

CPCCBC4029B

APPLY CONSTRUCTION INFORMATION TO THE SALES PROCESS

ASSESSMENT SUMMARY

The assessment activities for *CPCCBC4029B Apply construction information to the sales process* cover all aspects of the unit of competency required. To demonstrate competence in this unit, a participant must undertake all tasks and complete them satisfactorily and consistently. For Apprentices and Trainees, this includes employer completion of the Employer Record Book (ERB).

Participants must read all the information given before starting any assessment task. The assessment tasks are intended to be equitable, fair and flexible. If a participant has any questions or requires alternative arrangements to be made such requests should be directed to their Trainer/Assessor, who should note such arrangements in the 'Assessor Comments' on the affected assessment. If a participant feels they are not yet ready to be assessed, they should discuss their options with their Trainer/Assessor.

To satisfactorily complete the assessment, the participant is required to answer all questions correctly and demonstrate their skills to industry standards. If a participant does not answer some questions or perform some tasks, they will be deemed 'Not Satisfactory' for the task and 'Not Yet Competent' for the unit of competency. The Trainer/Assessor is able to provide the participant with additional information on interpreting the assessment outcomes and provide guidance on the participant's options. Should a participant still be deemed 'Not Satisfactory' they will have the opportunity to undertake a supplementary assessment or appeal the result.

By signing the cover page for each assessment item, the participant acknowledges they understand the assessment instructions and requirements and consent to being assessed. The participant also verifies and assures the RTO that the work submitted is their own work.

Participant Name	Tess Veldink
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Task	Assessment Results	
Theory Exam	☐ Satisfactory	☐ Not Yet Satisfactory
Practical Assessment	☐ Satisfactory	☐ Not Yet Satisfactory
Outcome for Unit of Competency	☐ Competent	☐ Not Yet Competent

Assessor Name	
Assessor Signature	
Unit Competence Determination Date	Click here to enter a date.

CPCBC4029B

APPLY CONSTRUCTION INFORMATION TO THE SALES PROCESS

THEORY EXAM INSTRUCTIONS

- This exam will occur under standard assessment conditions.
 - An oral examination may be allowed under certain circumstances, whereby the Participant's answers will be documented by a party other than the Participant. This must be acknowledged in writing (e.g. FT001 and Assessor Comments)
- Participants must provide enough detail in their responses to demonstrate their knowledge and skills.
- Please fill in the details below, providing your name, signature and date of assessment.
 - Your signature acknowledges that this is your own work.
- Assessors are to complete marking in pen of a different colour to the Participant.
- If a Participant initially answers a question incorrectly but modifies their response, they must follow the instructions below:
 - If a Participant changes their response in writing, they must put their initials next to the written change.
 - If a Participant changes their response verbally, this must be noted on the exam paper by the assessor.

Participant name Tess Veldink

Participant signature Tess Veldink

Date 14/01/2020

Assessor name _____

Assessor signature _____

Date Click here to enter a date.

Number of questions	Number of questions answered correctly	Task outcome (Tick)	
18		Satisfactory	Not Yet Satisfactory
		☐	☐

Q1. Outline the circumstances in which a building licence must be obtained before carrying out building work.

Answer There are a number of circumstances where a building licence must be obtained before carrying out works they include:

1. Building work valued over \$3,300
2. Building works valued over \$1,100 where it involves Hydraulic Services Design
3. Building work of any value where it involves – Drainage, Plumbing, Gas Fittings, Termite Management, fire Protection etc



Q2. Describe the steps involved in organising electricity supply to site. Provide approximate timeframes for this process.

Answer To organise electricity supply to site there are a number of steps.

- The requirements will first outline statutory approvals.
 - Your electrical contractor will be able to advise if supply is available. If the site doesn't have electricity available, the contractor can submit an enquiry on the client's behalf. The DNSP will conduct an investigation and provide a quote and timeframe for the client to make a decision within 20 business days
 - If there is an electricity available, the electrical contractor will need to enter into a Network Connection Agreement with the Distribution Network Service Provider. If the application is not expedited the Distribution Network will advise of a Network Connection with 10 business days.
 - After agreeing to the connection offer, the electrical contractor will prepare the site with an electrical connection. The contractor will submit an EWR to the service provider once the works are complete. And a copy of the ERW will be forwarded to the electricity retailer.
 - Once the forms are received, the Network Provider will visit the site to perform the request for work and they will attend the site with 5 business days.



Q3. True or False (Tick your response): Staged approval is one type of approval that may be sought for the building approval stage.

Answer

☒	True
☐	False

☐

Q4. True or False (Tick your response): Building provision approvals are issued by the local government (e.g. Brisbane City Council).

Answer

☒	True
☐	False

☐

Q5. Describe the steps involved in organising water supply to site. Provide approximate timeframes for this process.

Answer

To organise water supply to site there are a number of steps.

- The requirements will first outline statutory approvals.
- To connect or disconnect from the water and sewerage network or alter network infrastructure you need to submit a water approval applications. The Water Approval Process works in conjunction with the council development assessment process these don't need to be submitted at the same time.
- The connection approval is customised for all scales or development. When developers are needing a connection Councils will require evidence that a connection is available. Generally, the evidence required and therefore the timing of the two approvals will depend on the complexity of the development and availability of services – Simple residential developments will usually be completed with 5 days.

☐

Q6. Identify the Volume and Parts of the NCC which outline energy efficiency requirements for Classes 1 and 10, and Classes 2 to 9.

Answer

Classes 1 and 10	Classes 2 to 9
NCC Volume Two primarily applies to building which are houses, sheds and carports	NCC Volume One primarily applies to buildings which are commercial, industrial and mutli-residential

☐

Q7. Describe the long-term benefits of sustainable building solutions. List one (1) environmental benefit and one (1) benefit for the client.

Answer

Topics	Definition
Environmental benefit	Flooring – Using reused wood from salvage timbers or old floor can positively impact the environment as it saves materials from the waste stream and doesn't impact living trees
Client benefit	Ordering Material – Source material from your local if possible or look for unused or re-furnishable material from other job sites. This will boost your local area economy and avoid paying for delivery etc

☐

Q8. Match the insurance types and definitions by writing the appropriate letter next to each number in the centre column.

Answer

Insurances		Answers	Definition	
1	Builder's All Risk	1 - B	A	Covers personal injury or property damage.
2	Indemnity	2 - C	B	Covers accidental risks of physical loss or damage during construction, third party liabilities and advance loss of profits.
3	Public Liability	3 - A	C	Covers costs where a contractor has caused building errors or omissions.
4	Workers' Compensation	4 - D	D	Covers death, injury or illness of employees.

☐

Q9. True or False (Tick your response): Insurance should be taken out by the contractor prior to starting construction.

Answer

☒	True
☐	False

☐

Q10. Select and describe five (5) trades involved in the construction process.

Answer

Trade	Description
Electrician	Arranges electricity for lighting and cables. Installs lights, GPO's and other electrical systems
Plumbing	Organises water supplies – installs pipes, drains and guttering. Fits taps, hot water systems and toilets
Concreting	Installs formworks and boxing: pouring concrete slabs
Gas Fitting	Places gas pipes to appliances
Steelfixing	Install steel to improve the strength of concrete



Q11. Order the following steps from 1 to 10 to identify an appropriate construction sequence.

Answer

Step Number	Steps
3	Floor frame
5	Windows and external door frames
7	Wall insulation
1	Set out
9	Painting
6	Electrical wiring
2	Plumbing of waste pipes
8	Internal linings
10	Landscaping
4	Wall frames



Q12. For each of the main stages of construction listed below, identify the main trades involved and an approximate duration of each stage for a standard.

Answer

Stage	Description	
1: Clearing of the site	Trades	- Excavations
	Duration	Varies
2: Slab or base stage	Trades	- Concreting
	Duration	1-2 weeks
3: Frame stage	Trades	- Steelfixing, plumbing & electrical
	Duration	3-4 weeks
4: Lockup stage	Trades	- Plumbing, electrical, cabinet makers
	Duration	4 weeks
5: Fit-out or fixing stage	Trades	- Electrical, plumbing
	Duration	5-6 weeks
6: Practical completion stage	Trades	- Painting
	Duration	7-8 weeks



Q13. Identify five (5) factors that can affect the duration of each construction stage.

Answer

1. Project size
2. Height of the building
3. building complexity
4. quality requirements
5. Location



Q14. Describe how each of the following factors can affect construction times.

Answer

Factor	Effect
Changed conditions	1. Changed conditions – requirement of the job could be changed therefore changing timeframes and the organisation of material and labour
Labour availability	1. Availability of labour – Ensure all trades are organised in the correct order.
Material availability	1. Availability of materials – materials that are rare must be order well in advance. Always liaise with suppliers and subcontractors to ensure material are in stock and readily available
Weather	1. Inclement weather – Particular trades will be affected by the weather and their jobs might not be completed.



Q15. Describe the site establishment requirements for each of the points listed.

Answer

Requirement	Description
Earthworks	Contact Dial Before You Dig before any excavation to ensure services will not be damaged during construction
Electricity	Electrical may need to be disconnected from the work area prior to construction and temp utilities installed
Neighbours	Provide start dates and contact numbers
Waste disposal	Set up a designated area for rubbish bins/waste removal. See if there are permits required to place bins on the street
Water connection	Plumbers to perform any disconnections prior to any demolition taking place



Q16. Identify the section of the *Work Health and Safety Regulations* that outlines the site establishment requirements listed.

Answer

Regulation section	Requirement
Access and egress Section 40	The layout of the work area must allow for persons to enter, exit and move about without risk to health and safety
Site facilities Section 41	Adequate facilities must be provided for workers, including toilets, drinking water, washing facilities and eating facilities.
Signage Section 308	A principal contractor for a construction project must install signs outside the work area that show their name and telephone contact numbers and site office address.



Q17. True or False (Tick your response): The owner is able to access the site at any time.

Answer

☒	True
☐	False

☐

Q18. Which of the following parties should the client contact to access the site? Tick all that apply.

Answer

Choice	Possible Answers
☒	Contractor
☒	Local Government
☒	Industry Regulator (e.g. Queensland Building and Construction Commission)
☒	Subcontractors

☐

CPCCBC4029B

APPLY CONSTRUCTION INFORMATION TO THE SALES PROCESS

PRACTICAL ASSESSMENT INSTRUCTIONS

- The following practical assessment will require the Participant to complete work related activities.
- The Assessor will conduct observations of the Participant's work to determine whether they display sufficient practical skills and knowledge.
- Please fill in the details below – providing your name, signature and date of assessment.
 - The Participant's signature acknowledges that the Assessor provided clear instructions and the Participant understood what was required to complete this assessment.
- The Assessor may substitute a Practical Task with an alternate task of equal value.
 - Alternate tasks must be fully documented by the assessor in the Assessor Comments area.

Participant name Tess Veldink

Participant signature Tess Veldink

Date 14/01/2020

Assessor name _____

Assessor signature _____

Date Click here to enter a date.

Task	Task outcome (Tick)	
	Satisfactory	Not Yet Satisfactory
Task 1 (Occasion 1)	☐	☐
Task 1 (Occasion 2)	☐	☐

CPCBC4029B

APPLY CONSTRUCTION INFORMATION TO THE SALES PROCESS

Practical Task 1 (2X)		
Description of task: On two (2) occasions, a suitable observer is to verify the participant's ability to apply construction information during the sales process in order to develop the customer's knowledge of construction processes and the effects on the contract and building timelines. The participant is to gather evidence of how they have completed each component of the Practical Task, which is to be submitted with this Practical Assessment sheet. Evidence to be submitted may include: - RFI and relevant correspondence with client - A variation, price and acceptance by the client The observer is to provide detailed comments on the tasks completed by the participant. The assessor is to verify the observer's comments in the Assessor Comments section, and provide the Practical Assessment outcome on the front cover of this document. Resources required: Two (2) sales contracts.		
Assessment of task		
Name of participant:	Tess Veldink	
Name of observer:	Cian Loweke	
Role of observer (Confirm suitability to sign)	Client Services Manager	
Email address of observer	reception@bluestarcorporate.com.au	
Signature of observer:		
Date:	14/01/2020	
When completing the task, did the participant:	Tick if satisfactorily completed. Provide comments if left unticked. 1st Occasion 2nd Occasion	
1.A. Identify and explain to the customer the approvals required before starting construction, including:	☒ ☒	
1.B. Identify and explain to the customer the stages and timeframes of construction, including:	☒ ☒	
1.C. Identify and explain to the customer potential industry conditions that can affect construction times.	☒ ☒	
1.D. Identify and explain to the customer site establishment requirements before starting construction.	☒ ☒	
1.E. Establish site access arrangements with the client.	☒ ☒	

1.F. Effectively communicate using the following methods: • Verbally using language/concepts appropriate to cultural differences • Non-verbal communication • Active listening and responding to client questions	☒	☒
The participant's performance was: ☒ Satisfactory ☐ Not Satisfactory		

OBSERVER COMMENTS
Each criteria was discussed through email trails between the client and builder of the project. Occasion 1 was submitted with a quote with acceptance and Request for Information and occasion 2 was submitted with a Variation and acceptance. 1A. Statutory approvals, Sustainability & insurances were discussed in both occasions. The different approvals were discussed and explained, sustainability benefits were discussed, and insurance were mentioned. 1B. Timeframes and stages regarding the construction were identified and explain, along with working durations and approx dates that could be forwarded to other trades for reference 1C. Industry conditions that could affect the construction process or timeline were discussed in each occasion. Such as weather, availability and changing conditions. 1D & 1E. Site establishment requirement were discussed in both occasions along with arranging site access with the clients. Eg, placement of skip bins, water and electricity connection and site facilities 1F. Appropriate language/concepts have been used without both occasions by using information from the handouts, powerpoint and industry knowledge. Non-verbal communication was used through the email trails and the all questions from the client were answered either through email or other documentation.



Accurate, Detailed, Precise...

18 June 2019

PKCQ180619

Lynton and Rosemary Sheath
4 Main North Road
Willaston SA 5118

Dear Rosemary & Lynton,

We have pleasure in submitting the following quotation for the supply and installation of proposed cabinets for your consideration.

We pride ourselves on our high quality workmanship and customer service, which includes the following:

- We fully custom build and assemble your cabinets in our workshop prior to installation to ensure smooth installation at your premises.
- All cabinets are fabricated and installed by our experienced cabinetmakers, one whom is the proprietor of the business and will ensure the highest quality of work is performed throughout your whole project.
- We comply with Australian Standard cabinet materials and make every effort to use Australian made materials. We strive to use materials rated E1/E0 for formaldehyde emission.
- We only use Blum hinges with a lifetime guarantee.
- We can arrange all trades necessary (e.g. plumbing and electrical) so that component of your renovation is taken out of your hands, and you can enjoy a stress free and smooth running installation.

Most importantly we want to gain your trust. Precise Kitchens and Cabinets is a family owned and operated business in the Barossa and will endeavour to conform to your every expectation and provide you with a product to your complete fulfilment. From the initial point of contact through to the completion of your works, we strive for the highest quality, professionalism and customer satisfaction.

As Standard with all Precise Kitchens and Cabinets:

- All cupboard interiors are constructed of 16mm Moisture Resistant whiteboard and edged in 1mm high Impact ABS edging
- All base cabinets are on levelled kickboards
- All doors and drawers feature bump stops
- All doors to be fitted with Blum fully adjustable soft closing hinges

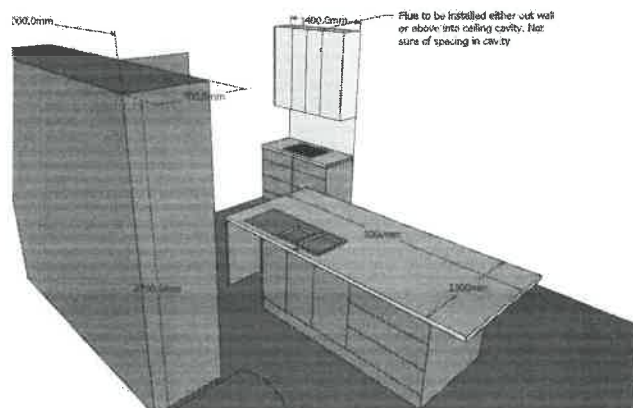
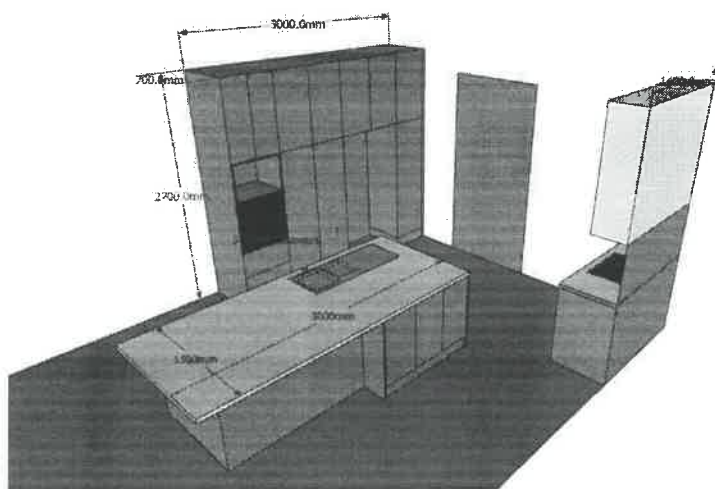
Precise Kitchens and Cabinets
Address: 65 Basedow Road Tanunda SA 5352
Postal: PO Box 767 Nuriootpa SA 5355
Telephone: 0400 254 760 or 0438 621 808E
mail: info@precisekitchensandcabinets.com.au
Website: www.precisekitchensandcabinets.com.au
ABN: 82 705 131 966 BLD244205



Accurate, Detailed, Precise...

Additional to the above

- To upgrade all drawer runners to Blum Movento with integrated Blumotion soft close: additional \$325 + GST



General Information

- Quotation valid for 30 days.
- Island sizing has been made at 3000x1300mm. This is the largest size they can do one slab without the use of a crane on installation.
- Pricing does not allow for the supply of electrical appliances, and works carried out by other trades
- Pricing does not allow for penetration of wall for flue (if this is required)
- Deposit of \$1,000 upon confirmation of order. Remaining payments as per HIA contract
- Goods to remain property of Precise Kitchens and Cabinets until payment is made in full

Thank you for the opportunity to provide this price to you. We look forward to hearing from you and hope to be of service to you in the near future.

Kind regards,

David and Fiona Schmidt

Precise Kitchens and Cabinets
 Address: 65 Basedow Road Tanunda SA 5352
 Postal: PO Box 767 Nuriootpa SA 5355
 Telephone: 0400 254 760 or 0438 621 808E
 mail: info@precisekitchensandcabinets.com.au
 Website: www.precisekitchensandcabinets.com.au
 ABN: 82 705 131 966 BLD244205

Apply Construction Information to the Sales Process

Occasion 1

The supply and installation of proposed cabinets for a kitchen.

Email trail

To: jandgveldink@bigpond.com

Subject: Supply & installation of proposed cabinets for a kitchen.

From: Tess Veldink – Precise Kitchens and Cabinets

Hi Jeff & Gabrielle,

Again, thank you for choosing Precise Kitchen and Cabinets. As discussed please find attached a quotation for the works to be complete. Please let us know which price option you would like. Once approved, we can go through construction information and processes.

Please let me know if you have any issues.

Thanks,

Tess Veldink
Contract Administrator

To: tess@precisekitchens.com.au

Subject: Supply & installation of proposed cabinets for a kitchen.

From: Jeff and Gabrielle – jandgveldink@bigpond.com

Hi Tess,

Thank you for sending through the quote. Can we please go ahead with the Matte Black 2 pac paint option - \$21,910 + GST?

Some information on the Construction processes would be great to develop knowledge for what's ahead.

Thanks,

Gabrielle Veldink

To: jandgveldink@bigpond.com

Subject: Supply & installation of proposed cabinets for a kitchen.

From: Tess Veldink – Precise Kitchens and Cabinets

Hi Gabrielle,

Thanks for letting us know what option you would like so promptly; we can now get the ball rolling. Statutory approvals, sustainability and insurance covers are the first few things to think about.

As discussed in the kitchen quote, our quotes don't include pricing for the works carried out by other trades. A statutory approval is an official approval, licence or permit that is required by law for engaging certain activities. In this case there will need to be an electrical and water supply permits approved.

We will need an electrical permit because of the added GPO's to the island bench. As there is already an electricity supply to the area the electrical contractor will need to enter into a Network Connection Agreement with the Distribution Network Service Provider (eg, Energex). The Distribution Network will advise of the connection offer with 10 business days.

There will also need to be a water and sewerage connection approval due to additional plumbing needed to change the kitchen sink. This application will be submitted to the Queensland Urban Utilities.

Sustainability is also something to think about when you are renovating/building. The National Construction Code outlines energy efficiency requirements. It discusses the efficient use of energy appropriate to use the structure being built in your case it's a kitchen. Sustainability isn't something that everyone thinks about. Considered materials and product might be expensive to purchase and construct, but it will create additional long-term savings.

Please let us know if you would like to use our suggested Electrical and Plumbing contractors, we can provide a quote for the works. Working with our suggested Electrical and Plumbing contractors will give you less work (not having to organise approvals etc) and processes will hopefully run more smoothly.

As discussed in the contract Precise Kitchens have a range of insurances that covers us while we are in construction. The other trades should also have appropriate insurances to cover their line of work.

Please let me know if you have any issues or questions.

Thanks,

Tess Veldink
Contract Administrator

To: tess@precisekitchens.com.au

Subject: Supply & installation of proposed cabinets for a kitchen.

From: Jeff and Gabrielle – jandgveldink@bigpond.com

Hi Tess,

Thank you for all of that information. I've spoken to Jeff and we will go ahead with your suggested contractors. Are you able to provide us with the different stages and timeframes of construction, we are hoping to have it done before Christmas do you think this is possible?

We also need a timeframe for our flooring people so they can sand and reseal the floors – did you have a specific timeframe I can forward them?

Please let us know if you need any information for the approvals.

Thanks,

Gabrielle.

To: jandgveldink@bigpond.com

Subject: Supply & installation of proposed cabinets for a kitchen.

From: Tess Veldink – Precise Kitchens and Cabinets

Hi Gabrielle,

Perfect, at the moment we don't need any information for you. We will start the approvals/permits process today.

Here is a guide an overall guide for completion:

1. Arrange services, subcontractors (Electricians and Plumbers) and appropriate materials – timeframe: this timeframe varies as its prior to construction
2. Flooring prep and sand – Timeframe: few days
3. Rough in for Plumbing and Electrical – Timeframe: 1 week
4. Installation of kitchen cabinets – Timeframe: 1-2 weeks
5. Fit-out/fixing stage – Plumbing & Electrical – Timeframe – 1-2 weeks
6. Finishing touches – Cabinet makers, painting – 1 week

Here is a guide to tell your flooring people:

Monday 25th November:

- PKC to remove kitchen
- Electrical and Plumbing disconnection

Tuesday 26th November:

- Flooring people to prepare floor (**Please book a PM time of lunch time onwards, just in case electrical and plumbing work is still going in the morning)

Wednesday 27th November:

- PKC to start installing kitchen cabinets

Friday 29th November:

- Stonemason booked for benchtop measure (there is a 2 to 2.5 week turn-around time for benchtop manufacturing, so we anticipate benchtops to be installed 13-18/12/19)

We should hope to have all our installation complete by 5/12/19, so the flooring people can come back on the Friday 6/12/19 to do the floors.

As soon as benchtops are installed, we will need 1-2 days for tiling, grouting, silicone and kickboard installation. Electrical and Plumbing trades will be back for re-connections.

The project should be completed by Friday 20th December. Just in time to enjoy over Christmas. However, there is a range of different factors that could affect the construction. In this case, materials might not be available, and contractors might not be available therefore, the work isn't getting completed on schedule. These factors are something to keep in mind when it comes to construction.

We will keep you updated with our tradesman's and our contractors and try our best to plan everything ahead of time.

Hope this helps.

Thanks,

Tess Veldink
Contract Administrator

To: tess@precisekitchens.com.au

Subject: Supply & installation of proposed cabinets for a kitchen.

From: Jeff and Gabrielle – jandgveldink@bigpond.com

Hi Tess

Thanks for the update.

The flooring people said they should be fine with that schedule.

Can you please give me the number of the electrician we will be using?
I would like to touch base re the lighting in the ceiling.

Thanks,

Gabrielle.

To: jandgveldink@bigpond.com

Subject: Supply & installation of proposed cabinets for a kitchen.

From: Tess Veldink – Precise Kitchens and Cabinets

Hi Gabrielle,

The electrician is Thomas Jacobs at Thomas Blake Electrical.

His number is 0430 788 770

I have given him a heads up that you may contact him regarding the work.

I'm going to forward you an email regarding establishment and site access requirements, ill need some information from you regarding this let me know if you have any questions.

Thanks,

Tess Veldink

Contract Administrator

To: jandgveldink@bigpond.com

Subject: Supply & installation of proposed cabinets for a kitchen.

From: Tess Veldink – Precise Kitchens and Cabinets

Hi Gabrielle,

There are a few more things to discuss before construction starts. We can go through this together when I see you tomorrow however; I thought its good to have it in writing to go back to.

Access & egress – As per the Work Health and Safety Regulations 2011 all work areas must cater for people enter, exit and move about without any Health and Safety risks. Please ensure your home as clear entry ways for the tradesman's to come in and out the house.

Electricity Supply and Water connection – Is this in regards to disconnection and connections. As construction is underway the contractors and ourselves we will be able to organise this and ensure this requirement is undertaken.

Rubbish and waste disposal – We will also organise a permit if necessary for a skip bin to put your old kitchen and other waste in. We can organise the placement of the rubbish bin when I see you tomorrow.

Site facilities – Facilities such as toilets, drinking and washing water must be adequate. Gabrielle, please confirm that the tradesman's are able to use these facilities? We understand that there may be times when the water and electricity need to be turned off to complete works. In that case we will organise a portable toilet and drinking water for the tradesmen.

Once construction is underway all the contractors are to take responsibility for everything on the site; for example their own materials, tools and heath and safety procedures/requirements.

Throughout the stages of construction we will keep in regular contact, giving you updates and to discuss any queries and variations. Our customers always have the right to access the site however, due to safety reasons we ask that you stay away from the site when the contractors are working. If you would like to go through the site please talk to us first and we can arrange a time.

To avoid confusion and miss communication please ensure you come directly to the Project Manager, or myself, as we will again manage all the subcontractors and their working schedule.

Thanks,

Tess Veldink – Contract Administrator

Contract Administrator

To: tess@precisekitchens.com.au

Subject: Supply & installation of proposed cabinets for a kitchen.

From: Jeff and Gabrielle – jandgveldink@bigpond.com

Hi Tess,

Thank you for giving that to us in writing. In regards to the facilities the tradesmen are more than welcome to use the bathroom etc.

We can discuss this further if you like when I come into the office tomorrow.

Thanks,

Gabrielle Veldink

To: jandgveldink@bigpond.com

Subject: Request for Information - Kitchen

From: Tess Veldink – Precise Kitchens and Cabinets

Hi Gabrielle,

Please see below a request for Information from the Plumbers.

REQUEST FOR INFORMATION

To	Precise Kitchen	No. Pages	1
Attention	Tess Veldink - CA	Date	17/12/19
From	Tradewinds - Jordan	RFI No.	001
Project	7 Cassim Place	Response Req by	18/12/19
SUBJECT	Plumbing finishes		

To Tess,

Can you please speak to your client as the main kitchen tap they have chosen is out of stock. I have attached 2 different taps similar to the original one, both have the same fitting so no need for different fittings.

Can you please pass this on and get some clarification on which one they would like?

	  Caroma WELS 4 Star Rated 7.5L/min Husk Sink Mixer	 Mondella Mondella WELS 5 Star 6L/min Chrome Cadenza Side Lever Spray Sink Mixer
	\$157	\$118
Product Dimensions (mm)	W:230 H:185 L:60	W:53 H:453 L:203
Package Dimensions (mm)	W:185 H:60 L:230	-
Features	WELS 4 star rated 7.5L/min Solid brass construction for long life Durable chrome finish Flexible soft PEX hoses	WELS 5 Star 6L/min 10 year warranty High quality solid brass construction Chrome finish Mondella Cadenza tapware and bathroom accessories also available
Built-in Water Filter	No	No
Cartridge details	Ceramic Disc	Ceramic disc
Cartridge Size (mm)	35	35
Finish	Chrome	Chrome
Handle type	Single lever	Pin lever
Hardware Inclusions	-	Yes
Hose Description	Flexible Soft Pex Hoses	Braided steel
Litres Per Minute	7.5	6
Maximum operating pressure KPA	1000	700
Maximum Working Temperature (Degree C)	80	80
Minimum operating pressure KPA	150	300
Minimum sink hole requirement (mm)	34	-
Mount Type	Hob	-
Pull out sprayer	Yes	Yes

Kind Regards,
Jordan Chalustowski
Plumber

To: tess@precisekitchens.com.au

Subject: Supply & installation of proposed cabinets for a kitchen.

From: Jeff and Gabrielle – jandgveldink@bigpond.com

Hi Tess,

Thanks for letting us know about the unavailability. Can we please go ahead with the Caroma tap? Due to the minor change I'm happy for Jordan just to go ahead with the works and not submit a variation this time.

Please let me know if you have any questions.

Thanks,

Gabrielle Veldink

Occasion 2

The construction of a pergola at house 7 Cassim Place, Redland Bay.

Email trail

To: jandgveldink@bigpond.com

Subject: Construction of Pergola

From: Tess Veldink – Archgola Queensland

Hi Jeff & Gabrielle,

Thank you for approving the quote for \$20k. Please see attached the official plan of the pergola for your perusal.

Before we start construction there are a few things that we will need to explain such as construction information and processes. These next emails will give you an understanding of the next steps to building your pergola.

Please let me know if you have any questions or issues.

Thanks

Tess Veldink
Contract Administrator

To: tess@archgolaqld.com.au

Subject: Construction of Pergola

From: Jeff and Gabrielle – jandgveldink@bigpond.com

Hi Tess,

Some more information would be great, we are very interest to have a clear timeline of the works being completed with a completion date. Are you able to send that through.

Thanks,

Gabrielle Veldink

To: jandgveldink@bigpond.com

Subject: Construction of Pergola

From: Tess Veldink – Archgola Queensland

Hi Gabrielle,

Statutory approvals, Sustainability & Insurance are the first few things we want to give you insight to. These three things are to be made aware prior to construction.

As quoted the final price does include other trades pricing eg. Electricians and Plumbers and the other trades. Statutory approvals are an official approval, licence or permit that is required by law to complete work. As the contractors are organised by us we will deal with the approvals for you. The approvals will be for electrical and water supply permits throughout the construction of the pergola.

Have you thought about sustainability? Its definitely something to think about it can be expensive but it worth it long-term you will receive more in return and it's a great selling point. For example, for the pergola use energy efficient GPO and lower water pressure taps outside and for the roof you could use Fibre-cement composite roof materials these types of materials have a 60 year warranty on them. Using considered items when building is becoming more and more popular and something that can be beneficial.

As stated in the contract all contractors have valid insurances that cover all works for the jobs. As the builders we will ensure that all insurances are kept up to date and that we have current copies.

Please let me know if you have any issues.

The next email will be in regards to the stages and timeframes with approximately durations.

Thanks,

Tess Veldink
Contract Administrator

To: tess@archgolaqld.com.au
Subject: Construction of Pergola
From: Jeff and Gabrielle – jandgveldink@bigpond.com

Hi Tess,

Thanks for that information, that all makes sense. Please let me know if you need anything from us regarding the permits, insurances etc.

Thanks,
Gabrielle.

To: jandgveldink@bigpond.com
Subject: Construction of Pergola
From: Tess Veldink – Archgola Queensland

Hi Gabrielle,

Please see below the construction process for the pergola.

Please let me know if you have any questions.

Stage 1 Arranging subcontractor and cleaning of the site. This stage includes;

- Arranging subcontractors like Electricians and Plumbers etc
- Organise Earthmover to clear and establish site
- Order the materials with approx. delivery dates eg. Sand, Bricks, Concrete
- **Date Period – Varies as its prior to construction, will start the process on Monday 20th of January**

Stage 2 Slab/base stage. This stage includes;

- A Surveyor will measuring out the design and organise the set out of the site
- Under slab drainage – the Plumber will need to install the pipes which will be under the flooring on the pergola
- Excavation of footings – Prepares the site for building, this should cure with minimum 7 days before the next step
- Brick Base – The Brick layers install a the first brick layers
- Concrete slab – The concreters will complete formwork then pour the slab
- **Date Period – 1-2 weeks approx. 3rd Feb – 17th feb**

Stage 3 Frame Stage. This stage includes;

- A Carpenter will Install the support structure and roof frame
- Bricklayers will start of the brick pillars and the paver flooring
- Electricians will start the electrical wiring for down lights and GPO's
- Plumbers will complete the gutter installation
- **Date Period – 2 weeks – 24th Feb**

Stage 4 Fit-out/ Practical completion stage (the lockup stage doesn't apply as it's a pergola/patio)

- Electrical and plumber fixtures and fittings are installed
- Painters then come in the paint ceiling and internal walls outside
- All trades to have everything installed and ready for the customer to use
- **Date Period – 1-2 weeks – 16th Feb**

As per the timeline the pergola should be functional and be able to be used by the 16th February.

We will keep you updated with our tradesman's and our contractors and try our best to plan everything ahead of time.

Hope this helps understand the construction process a bit more.

Thanks,

Tess Veldink
Contract Administrator

To: tess@archgolaqld.com.au
Subject: Construction of Pergola
From: Jeff and Gabrielle – jandgveldink@bigpond.com

Hi Tess,

Thank for you for the timeline will there be any potential delays that will affect the construction time?

Thanks,

Gabrielle.

To: jandgveldink@bigpond.com
Subject: Construction of Pergola
From: Tess Veldink – Archgola Queensland

Hi Gabrielle,

Yes there are always a number of factors that could affect the construction process.

Availability of materials – Materials are rare or difficult to source may be harder to get. However we try to avoid this by ordering the goods well in advance.

Availability in labour – We have to remember that subcontractors also have other work that they booked in and that the construction sequence is vital to building. We need to organise dates well in advance to ensure they are booked in for when we need them. This is something we have already done.

Weather conditions – Weather can affect the ability for trades to complete their job on time eg. Concreters pouring the slab - This is something that will need to be dealt with when it happens, however we can keep an eye on the weather forecast and potentially go to plan B.

Changing condition – If the job is altered in any way this can cause set back and project timeframes due to potentially new material and labour organisation.

Thanks,

Tess Veldink
Contract Administrator

To: tess@archgolaqld.com.au
Subject: Construction of Pergola
From: Jeff and Gabrielle – jandgveldink@bigpond.com

Hi Tess,

In regards to the changing condition I think Jeff and I have decided to change the bricks. Are you able to provide us with a variation? From my understanding these will need to be ordered asap.

Sorry for the late notice.

Thanks,

Gabrielle

To: jandgveldink@bigpond.com

Subject: Construction of Pergola

From: Tess Veldink – Archgola Queensland

Hi Gabrielle,

No that's fine, I'll get that organised today for you.

We also need to let you know of site establishment requirements. Please read the below.

Access & egress – As per the Work Health and Safety Regulations 2011 all work areas must cater for people enter, exit and move about without any Health and Safety risks. Please ensure your home has clear entryways for the tradesman's around the house during working hours.

Electricity Supply and Water connection – Is this in regards to disconnection and connections. As construction is underway the contractors and ourselves we will be able to organise this and ensure this requirement is undertaken.

Rubbish and waste disposal – We will also organise a permit if necessary for a skip bin to put at the front of your house. I'm thinking that's the best spot, it's close enough but also out of the way.

Site facilities – Facilities such as toilets, drinking and washing water must be adequate. Due to the size of the project we will organise a portable for the tradesmen, we may be able to put them around the other side of the house near the shed. We understand that there may be times when the water and electricity need to be turned off to complete works. In this case we will organise drinking water and generators if needed.

Protection of adjoining owners – Let's neighbours know of the construction, providing them with start dates and contact numbers.

Once construction is underway all the contractors are to take responsibility for everything on the site; for example their own materials, tools and health and safety procedures/requirements.

Throughout the stages of construction we will keep in regular contact, giving you updates and to discuss any queries and variations. Our clients always have the right to access the site however, due to safety reasons we ask that you stay away from the site when the contractors are working. If you would like to go through the site please talk to us first and we can arrange a time.

To avoid confusion and miss communication please ensure you come directly to the Project Manager, or myself, as we will again manage all the subcontractors and their working schedule.

Thanks,

Tess Veldink
Contract Administrator

To: tess@archgolaqld.com.au
Subject: Construction of Pergola
From: Jeff and Gabrielle – jandgveldink@bigpond.com

Hi Tess,

The tradesmen are more than welcome to use our house facilities such as the toilet, bathroom and kitchen. However, it also wouldn't hurt to order the other facilities as a back up, using the other side of the house is fine.

Can I please have the Project Managers number as a back up to yours if I need to call him?

Thanks Gabrielle.

To: jandgveldink@bigpond.com
Subject: Construction of Pergola
From: Tess Veldink – Archgola Queensland

His details are below;

Dan Holt – Project Manager
Number: 0437 678 453
Email: Danh@archgolagld.com.au

Please find attached the variation for the different bricks. Please review and approve.

Thanks,

Tess Veldink
Contract Administrator

CONTRACT VARIATION

Date: Monday 6th January 2020

Builder: Archgola Queensland

Ref: 18012/Variation/V001

Attention: Jeff and Gabrielle Veldink

Project: 7 Cassim Place, Redland Bay

Subject: V001 Change of pavers for pillars and flooring

Jeff & Gabrielle,

Please see attached our variation submission for the change of mind pavers for the pillars and flooring.

Submission value:

\$34.00 per sq metre (0.68 each) – 44 sq. metres to cover
Total additional cost - \$1496.00

Scope/Product

- Adbri Masonry Havenbricks 200x100x50mm pavers – 2200 pavers

Variation start date

Start 3rd February

Authority to proceed

Name:

Role:

Date:

We trust the above meets your approval and we await your issue of a variation order

Tess Veldink

Contract Administrator

To: tess@archgolaqld.com.au

Subject: Construction of Pergola

From: Jeff and Gabrielle – jandgveldink@bigpond.com

Authority to proceed

Name: Gabrielle Veldink

Role: Client

Date: 6th of February

Thanks Tess.

Patio final drawings

