

REMEDIAL WORKS AT MANAAKI

How to log remedials

If you discover any issues in your apartment, there's a robust system in place to ensure these are addressed. Even though we check every apartment carefully before settlement, issues can arise when an apartment has never been lived in before.

In accordance with your Sale and Purchase Agreement, you should log any defects within 90 days of settlement.

This should be done via our dedicated website: remedials.ockham.co.nz.

If you have any other queries regarding remedial works you can email the team at: manaaki@ockham.co.nz.

Please note you'll need to complete a separate entry for each item you report.

We'll then email you with confirmation the item has been logged. It's helpful if you can attach relevant photos (both close-up and from a little further away) to help us pinpoint the issue.

When does the remedials programme begin?

Unless the issue is related to safety or functionality, the remedials programme begins **after** the initial 90 days (to minimise disruption and also allow us to work methodically through things). When the time comes, our Remedials Manager will get in touch to organise access to your apartment for the tradies. Note: paint defects are the final things we fix.

What if it's urgent?

If you have an URGENT issue, please contact the following people:

URGENT ELECTRICAL ISSUES:

Aotea Electric Auckland

P: (all hours) 09 415 2074

E: service.auckland@aoteaelectric.co.nz



URGENT PLUMBING AND WATER PROBLEMS:

If your hot and cold water system fails, or in the case of floods or leaks please contact:



Collins Plumbing, Gas & Heating

P: 0800 812 550

E: info@collinsplumbing.co.nz

Any issues after 90 days

Following the initial 90-day notification period, any further building defects are covered under the Building Act for the first year. Please continue to log these at remedials.ockham.co.nz where they'll be assessed.

If issues fall under the guarantee and warranty programme, we will allocate them to the appropriate tradesperson. Any issues identified after the first year should be referred to the Building Manager who will contact us as property developer when appropriate.

Please note: this is not for routine maintenance, wear and tear, or accidental breakages.

THE REMEDIALS PROCESS

Prior to settlement & the first 90 days:

THE LOGGING / REPORTING PHASE

All items should be logged at:
Remedials.ockham.co.nz

- We'll track, sort and allocate remedial works to the appropriate trade
- Any URGENT items (related to safety and functionality of your apartment will be prioritised and dealt with ASAP)
- Cosmetic and other items will not be dealt with at this stage



90 days after settlement:

REMEDIAL WORKS COMMENCE

- Our remedials manager will get in touch to organise access to your apartment for the tradies
- Works are dealt with in batches and in logical order
- Paint defects are dealt with after other items to avoid further damage



Any issues after 90 days:

Please log any items within 12 months of settlement at:
remedials.ockham.co.nz

- We will assess the items and ascertain whether they are covered under the Building Act

