Building inspection report here

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3 Raekura Place, Redcliffs
Building Report

Client name
Jack Zarifeh & Phoebe Carswell

Others present at time of inspection
Vacant

Inspector details
Property Inspected by Damien Guest | 022 103 1198 | damien.guest@inspectedresidential.co.nz | Qualified builder | Licensed Building Practitioner | National Certificate in Carpentry | This inspection was carried out in accordance with NZS4306:2005

Date/Time
23/07/2026

Weather
Overcast

Inspected Residential

LIMITATIONS AND RELIANCE OF THIS REPORT

1. Limitations of this Report The Report is subject to our Terms of Service included with your quote and the limitations stated within them. We refer to you to Clause 28 (Limited Inspections) and Clause 29 (Building Inspection Report Exclusions).

2. Scope of this Report This Report is is based off a overall visual and non-invasive assessment, as at the date of inspection, of ten (10) areas of the building and surrounds, which is the subject of the Contractor's inspection:

• Exterior roof; and
• Foundation and subfloor; and
• Accessory units and buildings; and
• Site improvements; and
• Roof space/ceiling cavity; and
• Exterior wall cladding and joinery; and
• General interior; and
• Plumbing system; and
• Electrical system; and
• Landscaping and hardscaping; and
• Pests and potential hazards

3. Exclusions We will not carry out any destructive or intrusive testing, or move any furniture or appliances. No disassembly of equipment, opening of walls, moving of furniture, appliances or stored items, or excavation will be performed. All components and conditions which by the nature of their location are concealed, camoflaged or difficult to inspect (e.g. plumbing, drainage, heating, framing, ventilation, insulation or wiring) are excluded from our inspection and the Report.

4. Non-Comprehensive and Non-Exhaustive The Report is not an all-encompassing report detailing every minor defect or minor outstanding maintenance issues. The inspection and the Report are not intended to be technically
comprehensive, or to imply that every component was inspected, or that every possible defect was discovered. The Report does not comment on the condition of a particular building element but rather rates the overal concern level.

5. General Reliance The Report is intended only as a general guide to help you to evaluate the overall condition of the building. We refer you to Clause 22 (General Reliance) of our Terms of Service.

6. Copyright This Report and its contents are the copyright of Inspected Residential Limited. We retain copyright in any written designs, drawings, specifications, processes, reports and any other documents created as part of, or for the purpose of performing, the Report. The Report, in whole or part of, may not be copied, reproduced or translated in any medium by you without our express permission. It shall not be supplied by you to any third parties other than to your professional advisers or banking organisation.

7. Re-Addressing Reports For the avoidance of doubt, we may re-address the Report at your request to a third party, subject to any fee in force as at the date of the request. We shall inform you if the date of the Report does not enable us to re-address the Report and requires a new report to be commissioned. This is at our sole discretion.

WE WANT YOU TO UNDERSTAND THIS REPORT!

How to Read This Report

This report is intended to provide the client with a clear, practical overview of the visible condition of the property at the time of inspection. It should be read as a whole document, including the summary, the detailed comments, the limitations, and the terms and conditions. Individual comments, photos, or condition ratings should not be relied on in isolation.

This inspection has been carried out in general accordance with NZS 4306:2005 – Residential Property Inspection. It is a visual and non-invasive inspection of the readily accessible areas of the property on the day of inspection. This means the inspection is limited to what could reasonably be seen at the time, without removing wall linings, floor coverings, insulation, stored items, heavy furniture, claddings, or other obstructions, and without carrying out destructive or invasive testing unless otherwise stated.

The purpose of this report is to identify significant visible defects, maintenance items, and areas where further investigation may be warranted. It is not a guarantee that the property is free from defects, and it should not be interpreted as confirming that concealed, intermittent, historic, or future issues do not exist. Some problems may not be visible at the time of inspection due to weather conditions, prior repairs, recent drying, furnishings, stored goods, limited access, or because the defect is concealed within the building structure or finishes. Although best efforts are made to discover these.

The summary section is designed to draw attention to the more important issues identified during the inspection. However, the detailed body of the report remains important and should also be read carefully, as it contains additional observations, limitations, and context around the findings. Items noted as maintenance or minor defects may still be relevant or added to the summary depending on the age, type, and overall condition of the property.

Where a comment recommends further investigation, repairs, or advice, this means there were signs, risk factors, limitations, or observations that justify additional review by an appropriately qualified specialist, licensed trade, contractor, engineer, or other relevant professional before relying on the condition of that area. In such cases, the client should engage the appropriate qualified person to investigate, advise on, and where necessary carry out repairs or remedial work. No assumption should be made that an issue is minor simply because the full extent could not be confirmed during this inspection.

The condition descriptions and comments in this report are based on the condition of the property at the time of inspection only. They are not a warranty, insurance policy, or statement that defects will not arise in the future. Likewise, unless expressly stated otherwise, this report is not a building consent, code compliance, council records, legal title, survey, engineering, electrical, plumbing, gas, drainage, asbestos, or specialist weathertightness report. .

Photographs are provided to help illustrate certain findings and improve clarity for the reader. These photos form part of the report. Sometimes, example photos are given of items where there are several similar items or repeated defects present. This means not every individual instance may be separately photographed, even though the comment may relate to multiple locations or repeated conditions throughout the property.

Where no significant concern is noted in a particular area, this should be read as meaning that no significant visible defect was observed in the accessible areas inspected at the time, rather than as confirmation that the area is free from all defects or future risk. If access was restricted, services were not operational, or conditions prevented full inspection, this will usually be noted in the relevant section and should be carefully considered when interpreting the report.

This report should be used as one part of your overall due diligence. It is most useful when read alongside specialist advice where recommended, relevant council or consent documentation, LIM or title information, and any other investigations appropriate to the property. If there is any uncertainty regarding an item in this report, clarification should be sought before relying on it for decision-making.

TABLE OF CONTENTS

CONDITION KEY

Optimal	In a new or like-new condition; no visual deterioration or issues, with no typical maintenance or remediation required. Property is consistent with expectations for its age, type, and construction.
Sound	Generally functioning as intended; dependent on its age, some typical and routine maintenance and typical repairs may be necessary due to wear and tear.
Serviceable	In a condition that shows some deterioration and may require some level of remediation, functionality has declined but is still okay.
Marginal	A condition in which the system may no longer function as intended; deterioration to the point that remediation is required.
Compromised	Completely deteriorated and likely no longer functioning as intended

GENERAL BUILDING ELEMENTS DEFINITIONS

Roofing

Bargeboard - Boards on a gable end.
Fascia - Linear metal or timber facings that run along the bottom of a roof line.
Hips & Valleys - Internal or external elements of a roof creating either a valley or a ridge.
Ceiling Cavity - Space between the ceiling and the cladded roof.

Cladding

Cavity System - The gap between two surfaces e.g. cladding to frame cavity.
Cladding - Material fixed to the exterior of a dwelling.
Direct Fixed - Fixed directly with no cavity.
Monolithic - Smooth rendered plaster finish over a selected substrate.
Vermin Strip - Strip used to allow airflow but stop rodents accessing.
Soffits - Overhanging horizontal lining under the overhanging roof.
Eaves - Pitched section of roof overhang.

Foundation

Concrete Slab - Solid concrete foundation on which something is built.
Ring Foundation - A narrow concrete perimeter around the outside of a dwelling.
Piles - Vertical structural elements being the base of the foundation.
Joists - Runs on or between bearers to create a frame for the floor.
Bearers - Thick horizontal elements running over piles to create load support.

Joinery

Jam/frame - The frame around a door.
Reveal - Frame around a window.
Sill - Base of a window frame.
Hardware - Door handles, latches, mechanical elements.
Head Flashing - Above exterior windows and doors to prevent water ingress.
Trim - A material fixed to smooth corners or cover fixings.

Electrical

Switchboard or Distribution Board - A board connecting electrical circuits.
Power socket - Plug in the wall to run appliances off
Meterbox - A box used to monitor how much power is used by a household

Plumbing

Water Toby - A valve by the road to switch the water mains to the property on or off.
Waste - Pipes or catchments that take wastewater away e.g. sinks, showers, etc.
Gully Trap - A ground basin that receives piped wastewater from inside the dwelling.
Stormwater System - System that receives excess water from the roof and drainage system in the property.

SUMMARY

Please read this report in its entirety. This summary is for information purposes and is not a substitute for the information provided in the body of this report. This summary will include aspects we consider most relevant in a brief form.

It is our professional opinion that this property is in generally sound condition for its age, type, and construction.

Roof/Flashings/gutters and downpipes

The roof has had a recent repaint, which will help improve and protect the metal tiles. It's worth noting that some isolated patches of the original stone chip coating are still missing, and those bare areas have been painted over. The remaining stone chip coating can continue to flake over time. Although not essential, applying a new stone chip or membrane coating to those isolated patches would provide the best long term protection for the roofing tiles.

Interior Moisture Testing

There were no concerning moisture readings indicated at the time of inspection.

Floor Levels

The floor levels comply with MBIE guidelines. Although there are deviations in the floor, these are within acceptable tolerances.

PROPERTY DETAILS

Approximate age of main dwelling

1970

Building type

Unit

Levels/storeys

Site exposure

Near ocean

Primary Design Weathertightness Risk

Please note that all properties carry some degree of weathertightness risk. The selected design attributes below are based on the property's primary features, though some variances may be present. The attributes below do not encompass the entire weather-tightness risk on the property; they indicate the risk of some of its main design features. Further weathertightness commentary can be found in the relevant sections throughout this report.

Wind Zone

High Risk - High wind zone as described by NZS 3604

Number of Storeys

Low Risk - One Storey

Roof/Wall Intersection Design

Medium Risk - Roof-to-wall intersection partly exposed (e.g. hip and gable roof with no eaves)

Eaves Width (Estimated if out of reach)

Very high - 0-100mm at first floor level, or 0-450mm at second floor level, or 0-600mm at third floor level.

Envelope Complexity

Low Risk - Simple rectangular, L, T or boomerang shape, with single cladding type

Deck Designs

Low Risk - None, timber slat deck or porch at ground level.

Dwelling elevations


West elevation.


South elevation.


East elevation.

ROOF OVERVIEW

LIMITATION(S) in this section

The inspection of the roof and associated elements was limited to reasonable access and visual, non-invasive observation in accordance with NZS 4306:2005. Specifically, only areas safely viewable from the ground or from a ladder up to 3.6 m were inspected (NZS 4306:2005 Table 1). Any roof areas that were not reasonably accessible, unsafe to access, or not visible from these vantage points were excluded from this report.

ROOF(S), FLASHINGS, GUTTERS AND DOWN PIPES

ROOF CLADDINGS OR COVERINGS

Type

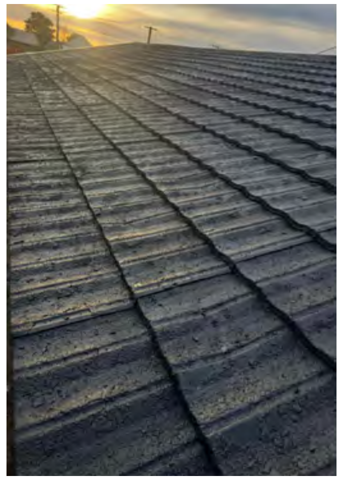
Sloped

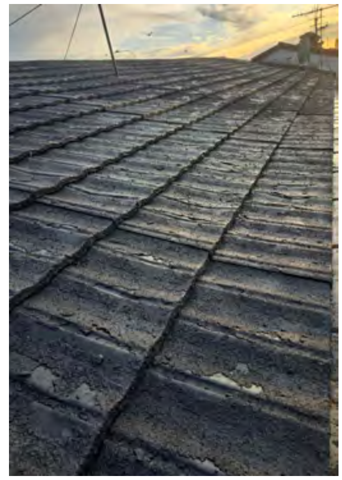
Material(s)

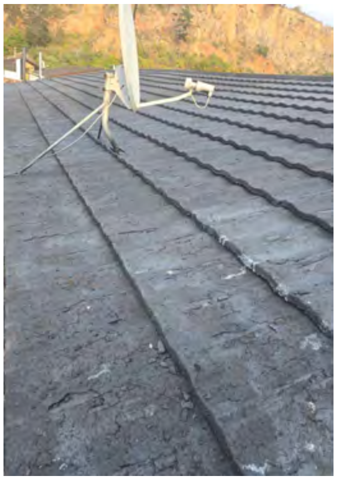
Stonechip metal profile tiles - Please note, the adhesive in some stonechip coatings through this era have the potential to contain asbestos; however we did not test or confirm this during this inspection

Comments

Sufficient slope for water run off. The roof looks to have been recently re-painted. Painting a roof can mask underlying defects from view, yet it still provides a protective coating that enhances durability and extends the roof’s overall lifespan. The original stonechip coating protects the tiles by sealing against moisture and salt laden sea-air preventing corrosion and extending durability. Regular checks should be made to ensure the protective coating remains in a good condition.







An example. Isolated patches of the roof cladding is missing the stonechip coating.

FLASHINGS

Type

Ridge, Penetration(s)

Material(s)

Metal

Comments

The flashings look to be sealed and are functioning as intended. No general concerns.

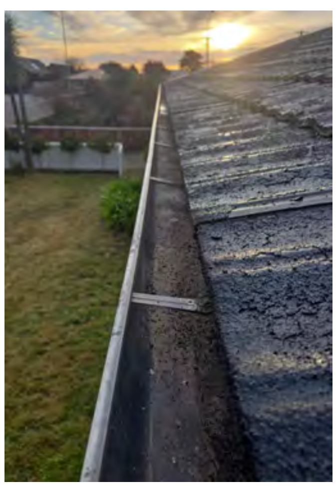
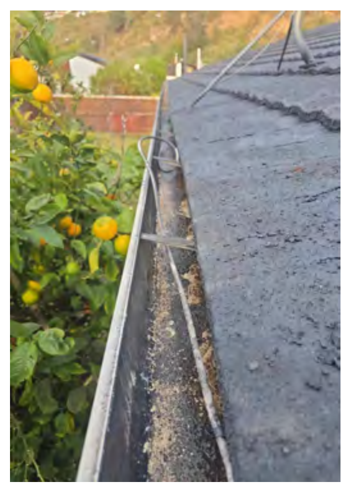
GUTTERS AND DOWN PIPES

Material(s)

Plastic/PVC gutters, Plastic/PVC downpipes

Comments

Downpipes and gutters fixed well in place and not loose. Downpipes on the main dwelling discharge into ground risers. Gutters and downpipes clear from debris build up. It is noted that some of the stormwater risers visible are earthenware/clay piping; earthenware pipes are more susceptible to damage from seismic activity than PVC. Seismic activity can cause some breakages or cracks to occur in the pipes under the ground.

EXTERIOR OVERVIEW

LIMITATION(S) in this section

Inspection of exterior foundation walls was restricted by finished ground levels. In line with NZS 4306:2005 visual, non-invasive scope and reasonable-access requirements, only the portions visible above ground were inspected. Elements concealed below ground level or by finishes were excluded from this report.

SOFFIT & FASCIA

Material

Timber fascia

Comments

Minor paint defects are visible throughout which can be expected for its age. Some paint and small repairs are needed.


The fascia above the back external garage door has split.


The fascia board above the garage has split.

EXTERIOR FOUNDATION (WALLS)

Type
Concrete slab

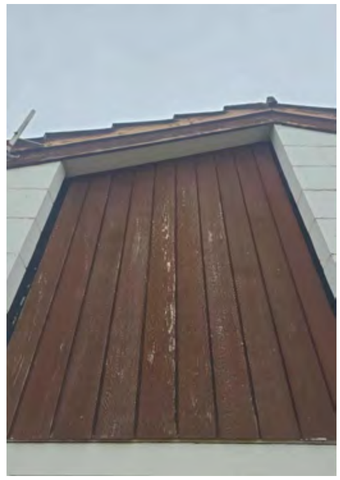
Comments
No general concerns noted.

EXTERIOR DWELLING (WALLS)

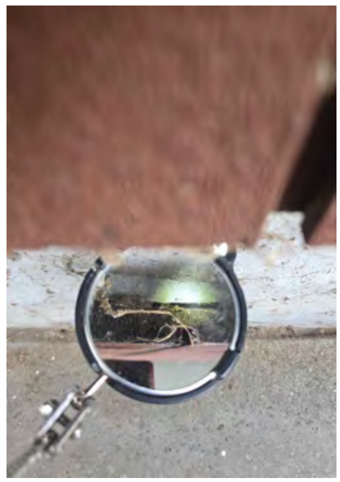
Type
Block masonry, Direct Fixed, Timber weatherboard

Comments
The cladding has been well maintained. Minor paint defects are visible throughout, which can be expected for its age. No general concerns.









No cavity.

EXTERIOR JOINERY (VISUAL ASSESSMENT)

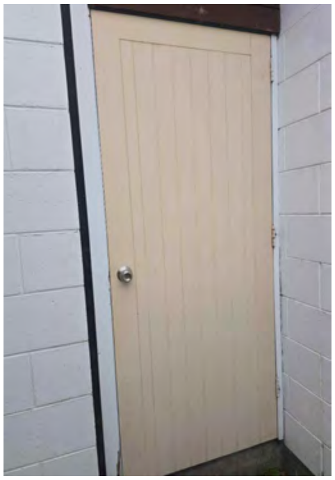
Material
Timber

Comments
Exterior joinery comments are based on a visual assessment only; testing of the joinery function is found in the interior section of this report. The timber trims and window joinery show visible paint flaking, cracking, and general age-related wear. It would be best to have these areas repainted in the near future to maintain adequate protection of the timber and help prolong the lifespan of the joinery. Gap-seal the noted area to improve weather tightness.




An example. Paint flaking noted.



Rotten timber on the external garage door trim.

Evidence of repairs to the south side window frame.

Missing sealant.

EXTERIOR SERVICES

GULLY TRAP(S)

Material

Earthenware/Clay

Comments

Traps are configured properly and do not have downpipes directing stormwater into them. Grate installed on traps to prevent debris getting into the grey water system. It is noted that the gully traps visible are earthenware/clay piping; earthenware pipes are more susceptible to damage from seismic activity than PVC. Seismic activity can cause some breakages or cracks to occur in the pipes under the ground.

EXTERIOR SERVICES

Type
Tap(s), Earthing cable

Comments
The tap is operating fine. No general concerns.

HARDSCAPING, DECKS, VERANDAS, PATIOS, OTHER

Type and material
Pavers

Comments
No concerns.

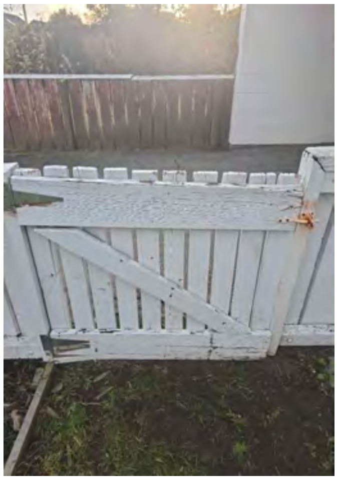
FENCING

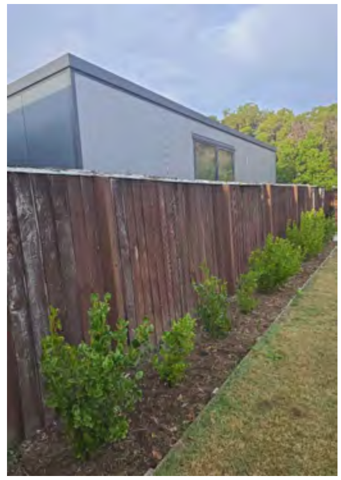
Material

Timber post, rail & paling

Comments

The gates are working fine. Some sections of the fencing is weathered and are in need of some maintenance and repairs. Some rot at the base of fences due to timber being at ground level.






STRUCTURE OVERVIEW

LIMITATION(S) in this section

This inspection report is based on a visual assessment of accessible areas of the dwelling at the time of the inspection. While our thorough examination aims to identify visible signs of pests, it is important to note that some pests may remain hidden or undetectable during the inspection. Pests, such as birds, rodents, and borer, can often inhabit concealed spaces. This report serves as a snapshot of the condition of the property at the time of the inspection and should be considered in conjunction with other specialist evaluations to obtain a complete understanding of the pest status of the property.

FLOOR LEVELS

MBIE floor level guidelines - Practical interpretation

The MBIE floor-level guidelines are used in practice as a preliminary indicator tool to help determine whether measured floor variation and/or slope may be consistent with foundation movement typically attributed to seismic activity and whether further assessment or repairs are warranted. They are not a pass/fail standard and should not be relied on in isolation. Results should be considered alongside other observable signs, such as cracking, binding doors/windows, distorted openings, uneven skirtings/architraves, and—most importantly—evidence of damage or deformation to the foundations and/or the superstructure (subfloor framing, load-bearing walls, bracing elements, cladding/linings, slab, etc.). A dwelling can exceed the MBIE guidelines but require no further remediation so long as it has been deemed sound following an investigation into the deviations by a suitably qualified construction professional or specialist. The MBIE guidelines measurements are a slope not exceeding 0.5% between two points (10mm variation over 2 meters, not exceeding this over a 10-meter distance) and a total variation over the floor plan not exceeding 50mm.

Interpretation also needs to account for the age of the dwelling and historical construction practices. Older homes can exhibit floor deviations due to long-term settlement, bearers/joists installed out of level, earlier tolerances, timber shrinkage/creep, alterations, or repairs over time. For this reason, a deviation outside the guideline indicators does not automatically require urgent remediation, and a deviation within them does not rule out underlying issues. The floor level results are therefore treated as one line of evidence within an overall condition and movement assessment.

Foundation type

Concrete slab

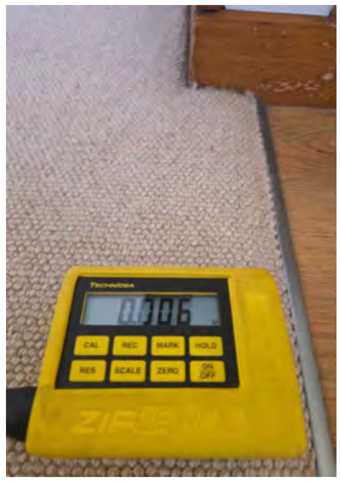
Inside MBIE Guidelines?

Floor levels of the main dwelling were checked randomly throughout and appear to be inside MBIE guidelines. The slope of the floor between any two points checked <2m apart is <0.5 (1 in 200), and the variation over the floor plan is <50mm. This check was done using a Technidea Zip Pro-2000. Our conclusion takes into consideration differences in floor covering thicknesses and steps down. Please note that this is not a floor-level survey.

Comments

There are small deviations in the floor, which can be expected. Nothing significant or concerning was identified.

The datum was taken at the front door.



14mm stepdown to the composite board.

Inspected Residential

INTERIOR MOISTURE

Test type

Non-invasive readings were taken using a GANN BL Compact B2 non-invasive moisture meter. Readings were taken internally at key locations most prone to moisture issues or ingress. Generally speaking, moisture content readings between 0 and 60 are considered dry, 60 to 80 is considered damp, and 80+ is considered wet; however, readings will always show an element of moisture because timber framing will always retain some level of moisture, even after it has been dried. Additionally, moisture content readings can be up to 3% higher than average during periods of high humidity and cooler air temperatures. Non-invasive moisture testing is used as an indicator and is not a confirmation of an issue. Some anomalies can occur; we will specify areas of concern if they arise.

Comments

Slightly high readings were indicated on the corners of several window reveals. This is generally where condensation will pool and therefore, slightly higher readings will be indicated. The readings taken, do not look to be of concern.


66.4

67.9

51.4

53.4

50.2

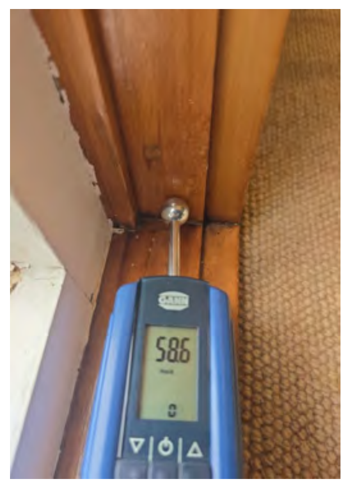
53.4

48.2

50.9

51.6

63.9

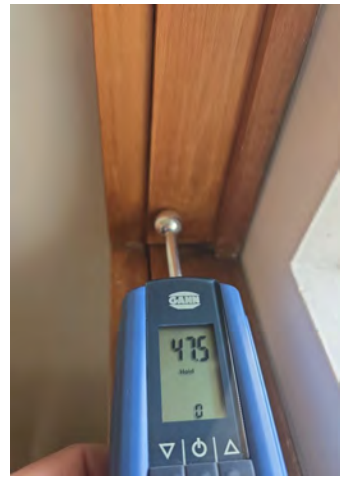
56.6

58.6

Next to the hot water cylinder.

Under the vanity.

Under the shower mixer.

Behind the laundry tub on the opposite side of the wall.



Under the toilet connection water pipe.

CEILING CAVITY

Ceiling cavity structure

Pests

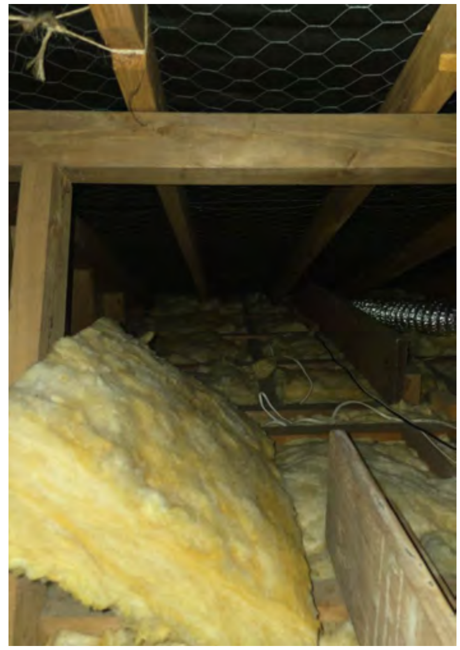
As ongoing maintenance, all homes should be periodically checked for pests, as they can cause damage to the construction material, plumbing, and electrical.

Framing type

Timber, Rafters

Structure comments

Fixed well into place.



Roof underlay/sheathing
Roofing paper, Wire mesh

Comments
No general concerns found.

Insulation type
Fibre glass

Comments
Insulation laid throughout. Not slumped or compressed. No obvious water damage observed.

Services types
Ducting, Electrical

Wiring comments
Please note that our view of the wiring is limited to what can be visually sighted, and we cannot confirm anything beyond what is visible or enclosed behind wall linings, under insulation, etc. Modern TPS wiring noted. No general concerns.

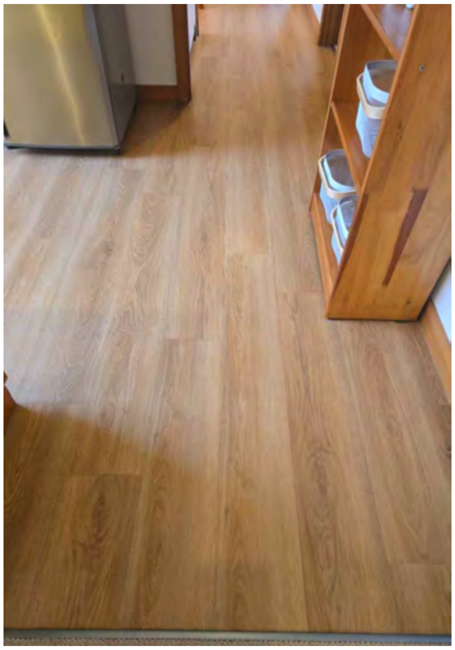
Plumbing comments
Please note that our view of the plumbing elements is limited to what can be visually sighted, and we cannot confirm anything beyond what is visible or enclosed behind wall linings, under insulation, etc. No general concerns.

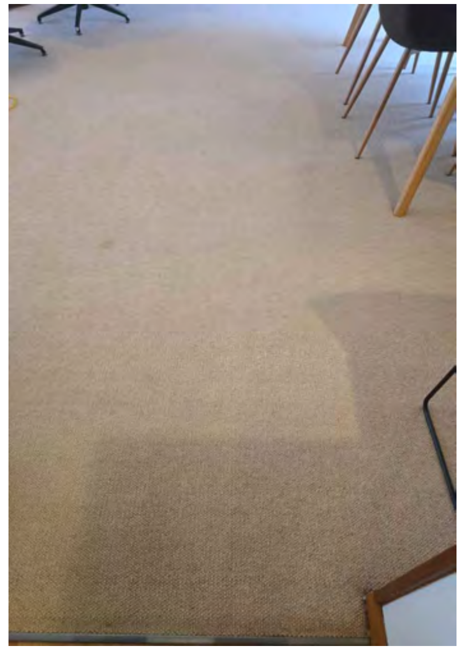
FINISHES

FLOORS

Type
Carpet, Composite board

Comments
The floor coverings have been well maintained. Nothing significant or concerning was identified.





WALLS

Type
Drywall/plaster, Composite board

Comments
Minimal marks throughout. Nothing significant or concerning was identified.

CEILINGS

Type
Drywall/plaster

Comments
Minimal marks throughout. No obvious signs of water damage. Nothing unexpected or concerning.

SAFETY SYSTEMS

Type
Smoke detectors

Comments
Smoke alarms are photoelectric and deemed to be in compliant locations and within 3m of each bedroom. No testing was done during this inspection.

GARAGE

Internal access?

No

Comments

Garage door is electric motorised and working fine. Wall linings have minimal marks or damage; nothing more than you would reasonably expect for its age. No obvious cracks noted to the slab. Signs of moisture ingress has been noted. A modern flashing has been installed on the roof cladding above. Therefore, the water marks are likely historical. However, this was not tested or confirmed.

Signs of moisture ingress.

JOINERY

DOORS

Comments

Doors are functioning fine, with no attention or adjustments needed.

WINDOWS

Material

Timber

Glazing

Single

Comments

The items in the photos below need attention; No other notable items.


The living room window latch is broken.

CABINETRY AND COUNTER

Comments

The items in the photos below need attention; No other notable items.


The kitchen bench top is loose.

PLUMBING OVERVIEW

LIMITATION(S) in this section

The Inspection of plumbing components was limited to visual non invasive observation of accessible areas at the time of inspection. We did not assess concealed services including elements under ground or behind wall linings and ceilings. We are not plumbing specialists and do not provide opinions on technical or legal compliance of plumbing or fixtures. Items that appear to pose concern are noted in this report. If plumbing or drainage is a concern engage a suitably qualified plumbing or drainage specialist for further evaluation.

WATER SUPPLY

Water source
Public - Council supply

Cold water shower pressure
Moderate

Hot water shower pressure
Moderate

Comments
No general concerns.

WATER HEATING

Type
Hot water cylinder(s)

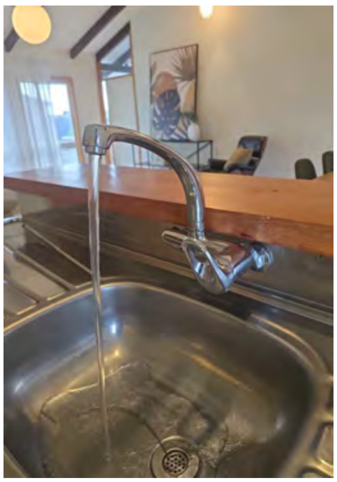
Comments
No leaks observed. Cylinder needs proper seismic restraints installed to prevent it tipping over in the case of a earthquake.

WASTE PIPING & WATER SUPPLY (UNDER SINKS)

Comments
Taps were turned on, and no leaks were observed from the waste piping. No leaks observed from water supply under sinks.








TAPS

Comments

All taps appear to be working and functioning as intended.

SHOWER(S)

How many showers?

1

Leaks from shower(s)?

No

Leaks from shower fittings?

No

Comments

No general concerns.


TOILET(S)

How many toilets?
1

Leaks observed from toilet(s)?
No

Cistern closing off water supply properly?
Yes

Comments
No general concerns.

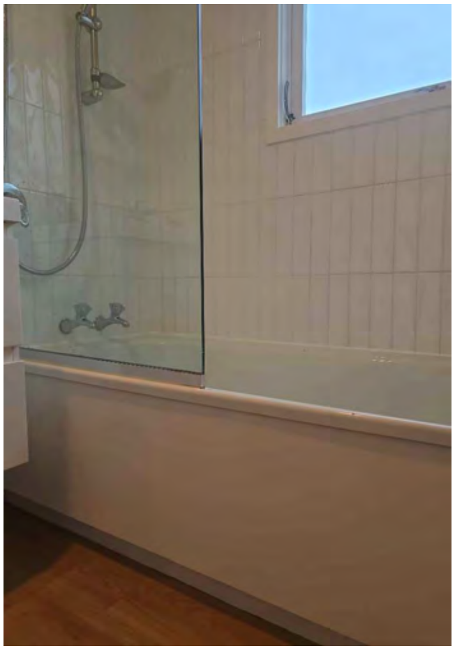
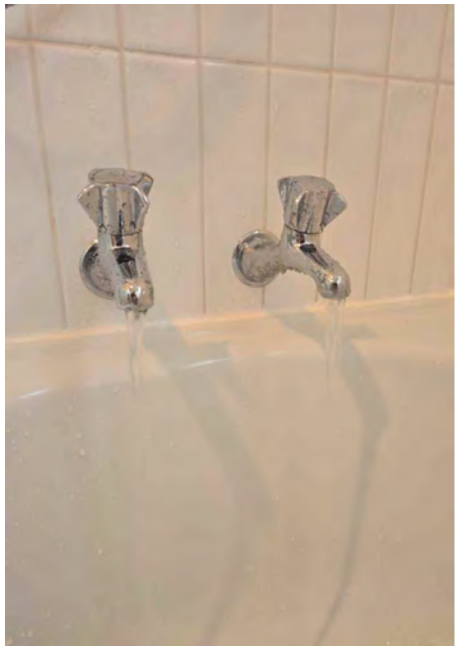
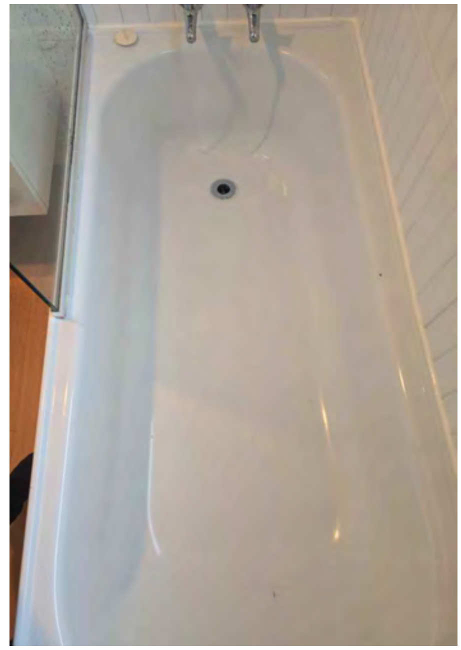
BATH(S)

How many baths
1

Leaks observed from bath(s)?
No

Leaks from fittings?
No

Comments
No general concerns.

EXTRACTION FAN(S)

Type
Extractor fan(s)

Comments
Powered on and appears to be operating fine. Recommended extraction be installed in the kitchen to duct moisture outside of the home from cooking.

ELECTRICAL OVERVIEW

LIMITATION(S) in this section
The overall electrical assessment is based on a visual inspection only and will only comment on electrical elements that are visible and reasonably accessible. We are not an electrical specialist; we cannot comment on the technical or legal compliance of electrical elements, nor can we warrant or confirm their safety. No specialist or thorough testing of electrical elements is undertaken; however, we will comment on signs of excess heat build-up or anything that visually poses a potential hazard. If electrical is a concern of yours, then it is strongly recommended that you engage a suitably qualified electrician.

MAINS DELIVERY AND ANCILLARY POWER SOURCES

Type
Subterranean/underground mains connection

Comments
No general concerns.

SWITCHBOARD & METER BOX

Breakers
Modern

Comments
Modern meter box. Reasonably modern switchboard. No signs of excess heat build up.

LIGHTS

All interior lights work at the time of inspection?
No

Comments
One light not working; bulb replacement will likely fix this, but this was not tested or confirmed during this inspection. The light above the oven would not turn on.

POWER SOCKETS

Comments

Please note that only sockets that were readily visible and accessible and had nothing plugged into them at the time of inspection were tested; any others are excluded from this report. Sockets that were tested returned no fault.

HEATING/COOLING/VENTILATION OVERVIEW

LIMITATION(S) in this section

No thorough or electrical testing of the heating or its elements is undertaken during this inspection; we are not heating or electrical specialists. If you are concerned about these elements, it is recommended that you seek advice and further testing from a suitably qualified specialist.

HEATING/COOLING/VENTILATION

Type

Heat pump(s)

Comments

The heat pump was turned on and is operating fine.


DAIKIN
INVERTER
R32

CERTIFICATE OF INSPECTION

Client name
Jack Zarifeh & Phoebe Carswell

Property Address
3 Raekura Place, Redcliffs

Inspector details
Property Inspected by Damien Guest | 022 103 1198 | damien.guest@inspectedresidential.co.nz | Qualified builder | Licensed Building Practitioner | National Certificate in Carpentry | This inspection was carried out in accordance with NZS4306:2005

Date/Time
23/07/2026

The following Areas of the property have been inspected

Site	☑ Yes	☐ No	☐ NA
Subfloor	☐ Yes	☐ No	☑ NA
Exterior	☑ Yes	☐ No	☐ NA
Roof Exterior	☑ Yes	☐ No	☐ NA
Roof Space	☑ Yes	☐ No	☐ NA
Interior	☑ Yes	☐ No	☐ NA
Services	☑ Yes	☐ No	☐ NA
Accessory units, ancillary spaces and buildings	☐ Yes	☐ No	☑ NA

Inspector signature

Areas inspected

SITE

Orientation of living spaces
✓ Yes ☐ No ☐ NA

Site exposure, contour & vegetation
✓ Yes ☐ No ☐ NA

Retaining walls
☐ Yes ☐ No ✓ NA

Paths, steps, handrails & driveways
✓ Yes ☐ No ☐ NA

Fencing
✓ Yes ☐ No ☐ NA

Surface water control
✓ Yes ☐ No ☐ NA

Location of access point
☐ Yes ☐ No ✓ NA

Accessibility
☐ Yes ☐ No ✓ NA

Foundation type & condition
☐ Yes ☐ No ✓ NA

Foundation walls
☐ Yes ☐ No ✓ NA

Ground condition
☐ Yes ☐ No ✓ NA

Ground vapour barrier
☐ Yes ☐ No ✓ NA

Drainage
☐ Yes ☐ No ✓ NA

Ventilation adequacy
☐ Yes ☐ No ✓ NA

Electrical - wiring type & support
☐ Yes ☐ No ✓ NA

Plumbing - Material types, leakage & support
☐ Yes ☐ No ✓ NA

Insulation type, approximate thickness, coverage & condition
☐ Yes ☐ No ✓ NA

Timber Framing & bracing
☐ Yes ☐ No ✓ NA

Pile type, instability & condition
☐ Yes ☐ No ✓ NA

Ground clearance of timber framing
☐ Yes ☐ No ✓ NA

Obvious structural alteration
☐ Yes ☐ No ✓ NA

Insect and pest infestation
☐ Yes ☐ No ✓ NA

Floor Type (timber or suspended concrete)
☐ Yes ☐ No ✓ NA

Pile to bearer connections
☐ Yes ☐ No ✓ NA

Rotting timbers
☐ Yes ☐ No ✓ NA

Debris
☐ Yes ☐ No ✓ NA

Construction type
✓ Yes ☐ No ☐ NA

Cladding
✓ Yes ☐ No ☐ NA

Chimneys
☐ Yes ☐ No ✓ NA

Exterior Stairs
☐ Yes ☐ No ✓ NA

Balconies, verandahs, patios, etc
✓ Yes ☐ No ☐ NA

Roof material
✓ Yes ☐ No ☐ NA

Roof condition
✓ Yes ☐ No ☐ NA

Roof water collection
✓ Yes ☐ No ☐ NA

Downpipes
✓ Yes ☐ No ☐ NA

Eaves, Fascia & soffits
✓ Yes ☐ No ☐ NA

ROOF SPACE

Accessibility
✓ Yes ☐ No ☐ NA

Roof cladding
✓ Yes ☐ No ☐ NA

Thermal insulation type, clearances, approximate thickness & coverage
✓ Yes ☐ No ☐ NA

Sarking
✓ Yes ☐ No ☐ NA

Party walls fire proofing
✓ Yes ☐ No ☐ NA

Roofing underlay & support
✓ Yes ☐ No ☐ NA

Roof frame construction & connections
✓ Yes ☐ No ☐ NA

Ceiling construction
✓ Yes ☐ No ☐ NA

Obvious structural alterations
✓ Yes ☐ No ☐ NA

Insect and pest infestation
✓ Yes ☐ No ☐ NA

Rotting timbers
✓ Yes ☐ No ☐ NA

Discharges into roof space
✓ Yes ☐ No ☐ NA

Plumbing - Material types, leakages & support
✓ Yes ☐ No ☐ NA

Electrical - wiring type & support
✓ Yes ☐ No ☐ NA

Tile fixings
☐ Yes ☐ No ✓ NA

INTERIOR

Timber floors
☐ Yes ☐ No ✓ NA

Ceilings
✓ Yes ☐ No ☐ NA

Walls
✓ Yes ☐ No ☐ NA

Inspected Residential

Concrete floors

☑ Yes ☐ No ☐ NA

Doors & frames

☑ Yes ☐ No ☐ NA

Electrical operation of switches

☑ Yes ☐ No ☐ NA

Heating systems

☑ Yes ☐ No ☐ NA

Kitchen

☑ Yes ☐ No ☐ NA

Kitchen benchtop

☑ Yes ☐ No ☐ NA

Kitchen cabinetry

☑ Yes ☐ No ☐ NA

Kitchen sink

☑ Yes ☐ No ☐ NA

kitchen tiles

☐ Yes ☐ No ☑ NA

Kitchen air extraction system

☑ Yes ☐ No ☐ NA

Bathroom, WC & ensuites

☑ Yes ☐ No ☐ NA

Bathroom Floors

☑ Yes ☐ No ☐ NA

Cistern, pan & Bidit

☑ Yes ☐ No ☐ NA

Bathroom tiles

☑ Yes ☐ No ☐ NA

Bath

☐ Yes ☐ No ☑ NA

Shower

☑ Yes ☐ No ☐ NA

Bathroom vanity/washbasin

☑ Yes ☐ No ☐ NA

Bathroom ventilation

☑ Yes ☐ No ☐ NA

Bathroom special features

☑ Yes ☐ No ☐ NA

Laundry

☑ Yes ☐ No ☐ NA

Laundry location

☐ Yes ☑ No ☐ NA

Laundry floors

☑ Yes ☐ No ☐ NA

Laundry tubs/cabinets

☑ Yes ☐ No ☐ NA

Laundry tiles

☐ Yes ☐ No ☑ NA

Fire warning & control systems

☑ Yes ☐ No ☐ NA

Laundry ventilation

☐ Yes ☐ No ☑ NA

Storage

☑ Yes ☐ No ☐ NA

Stairs

☐ Yes ☐ No ☑ NA

Exterior windows & doors

☑ Yes ☐ No ☐ NA

Services

Heating systems

☑ Yes ☐ No ☐ NA

Central vacuum systems

☐ Yes ☑ No ☐ NA

Ventilation systems

☑ Yes ☐ No ☐ NA

Security systems

☐ Yes ☐ No ☑ NA

Electrical services

☑ Yes ☐ No ☐ NA

Gas services

☐ Yes ☐ No ☑ NA

Water Services

☑ Yes ☐ No ☐ NA

Hot water services

☑ Yes ☐ No ☐ NA

Foul water disposal

☑ Yes ☐ No ☐ NA

Grey water recycling system

☐ Yes ☐ No ☑ NA

Rainwater collection systems

☐ Yes ☐ No ☑ NA

Solar heating

☐ Yes ☐ No ☑ NA

Aerials & antennae

☑ Yes ☐ No ☐ NA

Shading systems

☐ Yes ☐ No ☑ NA

Telecommunications

☑ Yes ☐ No ☐ NA

Lifts

☐ Yes ☐ No ☑ NA

ANCILLARY SPACES

Exterior claddings

☐ Yes ☐ No ☑ NA

Floors

☐ Yes ☐ No ☑ NA

Roofs

☐ Yes ☐ No ☑ NA

Subfloor

☐ Yes ☐ No ☑ NA

The following pages include some general information and maintenance advice. Tailor these to your specific property needs. A copy of our terms of service is also included.

Maintenance

This comprehensive list covers a wide range of maintenance tasks to help homeowners keep their residential properties in excellent condition, extend the life of their systems and components, and avoid costly repairs. Tailor the list to the specific needs and features of your home as necessary.

Monthly Maintenance:

- **Test smoke detectors and carbon monoxide alarms: Replace batteries as needed.**
- **Clean garbage disposal: Prevent odours and maintain functionality.**
- **Inspect plumbing for leaks: Check under sinks and around appliances.**
- **Check for signs of pests: Look for droppings, nests, or entry points.**
- **Inspect and clean range hood filters: Remove grease buildup for fire safety.**
- **Clean and maintain dryer vent: Prevent lint buildup and fire hazards.**
- **Monitor for mould and mildew, especially in bathrooms, laundry, and exterior joinery.**

Quarterly Maintenance:

- **Inspect and clean metal joinery tracks: Ensure proper operation.**
- **Check HVAC filters: Maintain efficient heating and cooling systems.**
- **Inspect and clean gutters and downspouts: Remove debris to prevent blockages.**
- **Clean fittings and taps: Remove mineral deposits.**
- **Inspect ceiling cavity and crawl spaces: Look for signs of pests or leaks.**
- **Clean kitchen and bathroom grout and sealant: Prevent mould and mildew.**
- **Trim trees and bushes: Prevent overgrowth and potential damage to any structures.**

Bi-Annual Maintenance:

- **Check seals and grout in showers and tubs: Prevent water damage.**
- **Inspect windows and doors for proper seals: Address gaps or drafts.**
- **Test garage door opener safety features: Ensure auto-reverse is functioning.**

Annual Maintenance:

- **Lubricate door hinges and locks: Prevent squeaks and extend the products lifespan**
- **Check for exterior paint damage: Touch up or repaint as needed.**
- **Inspect the roof: Look for damage, leaks, or flashing issues.**
- **Deep clean floors and carpets: Professionally clean or rent equipment.**
- **Clean and inspect chimney: Ensure safe operation if you have a fireplace.**
- **Pressure wash exterior surfaces: Remove dirt, algae, and stains.**
- **Inspect and clean dryer vent: Prevent fire hazards and improve efficiency.**
- **Check the foundation: Look for cracks, settling, or water intrusion.**
- **Inspect and clean oven and stove: Remove built-up grease and debris.**
- **Clean and seal wood decks and fences: Protect against weathering.**
- **Fertilize and aerate the lawn: Promote healthy growth.**
- **Inspect and clean outdoor lighting: Ensure safety and visibility.**
- **Flush hot water cylinder: Remove sediment to maintain efficiency.**
- **Service the HVAC system: Schedule a professional tune-up for heating and cooling equipment.**
- **Test and inspect irrigation system: Address any leaks or malfunctions.**
- **Review insurance policies: Ensure adequate coverage for the property's value and location.**

Seasonal Maintenance:

- **Spring: Clean and repair outdoor furniture, prepare garden beds, and check sprinkler systems.**
- **Summer: Maintain the lawn clean and seal outdoor wood surfaces.**
- **Autumn: Rake leaves, clean gutters, and prepare for winter weather.**
- **Winter: Check insulation and weatherstripping; clear snow and ice from walkways.**

As Needed Maintenance:

- **Address plumbing leaks: Promptly repair any leaks to prevent water damage.**
- **Electrical faults: Get any potential issues checked by an electrical specialist as they arise, i.e. flickering lights, buzzing noises, signs of excessive heat build-up, etc.**
- **Pest control: Deal with infestations as they arise.**
- **Appliance maintenance: Follow the manufacturer's recommendations for your appliances.**
- **Inspect and clean septic tanks: If applicable, maintain septic systems as needed.**
- **Evaluate and maintain swimming pools: Ensure proper chemical balance and equipment maintenance.**
- **Inspect and clean ventilation systems: Ensure proper airflow and air quality.**

Wood borer information

What is Borer?

Borer is a pest capable of causing significant damage to timber in homes and other structures throughout New Zealand. Small (2-4mm) flight holes on the surface of timbers, doors and furniture are signs that borer is present in your home. Another obvious sign is fine sawdust piles close to the holes.

What causes Borer infestation?

Borer are drawn to seasoned or moist untreated timber. They are commonly found on the south-facing sides of buildings or in floor timbers that are prone to dampness. Borer prefer soft or untreated wood and are often found in untreated native timbers in older homes built before the 1960s. Some types of wood, such as macrocarpa, are naturally resistant to insect attack, and kiln-drying radiata pine improves its resistance to borer. Sawn timber is also more susceptible to borer attack than timber with a smooth surface.

What do you do if you have a Borer infestation?

Timber infested with borer can be treated, but if the damage is severe, the timber may need to be reinforced or replaced. The only long-term solution for borer is a residual surface treatment with a product containing insecticide or preservative. It's essential that the treatment lasts longer than the borer's lifecycle, which can range from 4 to 11 years depending on the species. This treatment can only be applied to bare timber, so paint or varnish coatings may need to be removed first.

Airborne treatments like bombs, misting, or fogging will only kill the adult borers and won't stop the larvae from continuing to damage the timber. Furniture can be treated by fumigation through a certified pest control company or by injecting insecticide into the flight holes.

If your inspector has advised they believe borer may be present in the property, it is recommended that you engage a suitably qualified pest control professional to confirm this before proceeding with treatment

Asbestos Information

What is Asbestos?

Asbestos refers to a group of six naturally occurring minerals composed of thin, needle-like fibres found in rock and soil. These fibres are so small that they can only be seen under a microscope.

Why was Asbestos used?

Asbestos was widely used in construction until the mid-1980s due to its resistance to heat, electricity, and corrosion. It is commonly found in materials like sprayed-on fireproofing, soundproofing, thermal insulation, decorative coatings, vinyl flooring, cement products, roofing sheets, and pipe lagging.

Why is Asbestos dangerous?

When asbestos-containing materials (ACMs) are disturbed, they release tiny fibres into the air. Inhaling these fibres poses serious health risks, as they can become lodged in the lungs and lead to diseases such as asbestosis, lung cancer, and mesothelioma.

What should you do if Asbestos is present?

Undisturbed asbestos poses minimal risk, and removal is typically unnecessary. However, if the material is damaged, it should be addressed promptly. In most cases, asbestos removal must be carried out by a qualified professional with a WorkSafe licence.

If your inspector suspects the presence of asbestos in your property, it's recommended to engage a suitably qualified professional to confirm this, especially if any damage is observed.

Leaky homes infromation

What is a leaky home?

A leaky home is where moisture gets trapped between the exterior cladding and interior wall frames due to cracks in the exterior cladding and the absence of a cavity system that is designed to ventilate any moisture that may get in. This can lead to rotting of the frames, mould growth and damage to the interior of the home. High-risk homes are typically Mediterranean-style homes with monolithic cladding, commonly built between the late 1980s and mid-2000s.

How can I identify a leaky home?

There are often few visible signs that a building is leaky, but certain features, including its construction year, can suggest its likelihood of leaking. Major risk factors include insufficient ground clearance, cracks in the cladding or joinery, penetrations or openings in the cladding, window flashings, and enclosed balconies or cantilevered decks.

What do you do if you think there are leaks/moisture issues?

Leaky buildings can be expensive to repair. A non-invasive moisture test is the first step to locating any potential moisture ingress.

Your inspector will advise if any high readings are taken and recommend that an invasive test be completed by a suitably qualified professional if required.

TERMS OF SERVICE

1. How these Terms Apply You are taken to have exclusively accepted and are immediately bound, jointly and severally (where there is more than one purchaser), by these terms of service when any one of the following occurs:

a. place an order or booking for Services from us directly or via any third-party booking system; and/or

b. accept our Services by permitting entry by us to the nominated Premises to perform Services; and/or

c. issue a purchase order to us following receipt of a Quote/Cost Estimate,

and together these terms apply in conjunction with any specific exclusions or additional terms specified in any Quote/Cost Estimate.

2. Our Contract Your acceptance of the Quote/Cost Estimate and these general terms together constitute our agreement with you (this Contract). This Contract governs the agreement between INSPECTED RESIDENTIAL LIMITED (COMPANY NUMBER 8466019) (“we” “us” and “our”) and you, the named client in the Quote/Cost Estimate, in respect of the Services.

3. “Business Days” Any reference to ‘Business Days’ in these terms means a day on which banks are ordinarily open and excludes a Saturday, a Sunday or a public holiday. Any other reference to a ‘day’ shall mean a calendar day.

4. “Healthy Homes Standards” are the applicable standards set out in s13B of the Residential Tenancies Act 1986 and the Residential Tenancies (Healthy Homes Standards) Regulations 2019.

5. “Premises” means the residential dwelling or commercial premises at which Services are to be performed (as the context requires).

6. “Report” means any category of building inspection report and/or a healthy homes report (as the context requires).

7. “You” Means the purchaser buying the Services as specified in any invoice, order, Quote/Cost Estimate or any other document. If the purchaser comprises more than one person, each of those persons’ liability and agreement is joint and several.

8. “Us, “Our,” or We” includes any contractor, employee, assignee, agent, transferees or approved subcontractor that we use.

9. Statutory References In these terms, a reference to a statute or statutory provision includes a reference to that statute or statutory provision as modified, consolidated and/or re-enacted from time to time and any subordinate legislation made under that statute or statutory provision.

OUR SERVICES AND OBLIGATIONS

10. Services Our Services include:

a. Building Inspection Report services; and

b. Healthy Homes Inspection and Assessment services; and

c. Invasive Testing Services; and

d. Builders Walkthrough Service; and

e. any other services described in our described in the Quote/Cost Estimate; and

together these are the Services in these terms as the context requires.

11. Scope Variations We will confirm any additional Services required via a Scope Variation email and/or an updated Quote/Cost Estimate.

12. Subcontractors Either we or our approved subcontractors will perform the Services for you.

13. Performance We will perform our Services with due skill and care and in a competent manner.

14. Licences Where required by law, we hold the applicable licences and accreditations to perform the Services.

15. Updates on Timing We will advise you of any anticipated delay to provide a Service.

16. Sufficiency of Time to Perform Services We will use our reasonable judgment to advise you of the estimated time to complete the Services you have requested at the time of booking. However, such timeframes are indicative only.

CUSTOMER OBLIGATIONS

17. Authority for Approval Decisions You must nominate a single individual with authority to give instructions or approval to us, and where you are working with a third-party (including but not limited to a property agent, a facilities or building manager or a key-holder) that you wish to delegate approval and authority to, you must provide us with written confirmation of their contact name, status and basis on which approval or instructions can be accepted by us.

18. Consents You must make your own enquiries relating to the requirement of any consents required to enable us to access the applicable Premises to perform the Services including, but not limited to,

a. building owner consent where you are a commercial tenant; or

b. landlord consent where you are a residential tenant; or

c. any other consent from a third party in connection with the Premises,

d. and you must arrange for all such consents to be obtained at your sole cost.

19. Sub Floor and Roof Cavity Access You must provide unobstructed access to opening access doors or hatches to crawl spaces to enable us to perform sub-floor and roof cavity inspections.

20. Premises Preparation You must arrange the following in advance of us commencing the Services:

a. Access you must arrange access to the Premises including, where applicable, gate access; and

b. Deactivate alarm systems you must deactivate alarm systems; and

c. Secure dogs you must ensure dogs are adequately restrained, crated or located in a closed environment (e.g. a garage, kennel) while the Services are being performed; and

d. Remove obstructions this includes the removal of obstructions to access to the Premises and applicable opening access doors for sub-floor and roof cavities and at the exterior for access to roof.

BUILDING INSPECTION REPORT SERVICES

21. Report Compliance Written building inspection reports are carried out in accordance with NZS Standard 4306:2005 Residential Property Inspection (published by Standards New Zealand) on an “exceptions or information” basis and are not a statement that a property complies with the requirements of any statute, act, regulation or bylaw.

22. General Reliance Building inspection reports are intended to be relied upon as a general guide to you. They represent the overall condition of the Premises, and a Report does not constitute a warranty or guarantee of the current or future performance or fitness for purpose of the building, structure, systems or component parts comprising the Premises. To avoid doubt, such reports do not include any statements or confirmations as to the following:

a. the fitness for purpose or workmanship quality of any system, including but not limited to, electrical, air conditioning, heating, plumbing, septic tank, solar, alarm, fire protection, audio visual or any other system (Systems); and/or

b. the quality of the design of such Systems; and/or

c. the quality or appropriateness of the components or placement or location of such Systems.

23. Visual Inspections A Report is assessed on the basis of a visual and non-invasive inspection only on specific areas of the Premises including, but not limited to, the following:

a. Exterior roof; and

b. Foundation and subfloor; and

c. Accessory units and buildings; and

d. Site improvements; and Roof space/ceiling cavity; and

e. Exterior wall cladding and joinery; and

f. General Interior; and

g. Plumbing system; and

h. Electrical system; and

i. Landscaping/hardscaping; and

j. Pest and potential hazards.

24. Multi-Unit Premises Building inspection reports on multi-unit Premises exclude items listed at sub-clauses (a) to (e) inclusive above except for accessible parts of immediate exterior of the unit to be inspected.

25. Sample Components We may report on a sample set of components only and are not an exhaustive report on all building components.

26. Floor Level Readings All readings taken for the purposes of a Report are indicative only and are not warranted to be a true floor level of the Premises.

27. Moisture Readings. We shall use our reasonable industry knowledge to assess moisture levels at the Premises. All and any moisture testing performed as part of the Services shall be non-invasive and we do not warrant that moisture ingress is not present at the Premises. Where we identify and recommend that invasive moisture testing is required, this is subject to an additional scope of services.

28. Limited Inspections Where we cannot access an area of your Premises, we shall exclude such area(s) from our final Report.

29. Building Inspection Report Exclusions A Report shall exclude inspection or reporting on the following (this list is not exhaustive, and any additional exclusions shall be stated in the building inspection report):

a. Destructive testing; and

b. Invasive testing (for example: wall opening); and

c. Weathertightness; and

d. Excavation; and

e. Roof areas where access exceeds use of a 3.6m ladder; and

f. Testing under furniture or appliances; and

g. Disassembly of equipment or appliances; and

h. Asbestos testing; and

i. Live borer, termites or other infestation; and

j. Concealed, submerged, buried, camouflaged, embedded or otherwise inaccessible components or areas (including but not limited to plumbing, drainage, septic/sewerage, private water, heating, air conditioning, ducting, framing, ventilation, insulation, wiring or reticulated services); and

k. commentary, reporting or analysis of minor defects or maintenance requirements (including wear and tear); and

l. common areas (including at cross-lease Premises, unit titles, multi-unit dwellings); and

m. sheds and outhouses; and

n. solar and PV systems; and

o. building code compliance or other regulatory compliance (including local or territorial consent or resource consents); and

p. seismic activity; and

q. any other matter we elect to limit in the Report.

30. Specialist Recommendations We reserve all rights to include recommendations in a Report for specialist advice or assessments to be performed in respect of matters noted for concern. The contents of our Report are not reliant on such additional independent advice, and you undertake such additional services at your own cost and discretion.

INTRUSIVE TESTING SERVICES

31. Intrusive Testing Where we recommend intrusive testing to identify locations of water ingress or water leakage and you engage us to perform this service, the following shall apply:

a. You shall be required to confirm your consent on behalf of you and all other homeowners to remove core samples of framing to perform the testing; and

b. our intrusive testing shall not be relied upon as a weathertightness report, assessment or opinion in any way.

HEALTHY HOMES REPORT SERVICES

32. Report Compliance Healthy homes inspection Reports are prepared in accordance with the Healthy Homes Standards.

33. Visual Inspection Healthy homes inspections are based on visual inspections only and are limited to the nominated aspects of the Premises as prescribed by the Healthy Homes Standards, these being:

a. Heating; and

b. Insulation; and

c. Ventilation; and

d. Moisture Ingress and drainage; and

e. Draught stopping.

34. Healthy Homes Report Exclusions A healthy homes inspection is limited to the five aspects listed above and does not comment or report on the following (this list is not exhaustive, and any additional exclusions shall be stated in the healthy homes Report):

a. other identifiable issues that may affect wellbeing or health of occupants of residential tenancy Premises.; and

b. probe or destructive testing; and

c. Testing under furniture or appliances; and

d. Disassembly of equipment or appliances; and

e. any other matter we elect to limit in the Report.

USE OF REPORTS

35. Reliance The information and contents of any Report is confidential and is for your exclusive use and that of any nominated additional addressee and is valid as at the date of issue only. We disclaim all responsibility and accept no liability for use of a Report by any party other than you or a specified addressee agreed as at the date of the Cost Estimate/Quote or as later agreed by us in writing.

36. Report-Addressee You are prohibited from altering the addressee of a Report and must obtain our express consent to re-issue any Report to alternative or additional addressee. This may be subject to an additional fee. Inspected Residential Limited reserves the right to reassign any report to other customers at their own discretion.

37. No Future Warranty A Report provides our opinion as at the date of the applicable inspection. Any Report or assessment provided in connection with the Services is not a warranty against any issues, defects or problems which may have not been identified via a visual inspection or that may develop after the date of performance of the Services

BUILDER’S WALKTRHOUGH SERVICE

38. No Report Basis Our ‘builder’s walkthrough service’ is an accompanied tour of a property nominated by the Client. Any observations of works or remedial actions made by us or our Personnel are supplied on an ‘as is’ basis via a visual inspection and is supplied on a ‘no report basis’. You accept and acknowledge that we or our Personnel shall not supply any written report in connection with this category of service. To avoid doubt, this service is not a Building Inspection Report Service and shall not be supplied to the level of detail to meet the NZS Standard 4306:2005 Residential Property Inspection (published by Standards New Zealand).

39. No Reliance We accept no responsibility for your reliance or that of any third-party in respect of our verbal comments and observations supplied during a ‘builder’s walkthrough’ service.

PAYMENTS AND INVOICING

40. Amounts Owing Payable on Due Date All amounts specified in an invoice will require payment on the due date specified in the invoice (Amounts Owing).

41. Invoice Payable Prior to Report Release All amounts specified in your invoice are payable in advance of release of a Report unless expressly agreed otherwise by us in writing.

42. Third Party Card Handling Fees We reserve the right to on-charge any third-party transaction fees associated with online card payment to your invoice or online payments. These may be subject to change without notice and the applicable % shall be published on our website or invoices. This shall be current as at the date of the applicable booking.

43. No Set Off or Deduction Payment of Amounts Owing Amounts Owing which are due and payable must be made without set-off or deduction of any kind.

44. If You Dispute the Amount Owing If you receive an invoice and you consider you owe us a lesser amount than the sum stated as the Amount Owing, you must notify us within five (5) Business Days of receiving our invoice.

45. Duty to Pay Undisputed Amounts Owing You acknowledge and agree that you will not be entitled to withhold payment in respect of any undisputed Amount Owing.

46. Overdue Amounts Owing If you do not pay an Amount Owing by the Due Date or any later date we have agreed in writing, this becomes an Overdue Amount Owing. After a period of 5 (five) Business Days, we shall have the right to apply late payment interest at a rate of 2.5%. This shall be calculated daily and compound monthly at that rate if we elect to do this. This applies before and after any judgment (if applicable).

47. Debt Collection or Recovery Costs If an Overdue Amount Owing remains unpaid for 14 (fourteen) Business Days or more, we reserve our rights to engage the services of a debt collection agency or solicitor to take proceedings to recover the Overdue Amount Owing. You will be liable for the costs incurred by us in the collection of any unpaid amounts including but not limited to legal costs, debt collection fees and internal administration fees.

48. Administration Fees In the event we are obliged to perform any additional actions to recover any monies owed by you, we reserve the right to apply reasonable administrative fees for phone calls, texts, emails and in-person visits to follow up and recover any

Overdue Amount Owing in addition to any costs or expenses stated in any clauses above.

VARIATIONS

49. Variations to Price We reserve the right to issue a Variation Order to change the price to complete the Services where an extension to the Premises area is requested that extends the number of dwellings at the Premises on which we have provided our Quote/Cost Estimate.

CANCELLATION AND MISSED APPOINTMENT FEES

50. Missed Appointment Fees Where we attend your Premises on the agreed date and time, and you fail to make the necessary arrangements or meet your Customer Obligations to enable us to perform our Services, the Missed Appointment Fee published on our Cost Estimate/Quote issued to you shall be invoiced to you.

51. Cancellation by You Where you request a cancellation of a Service, you must provide us with no less than forty-eight (48) hours' notice. Where such notice is not supplied, we reserve the right to deduct an amount equivalent to the Missed Appointment Fee published on our Cost Estimate/Quote issued to you and shall refund the balance to you.

52. Cancellation by Us Without prejudice to our other remedies at law, we reserve our rights to terminate this Contract (which includes any part the Services that remain unfulfilled) and shall not be liable to you for any delay, loss or damage suffered by you due to us exercising our rights under this clause, where:

a. Inability to Access Premises we are denied access to or are unable to access the Premises to carry out the Services for whatever reason and we cannot reschedule to access at a later date; and

b. Health and safety where we assess that the means of access to the Premises or the whole or part of the Premises is unsafe and would breach the relevant safety requirements under applicable health and safety legislation, and such safety concerns or issues cannot or will not be remedied by you.

c. No consent Where we cannot obtain consent from you to perform invasive testing (where applicable).

53. Payment of a Missed Appointment Fee Where this clause is relied upon, we reserve the right to do one of the following:

a. If no re-booking is made deduct an amount equivalent to the Missed Appointment Fee published on our Cost Estimate/Quote issued to you from your fee and shall refund the balance of any pre-payment to you if the service is not re-booked at a later date.; or

b. If you re-book your appointment to issue an invoice to you for our published Missed Appointment Fee which shall become immediately due and payable prior to our attendance at your re-scheduled appointment.

LIMITATION OF OUR LIABILITY

54. Limit of Liability Our total aggregate liability to you arising out of or in connection with the Services whether in contract, any indemnity, tort (including negligence) by statute or otherwise at law or in equity is limited to an amount equivalent to the value of the applicable Services performed under these terms.

55. Exclusion of Our Liability To the fullest extent permitted by law, and subject to our obligations under any applicable law that imposes guarantees on us, we exclude all liability to you for any indirect claims, expenses, losses, damages and costs (including any incidental, special and/or consequential damages or loss of profits, loss of anticipated savings or loss of expenses suffered or incurred by you resulting (either directly or indirectly) in connection with the Services.

56. When Limitations of Liability Cannot Apply These clauses do not limit our liability to the extent that it cannot be limited at law and/or arises out of or in connection with any wilful default, fraud or criminal conduct by us.

57. Force Majeure We shall not be liable for any delay or failure to perform the Services due to a force majeure event. For the purposes of these terms, "force majeure" means an event or circumstance which leads to a default of either party under this Contract due to any act of God, war, terrorism, strike, lock-out, industrial action, fire, flood, storm, port closure or border closure plus any national or global pandemic effects, including, for the avoidance of doubt, any default due to any implementation of any regulation, directive, rule or measure by any government, state or other authority under the governing law of this Contract.

DISPUTE

58. Details of the Dispute must be Supplied If you or we consider that a dispute has arisen in relation to any matter governed by this Contract, you must give us written notice outlining the basis of the dispute within ten (10) Business Days of the date of the Report.

59. Remedy Where we agree a remedy is available, your remedies are limited to a re-performance of the Services or a refund of the amounts payable (at our discretion).

PRIVACY

60. You authorise us and our agents to collect, use, retain and disclose "personal information" (as defined in Part 1, section 7 of the Privacy Act 2020) about you and your personnel that you or they provide to us for the following purposes:

a. assessing creditworthiness and exercising our rights and/or performing our obligations under this Contract; and/or

b. direct marketing purposes (including by email and other electronic means), unless you notify us that you do not wish to receive direct marketing from us; and/or

c. using the services of credit reporting and debt collection agencies and you consent to us disclosing personal information (including any information about default and repayment; and/or

d. history) to a credit reporter, who may hold that information and use it to provide its credit reporting services; and/or

e. registering any Security Interest under this Contract; and/or

f. the use or transfer of personal information to a Related Company (as such term is defined by Companies Act 1993) in connection with the performance of our obligations or exercise of our rights under this Contract.

61. The clause above is authority and consent from you in accordance with sections in Part 3, Part 7, subpart 1 and all other relevant sections in the Privacy Act 2020.

62. You (if you are an individual) have the right under sections in Part 4, subpart 1 and Part 4, subpart 2 of the Privacy Act 2020 to access, and request correction of, any of your personal information held by us and if you provide any personal information about a third party (including your Personnel) to us, you confirm that you are authorised to do so by the relevant individual and you have informed the relevant individual that they have the right to contact us to access and, if applicable, request correction of any personal information that we hold about them.

GENERAL

63. Governing Law This Contract shall be governed by the laws of New Zealand and the parties irrevocably submit to the exclusive jurisdiction of the courts of New Zealand.

64. Severability If and to the extent any provision or part of a provision is illegal or unenforceable, such provision or part of a provision will be severed from this Contract and will not affect the continued operation of the remaining provisions of this Contract.

65. Entire Agreement This Contract sets out the entire agreement between the parties.

66. Electronic Acceptance The parties agree that any legal requirement may be met by using electronic means in accordance with the Contract and Commercial Law Act 2017. In this clause the term “legal requirement” has the meaning given to it by section 219(2) of the Contract and Commercial Law Act 2017.

END OF TERMS