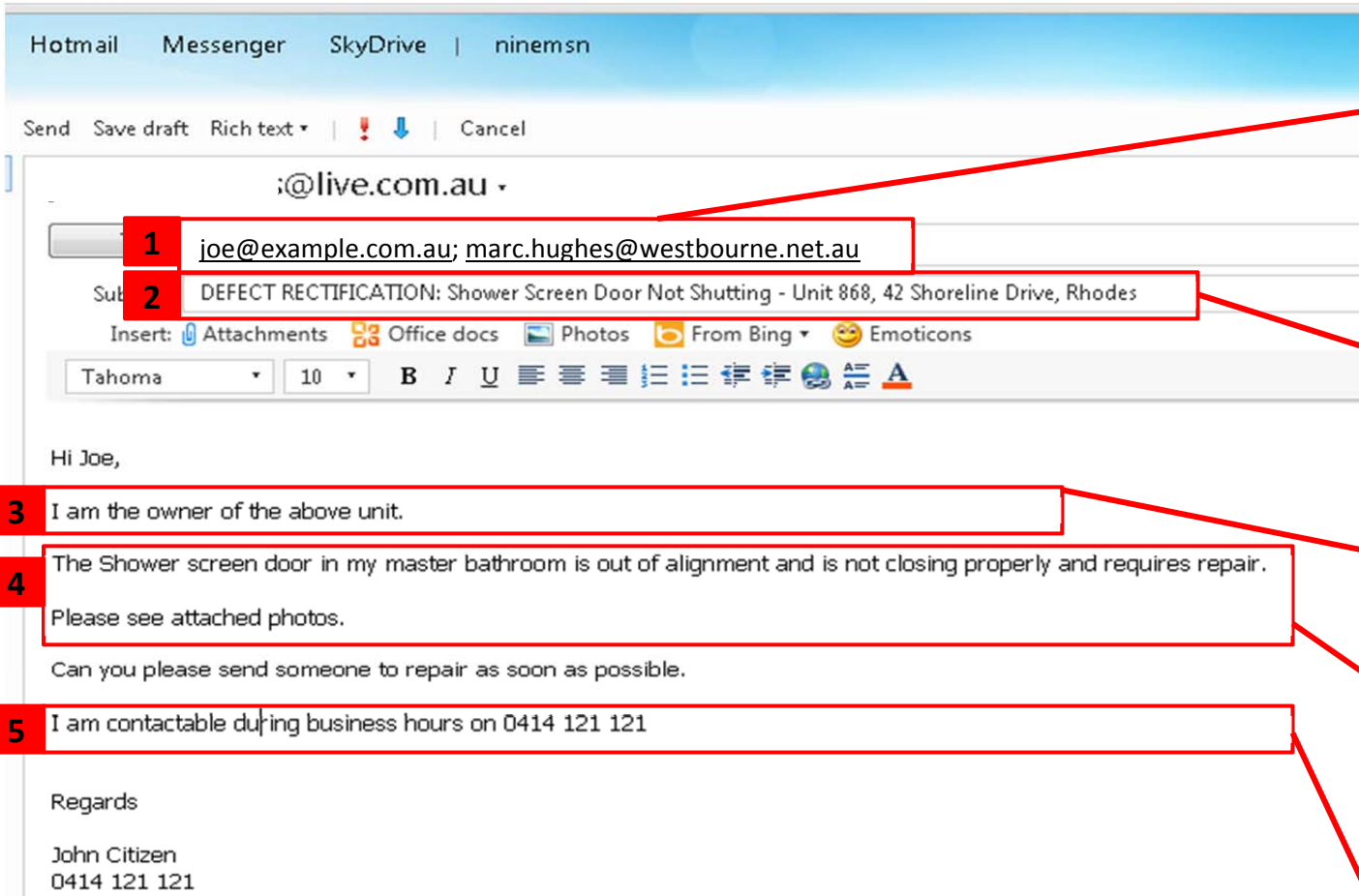


5 STEPS TO REPORT A DEFECT GUIDE



STEP 1 – Contractors Contact Details - Contact details for contractors, builder, etc available from Defects and Faults section at the Azure Website

<http://azurerhodes.com.au/apartments/defects/>

OR- On the **Home** page under '**What would you like to do**'. Click on '**I would like to Report a Defect or Fault**'

Always include the builder in your emails

marc.hughes@westbourne.net.au

STEP 2 – Subject Line:

- Start with the words 'DEFECT RECTIFICATION:'
- Followed by a Brief Description of the Issue
- Followed by You full address

STEP 3 – Your Position. Advise whether you are an owner, tenant or property manager

STEP 4 – Description – Write a more detailed description including location, etc. The more detailed the better, as it will assist in identifying what parts and labour are required to rectify the issue.

Photos – Try and include a few photos to expedite the process

STEP 5 – Your Contact Details – Please ensure you provide your contact details, include best contact number. Property managers need to provide tenants contact details.

Non Common Area Defects

Please follow the above five steps and email contractors directly for all non-common area defects.

Common Area Defects

Please report common area defects to the Building Manager by sending an email following the above five steps to bm@azurerhodes.com.au

Record Keeping – We suggest you use the same email with the same subject when corresponding regarding this matter, as this will make it easier to track correspondence ,if so required at a later date.