory (no dashes or brackets)



Facebook Profile Picture (State & National Level)

Use basic dark blue logo with white background for profile picture, see online picture pack:

Proper use:

Facebook Page Names (State & National Level)

Proper naming conventions:

National - Australia:	Jim's Building Inspections @JimsBuildingInspections
National - New Zealand:	Jim's Building Inspections NZ @JimsBuildingInspectionsNZ
State Level (eg. QLD)	Jim's Building Inspections QLD @JimsBuildingInspectionsQLD

Social Media Policy

Photography

ATTENTION: Do not use any image online which was not taken or legally purchased by yourself or by Jim's Building Inspections. Any questions regarding this please ask the marketing team.
Please remember that you are not to post any pictures of yourself in JBI uniform or with JBI vehicles on social media. All images relating to JBI will be posted on National, State and Capital City level business pages only.
You may use a photo of yourself in your Jim's Building Inspections uniform for your personal LinkedIn page as this is a professional forum.

Creating Social Media Pages

Franchisees are not permitted to have territory based social media pages as per Jim's Group Policy. This is with exception to Google+/ Google Business/ Google Location pages, which are created and managed on behalf of each territory owner by JBI head office.

eg. "Jim's Building Inspections Moorabbin" is not allowed to be created as a Facebook page, however "Jim's Building Inspections South Australia" is ok.

Posting on Social Media

It is important to remember that in this day and age, nothing on social media is ever really private.

Franchisors have administration privileges on their respective State social media pages, which allows them to post content. Similarly, JBI inspectors have adminstration on their personal Linked In pages. Due to these pages being a direct representation of the JBI brand, you must not:

- Post, like or interact with content that could be considered controversial or inappropriated
- Post, like or interact with political content
- Use explicit, derogitory or aggressive language of any kind

The divisional has the right to remove any content or JBI social media administration rights at any time. If you are unsure if your content is appropriate to post, please run it by divisional or the marketing team.

Photography

In order to maintain a professional brand image, it is important that any photography used either in print, on websites or on social media is to a professional standard.

Profile Photography

This photo will need to be taken on a professional grade camera (DSLR) that can capture photos in a high quality format, that can be edited by the JBI head office marketing team. **In this instance, High Quality refers to images that are taken in RAW format (preferred), or JPGs that are a minimum of 300DPI. iPhone quality is not suitable.**

You will also require a suitable lighting set-up (lamps or flashes) that allow for a clear, bright and correctly exposed image. Natural lighting may be okay on occasion, however photographers lamps or flashes are usually required to achieve a suitable result.

At head office, we take these photos during an inspector's CRBI training. If you manage your own CRBI training, or if your Franchisee is not able to attend the Melbourne CRBI course on photo day, it is the Franchisor's responsibility to submit a suitable image to Head Office. **NOTE: If the Franchisee will be away or leaving early on the designated photography day during the course, please let the marketing team know either before or on the first day of the course. If marketing are notified without sufficient time - absolute minimum of 1 days notice - the respective franchisor will be made responsible for submitting a photo as per the specifications below.**

If the Franchisee or their Franchisor are unable to capture a high grade photo on their own, they have the option to arrange a photographer to take this shot at the FSO's expense.

Please see the sample photos on the following page for an idea of the quality, lighting and angle that we require.

The photo must be front on (no high or low angles) and from the hips up (this way the image has suitable room for cropping.) The inspector MUST be wearing their JBI button up navy shirt (ironed and tucked in) with uniform pants and a black or brown belt. **Please see page 82 for more information on appropriate pant options.**

In terms of a pose, we are happy with crossed arms, hands in front of your lap, hands behind your back or hands by your sides. It is also okay to stand a little side on if preferred. An inviting smile is also essential as we want to leave clients with a comforting and welcoming first impression.

Sample Profile Photographs

The image crops off part of the hair and the arm. The shot needs to be complete from the hips up.

Image is too low res, and therefore starts to look grainy and fuzzy.

The image is too dark, and therefore will look too grainy and over saturated when edited.

Samples of Final Edits (Cropped)

Images to be used for print

Any images that are being used in print material must be property of JBI. This means that the photo has either been taken by a JBI team member, or the rights to the image have been purchased. For more information please contact the JBI marketing team.

Any images that are being used in print ads must be high resolution (300dpi images.) Images must be in focus and visually appealing. Divisional has the right to reject any design or image that they feel is not visually appealing for the brand. If you are unsure, please run your image by divisional or head office.

We have a supply of high resolutions images in the share folder and in our head office folders. If you are in need of a particular type of image, please contact the marketing team and they will pass on anything they have available.

Images to be used online

Any images that are being used online must be property of JBI. This means that the photo is either taken by a JBI team member, or the rights to the image have been purchased. For more information please contact JBI marketing.

Images must be in focus and visually appealing. Divisional has the right to reject any design or image that they feel is not visually appealing for the brand. If you are unsure, please run your image by the marketing team.

Recommendations for taking photos

If taking photos to use on social media, iPhone quality is acceptable for informal style posts. We recommend that you take photos in landscape format as they can translate better when used in blog posts or on the website at a later date. Examples include FSE meeting photos on Facebook, photos of a job site for a portfolio post etc.

Suppliers

Below are a list of our primary suppliers and their details for items including stationary, LAM kits, promotional items and uniforms.

Dynamite

Dynamite Printing and Dynamite Online are part of
The Dynamite Group Pty. Ltd.

Address:
14 - 16 Cyber Loop,
Dandenong South VIC 3175

Phone:
18000PRINT (77468)

Email:
sales@dynamiteprinting.com.au

ABN: 40 066 683 654

LOD Workwear & Promotions

LOD Workwear is a part of LOD Promotions

Address:
3/200 Boundary Road,
Braeside VIC 3195

Phone:
03 9588 2898

Email:
sales@lodworkwear.com

ABN: 49 861 307 265

DEFINITIONS

Definitions

Approved By Divisional: Means signed off by a member of the Jim's Building Inspections head office, in liaison with the director, Paul Commerford. All approvals need to be documented in writing with either a signed document or a traceable email trail. Divisional must be provided with a final, official proof document for approval to be granted.

NOTE: It is recommended that all new designs are run by divisional before going into the proofing stage with printers, to ensure that you do not waste time or money on the set-up of a non-compliant design.

It is also important to highlight that whilst having any artwork Approved By Divisional is mandatory, the purchaser of the product holds full responsibility for the final product including quality of the product and spelling. Although divisional - in liaison with the JBI marketing team- endevour to pick up on any spelling, grammatical or other mistakes, there is always the potential for error, of which the purchaser will hold full responsibility.

Light Blue: Refers to PMS colour 2915

Dark Blue: Refers to PMS colour 540

Red: Refers to colour #d61e2f

Orange: Refers to colour #f15e30

Grey: Refers to colour #9da5ab

PMS: Stands for Pantone Matching System

Professional Grade Camera: Means a DSLR such as a Canon 700D, 7D, 9D or the Nikon equivalent.
(NOTE: If you are unsure if your camera is of suitable quality, or what settings to use, please notify marketing of your camera's make and we will confirm this for you.)

For Print: Means to be used in any design that is not digital, including but not limited to brochures, flyers, posters, billboards, signage, business cards, uniforms, promotional materials etc.

DEFINITIONS

Definitions

For Digital: Means for use in an online or screen only context. This includes but is not limited to use on the website, app, videos or television..

High Resolution/ Res: Means images/ designs in either RAW or design file format OR 300DPI +.

Low Resolution/ Res: Means images/ designs less than 300DPI.

DPI: Means Dots Per Inch

FSO: Is an abbreviation for Franchisor

FSE: Is an abbreviation for Franchisee

NZ: Is an abbreviation for New Zealand

AUS or Aus: Is an abbreviation for Australia

Social Media: Social media refers to websites and applications that enable users to create and share content or to participate in social networking. Examples of social media include but are not limited to Facebook, Instagram, Twitter, Google+, LinkedIn, Tumblr, Blogs, WhatsApp, Skype, Myspace, Viber, Snapchat, Reddit, Pinterest, We Heart It, YouTube, Vimeo, Vine etc.

Spot Swatches: A spot swatch/ color is a special premixed ink that is used instead of, or in addition to, process inks, and that requires its own printing plate on a printing press.
NOTE: Use spot color when few colors are specified and color accuracy is critical. Spot color inks can accurately reproduce colors that are outside the gamut of process colors.

CMYK: The CMYK color model (process color, four color) is a subtractive color model, used in color printing, and is also used to describe the printing process itself. CMYK refers to the four inks used in some color printing: cyan, magenta, yellow, and key (black).

Definitions

RGB: The RGB color model is an additive color model in which red, green and blue light are added together in various ways to reproduce a broad array of colors. The name of the model comes from the initials of the three additive primary colors, red, green and blue.

PDF or pdf: Stands for “Portable Document Format.” It is a file format used for capturing and sending electronic documents in exactly the intended format. “PDF files”

DL: DL stands for dimension lengthwise and is a common size for envelopes and promotional materials such as brochures and flyers. The C Series in the ISO 269 standard defines DL size to be 99mm × 210mm, which is also exactly a third the size of an A4. This aspect ratio is especially convenient for a paper size.

A4: is a standard European size of paper, 297mm × 210 mm.

A5: a standard European size of paper, 210 × 148 mm

Territory (which in all instances of this guide refer to a Franchise Territory): When a franchise is being sold with an exclusive territory this means that the franchise agreement will contain details of an exclusive area in which the franchisor will not set up another franchise to compete with the franchisee that holds that territory.

Jim's Building Inspections

BEFORE YOU BUY
BEFORE YOU BUILD

JIM'S BUILDING INSPECTIONS

25, 479 Warrigal Rd,
Moorabbin VIC
AUSTRALIA 3189

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