

SCHEDULE C

PROCEDURE FOR REPAIRS TO YOUR HOME

TGP is synonymous with outstanding quality, excellent service and commitment from start to finish. The team that runs TGP is highly experienced and has a hands-on approach that is crucial in this industry.

We pride ourselves in our work and therefore, prior to Handover, your home will thoroughly be inspected by TGP for faults and poor workmanship which will be rectified before you receive your keys. Upon Handover, you will also be afforded the opportunity to examine your new home for any faults and we have outlined the snagging process for you here below:

HANDOVER FORM:

On the day you receive your keys and take occupation of your home, the Handover form needs to be completed wherein any chips, marks or scratches which may be visible throughout your entire house, is recorded in writing.

TGP will rectify these as soon as practically possible and must be signed off by you when completed. In the event that these are not signed off by you within 7 (seven) days after date of completion, you shall be deemed to be satisfied with the rectifications and to have accepted the condition thereof.

You will also on Handover be provided with the following compliance documentation for your safekeeping:

- Gas Certificate (if applicable);
- Stove Guarantee;
- NHBRC Certificate;
- Plumbing & Electrical Certificate (with contact details);
- Foundation Certificate;
- Deck Certificate (if applicable);
- Roof Certificate; and
- Heat Pump Guarantee.

DEFECTS SHEET - 3 MONTHS:

During the first 3 months of living in your new home from date of Handover, you may notice some issues or defects that need to be repaired and requires our attention. These have to be listed on the form provided to you before expiry of the 3 (three) months' defects period. Please note that defects sheets received after such defects period, will not be attended to.

Please note that only **ONE SINGLE LIST** will be accepted and kindly include the following information on your form:

- Erf number;
- Full contact details to enable us to make the necessary appointment.

All correspondence can be addressed to our offices as follows:

ATTENTION: TGP HEAD OFFICE

3rd Floor, Combined HQ, 4 Bridal Close, Tyger Falls, Bellville, 7530.

PO Box 3667, Tygervalley, 7536

VERY IMPORTANT:

Please be advised that TGP will only be liable to effect any repairs in terms of the items listed and reported timeously in respect of the 3 months after occupation, if such request is received from the original purchaser.

The only other items that will be considered after 3 months of occupation are:

- a) Items from the Defects list which were not attended to on date that the appointment was scheduled for the repairs.
- b) **Roof leaks for the duration of one full winter period from the date of occupation.**
Please be advised that TGP reserves the right to revoke this guarantee if care has not been taken by services providers in respect of any installation of television aerials, satellites dishes, masts, fireplaces or alarms at your home. In the event that the guarantee is revoked, the cost of the repairs will be for owners' account.
- c) Paving for one year from the date of occupation.

After the repair work has been completed, you will be requested to sign the form to the effect that all the work has been completed. You must sign next to each item on the form once you are satisfied that these items have been repaired. You are reminded that in the event that these items are not signed off by you within 7 (seven) days after date of completion of the repairs, you shall be deemed to be satisfied with the repairs and to have accepted the condition thereof.

Please note that in the event that you make any alterations to your home in terms of electrical work, garage door automation, additional paving or extensions that involve modifications to any of the above, these actions will invalidate the guarantee in respect of the affected items and TGP will assume no liability in this regard.

CRACKS:

Hairline plaster cracks are not guaranteed and considered normal in newly built homes as the building settles after completion. Please note that we will not be responsible for the repair of these cracks. In the event of any large cracks, please do not hesitate to report these to us and we will arrange for the necessary inspection to determine whether the cracks are due to a structural defect in which event your recourse would be in terms of the NHBRC 5-year guarantee period with regards to structural failure associated with substructure, superstructure and roof structure.

MOULD ON WALLS:

Mould is a common problem which usually occurs during the cold and damp winter months. It will take some time for the moisture in the walls from the construction process, to dry out properly.

Normal domestic activity such as cooking, baking, washing and heating, etc. is also a contributing factor to creating conditions which are susceptible to the growth of mould.

We strongly advise that you keep your windows open at all possible times in order to minimize the conditions for mould growth and to ensure the proper circulation of air throughout your entire home. We have found that the best at-home remedy for the treatment of mould, is to wash it off with a normal household bleach diluted with water and to repeat when necessary. This will prevent the mould from re-occurring.

EFFLORESCENCE

Efflorescence is the normal appearance of a white deposit on the inside or outside walls caused by the salts from the wall materials used. Please be rest assured that the salts on the exterior walls will disappear over time and those on the internal walls can easily be wiped off. Should the problem however persist on the internal walls, it may be as a result of a water leak in which case we will arrange for a full inspection within the prescribed full winter period, or alternatively it may be consequent to the condensation from the window panes caused by the temperature differences inside and outside your home.

WOODWORK:

During the cold winter months, you may experience difficulty with the opening and closing of doors due to timber doors being very prone to swelling. Only good quality wood is used during construction and it is imperative that you attend to the regular treatment and maintenance thereof for a lasting effect.

FLOOR & WALL TILES, SANITARY WARE, CUPBOARDS & GRANITE TOPS:

All cracks, chipping or scratches must be listed on the defects sheet BEFORE receiving your keys and moving any furniture into the house. **These items will NOT be attended to if listed on your 3-monthly Defects / Maintenance Form.**

To prevent scratches in the bath, never use scouring powder to clean but rather liquid detergent.

EMERGENCY REPAIRS:

These are serious problems and normally relate to either electrical and/or plumbing faults. These can be reported to our Head Office at lynette@tgpconstruction.com, alternatively the plumber and/or electrician whose number will be provided to you on date of Handover, can be contacted if the problem requires immediate attention.

Thank you

TGP CONSTRUCTION CAPE TOWN (PTY) LTD

SIGN

DATE