

Example ①.



T&T Corporation Pty Ltd
ABN 98 103 883 558
t/a Townsend Building Services
2/85 West Burleigh Road, Burleigh Heads 4220

Phone: (07) 5587 0200
Fax: 1300 827 329
Email: goldcoast@tbs.com.au

MR DAMIEN QUINN
6A CHARLTON ST,
SOUTHPORT QLD 4215

02.03.2021

Dear MR DAMIEN QUINN,

We are pleased to inform you that Townsend Building Services has received approval from your Insurer to carry out rectification of the damage to your property.

To assist with any questions you may have regarding your home insurance claim, we have created a guide to understanding this process. View or download the guide here: <https://www.tbs.com.au/insurance-claim-guide>.

Our inspection has highlighted that maintenance repairs are required before we can undertake rectification. Maintenance repairs should be undertaken as a matter of urgency as your insurance company may deny any future claim for damage associated with this area. As you are responsible for the maintenance repairs you may use any repairer of your choice, however if we can assist by recommending a repairer, please feel free to contact us. We request that you advise us immediately the maintenance repairs have been undertaken. Your insurance company may require you to provide evidence that the maintenance has been satisfactorily completed.

Your insurance company has asked us to collect the policy excess on their behalf. Payment of this excess is required prior to the commencement of any repairs. We accept most forms of payment; please refer to the attached invoice for further details. The balance of costs will be invoiced to your insurance company at the completion of the job.

Please find enclosed the following:

- An invoice for the policy excess.
- A copy of the scope of works for your records. Please contact this office immediately if you have any queries relating to this document.
- Details of maintenance required to be completed

Upon receipt of your excess payment, notification that maintenance has been completed one of our supervisors will contact you to arrange a suitable time to commence the works.

Please Note:

Before any Insurance repairs can commence you are required to:

- Pay your policy excess.
- Complete your maintenance repairs - have a roofer install a new transitional flashing with a larger upstanding lip and weather the sheet ends adequately.

Your job number is: G65533Q. Where you need to contact us for any reason please quote this number to help us promptly handle your enquiry.

Our records indicate that your contact details are as listed below. Please advise if these are incorrect or you prefer to be contacted on an alternative number.

Mobile Number: 0408 195 234

Should you have any queries feel free to contact us. We look forward to being of service to you.

Yours Sincerely,

Christine Muter

Townsend Building Services



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Australian
business

Builder's Licences: QLD: 1028031
NSW: 187070C

SA: BLD 276967
WA: BC101401

VIC: CDB-U 59131 CCB-L 59130
ACT: 2020270

page 1 of 10



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MR DAMIEN QUINN
6A CHARLTON ST,
SOUTHPORT QLD 4215

Job No: G65533Q
Date: 31 December 2020
Claim Number: 1630024314

Dear MR DAMIEN QUINN,
We have pleasure in providing you with our scope of works for repairs at 6A CHARLTON ST, SOUTHPORT for your approval.

SCOPE OF WORKS

	DESCRIPTION	UNIT	QTY
PRELIMINARIES			
A2	Clean area affected by building works	Allow	1
LOUNGE			
B1	Remove damaged plasterboard from ceiling and supply and fit with new - approximately	sqm	2
B2	install new insulation to match original as near as possible - approximately	sqm	2
B3	Supply bag of R3.5 insulation batts- 430 wide	Allow	1
B4	Paint ceiling and cornice to nearest cut off point - approximately	sqm	46
DINING			
C1	Stain seal damaged ceiling area prior to painting - approximately	sqm	1
C2	Stain seal damaged cornice prior to painting - approximately	lm	3
C3	Scrape / top / set Ceiling with bubbled paint above window corner	sqm	1
C4	Paint ceiling and cornice to nearest cut off point - approximately	sqm	33
C5	Paint walls to nearest cut off point - approximately	sqm	18

NOTE:

No allowance has been made for preparation to existing painted surfaces that may have underlying adhesion problems due to previous poorly prepared surfaces, resulting in flaking or crazing of new paint work. Stipple and paint to match existing as close as possible. Patching stipple may leave a shadow line to the perimeter of the new work.



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2 of 10

All colours, design and material to match as close as possible, subject to availability.

No allowance has been made to identify or work with any asbestos or lead based paint products.

No allowance has been made to move or store any furniture or personal items.

No allowance has been made in our quote to upgrade the roof tie downs, insulation blanket, sarking, battens, any upgrades to meet BAL and AS3959 fire prevention or upgrade of storm water system (if during the repair it is identified the tie downs and / or battens require upgrading or site is classified as a designated bushfire prone area or storm water requires upgrade, a variation will be submitted).

No allowance has been made to repair related hidden or concealed damage or mould revealed during repair or removal of damaged components. As such damage cannot be foreseen, if detected, a variation for repair will be submitted.

No allowance has been made for any mould remediation. If mould is found present during repairs, then a variation will be submitted for the additional works required.

GENERAL

All works will be carried out by licensed tradesmen approved by Townsend Building Services and the site will be clean and tidy upon completion.

Please sign below to indicate your acceptance of the scope of works as outlined above and return the signed form to our office.

Signature: _____ (Please sign)

Name: _____ (Please print)

Date: _____

Disclaimer: Townsend Building Services will try to match colours, designs and materials as closely as possible to originals but will not be held responsible for any differences due to non-availability.



T&T Corporation Pty Ltd
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Email: goldcoast@tbs.com.au

**MR DAMIEN QUINN
6A CHARLTON ST,
SOUTHPORT QLD 4215**

Job No: G65533Q
Date: 31 December 2020
Claim Number: 1630024314

Dear MR DAMIEN QUINN,
MAINTENANCE – INSURED’S CONTRIBUTION TO THE CLAIM

On inspection we identified the following maintenance issues:

- have a roofer install a new transitional flashing with a larger upstanding lip and weather the sheet ends adequately.

In accordance with our agreement with your insurance company, you are required to complete the maintenance prior to us commencing repairs.

We recommend the insured engage an independent qualified repairer to repair this maintenance issue to prevent any further damage.

Please contact our office to advise when maintenance has been completed alternatively please sign below to indicate this maintenance has been completed and return signed form.

Signature: _____ *(Please sign)*

Name: _____ *(Please print)*

Date: _____



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4 of 10



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**MR DAMIEN QUINN
6A CHARLTON ST,
SOUTHPORT QLD 4215**

Wednesday, 17 February 2021

Dear MR DAMIEN QUINN,

Re: Insurance Claim for Property Repairs

Claim No: 1630024314
Our Reference No: G65533Q

Your insurance company has authorised Townsend Building Services to carry out repairs, as detailed on the agreed Scope of Works, at their cost. As previously advised we are unable to commence works until the pre commencement requirements indicated below have been satisfied.

- ☐ Complete any maintenance repairs not covered by insurance
- ☒ Pay us the required excess amount
- ☐ Return the signed domestic building contract and SOW

We would appreciate if you could contact our office urgently to advise your intentions to allow us to progress your repairs.

Should we not hear from you within 14 days we will advise your insurance company that we are unable to proceed with repairs at this time and return the claim to them for a decision on how to finalise your claim.

Please do not hesitate to contact us for any clarification or further assistance.

Yours faithfully,

Joshua Collihole
Townsend Building Services



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5 of 10



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TAX INVOICE

ATT: MR DAMIEN QUINN
6A CHARLTON ST,
SOUTHPORT QLD 4215

Invoice #: G65533XS
Date: 31/12/2020
Insurer: ALLIANZ AUSTRALIA
INSURANCE LTD
Claim/Policy No: 1630024314

Description	Amount (inc GST)
POLICY EXCESS FOR REPAIRS TO THE PROPERTY 6A CHARLTON ST, SOUTHPORT, QLD, 4215.	\$600.00
PAYMENT OF YOUR EXCESS Cheque or Money Order: Payable to 'Townsend Building Services' Credit Card (VISA or MasterCard): Call our Central Accounts Department 07 5587 0270. <i>Credit card payments will incur a surcharge of 2.5% on payments over \$1,500 (Maximum Payment Limit of \$5,000)</i> Direct Deposit Details : Townsend Building Services BSB: 034 215 A/C:598 869. Bank: Westpac Bank Payment Reference: G65533XS Remit to: central.accounts@tbs.com.au 2/85 West Burleigh Road, Burleigh Heads 4220	
GST	\$54.55
Total Inc GST	\$600.00

For all enquires related to your claim please contact your local branch as detailed above.



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6 of 10

Christine Muter

Subject: Variation approved 65533Q

Main - TOBI Ver 6.6.5

File Tell me what you want to do

Select or enter a Job: "+"

Date Insured Last Contacted: Save Intranet

Quotes Notes Estimate Orders Trade Quotes Trade Orders

Estimate Name	Estimate Description	Estimator	Sent Date	Quote Total	Estimated GM	Approved	Approved Date	New Estimate
G65533QEST - Iss1	Original Estimate	Matt Sleigh	22/12/2020	\$2,933.14	32.4%	Approved	31/12/2020	Details Create Quote
Created: 22/12/2020	Completed: 22/12/2020			Assessment Required: ☒	Approved: ☐		\$2,933.00	
G65533QEST - Var1	additional damage after	Christine Muter	21/04/2021	\$3,674.58	28.2%	Approved	27/04/2021	Details Create Quote
Created: 19/04/2021	Completed: 21/04/2021		Unforeseen damage	Assessment Required: ☐	Approved: ☐		\$3,674.57	

Christine Muter

Construction Support

P (07) 5587 0220 | F 1300 TBS FAX (1300 827 329)
A Level 1, 2/85 West Burleigh Rd, Burleigh Heads, QLD 4220

Gold Coast | Brisbane | Sydney | Melbourne | Adelaide | Perth | Toowoomba | Sunshine Coast | Mackay |
Townsville | Cairns | Northern Rivers | Central Coast | Newcastle | Wollongong



Want to find out more? Visit [tbs.com.au](https://www.tbs.com.au)

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MR DAMIEN QUINN
6A CHARLTON ST,
SOUTHPORT QLD 4215

Job No: G65533Q
Date: 27 April 2021
Claim Number: 1630024314

Dear MR DAMIEN QUINN,
We have pleasure in providing you with our scope of works for repairs at 6A CHARLTON ST,
SOUTHPORT for your approval.

SCOPE OF WORKS

	DESCRIPTION	UNIT	QTY
ADDITIONAL WORKS NOT IN ORIGINAL SCOPE			
LOUNGE			
D1	Remove damaged plasterboard from Ceiling and supply and fit with new - approximately	sqm	16
D2	Remove damaged 90mm cove cornice and supply and fit with new - approximately	lm	16
D3	Remove damaged plasterboard from Wall and supply and fit with new - approximately	sqm	1
D4	Remove damaged skirting boards Size 78 x 11 splayed and supply and fit with new - approximately	lm	2
D5	Paint wall to nearest cut off point - approximately	sqm	19.2
D6	Paint skirtings - approximately	lm	8
DINNING			
E1	Remove damaged plasterboard from Wall and supply and fit with new - approximately	sqm	1
E2	Remove damaged skirting boards (Size 78 x 11 splayed and supply and fit with new - approximately	lm	1
E3	Paint skirtings - approximately	lm	1
E4	Paint wall to nearest cut off point - approximately	sqm	11
KITCHEN			
F1	Remove damaged plasterboard from Ceiling and supply and fit with new - approximately	sqm	1
F2	Remove damaged 90mm cove cornice and supply and fit with	lm	1.8



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8 of 10

	new - approximately		
F3	Paint wall to nearest cut off point - approximately	sqm	1
F4	Paint ceiling and cornice to nearest cut off point - approximately	sqm	32
F5	Stain scal beam prior to painting - approximately	sqm	1
F6	Paint beam approx 2 sqm	sqm	2
PRELIMINARIES			
G1	INSURANCE - Home Warranty	Allow	1

NOTE:

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All colours, design and material to match as close as possible, subject to availability.

No allowance has been made to identify or work with any asbestos or lead based paint products.

No allowance has been made to move or store any furniture or personal items.

GENERAL

All works will be carried out by licensed tradesmen approved by Townsend Building Services and the site will be clean and tidy upon completion.

Please sign below to indicate your acceptance of the scope of works as outlined above and return the signed form to our office.

Signature:  (Please sign)

Name: Damien Quinn (Please print)

Date: 04/03/21

Disclaimer: Townsend Building Services will try to match colours, designs and materials as closely as possible to originals but will not be held responsible for any differences due to non-availability.

Christine Muter

From: Supervisor Support
Subject: FW: Vari APPROVAL - Our Ref. G65533Q

From: TBS Admin tbs.admin@tbs.com.au
Sent: Tuesday, 27 April 2021 12:05 PM
To: Supervisor Support supervisor.support@tbs.com.au, Christine.muter@tbs.com.au
Subject: Vari ATP - Our Ref. G65533Q

Claim No. 1630024314
Your Ref. 32559
Our Ref: G65533Q
Owner Name: MR DAMIEN QUINN
Site Address: 6A CHARLTON ST, SOUTHPORT, 4215

AUTHORITY TO PROCEED WITH VARIATION @ \$3,674.57

Christine Muter

Construction Support

T & T Corporation T/A Townsend Building Services

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