

# CUSTOMER CARE



We're here to help you settle into your new Wilson home.



## CUSTOMER CARE

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A member of our team will be in contact with you at each of the following stages of our customerCARE Program to ensure you are settling in well.

- 1. Document supply and recording of information:**  
At key hand over our team has supplied you with a 90 Day Defect Liability Period Inspection List.
- 2. Confirmation of documents received:**  
At the end of the 90 Day Defect Liability Period our team will contact you to discuss any items which you may have noted.
- 3. Inspections:**  
If you have listed items to investigate we will contact you to book a suitable time between Monday to Friday 9am - 3pm for our assessor to attend and carry out an inspection of your listed items.
- 4. Rectification work required:**  
If required, we will contact you to discuss a suitable time for our team to attend and carry out rectification work. We usually conduct any work as required between 8:00am to 4:00pm Monday to Friday.

Our highly experienced customerCARE team will carry out any rectification work and will work safely and professionally in your home.

To assist you further, we have also provided contact details for specific Manufacturer's that hold the Warranties for some of the items in your home, as once you move into your new home, numerous warranties will be transferred directly to the manufacturer. We have also included information on workplace health and safety requirements in new homes to assist you if onsite inspections or work needs to be undertaken.

If you have any questions about this process or any other elements of concern about your new home, you can also contact the team on **03 6213 9990**. Our team is here to help you settle into your new home!

We'd love to hear about your building journey, please feel free to tell us at **customerfeedback@wilsonhomes.com.au**. Thank you for choosing Wilson Homes and allowing us to share in transforming the way you live.

Kind Regards,  
The customerCARE Team

# OUR CUSTOMER CARE TEAM

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## Our team are here to assist you.

The first few weeks of moving into a new home are always full of excitement as you are settling in and appreciating a better way to live. As the proud builder of your new home, the Wilson Homes Customer Care team will be your first point of contact in regards to any defects that you would like to report, any rectification work that is required or any urgent matters that need attention. It is important to flag, that should you engage another trade to repair a defect without first contacting us, it means you will be in breach of your contract and you will be responsible for paying that contractor. So please contact us first to clarify any concerns that you may have.

## Please find below the details of your local customerCARE team:

### Hobart

250 Murray Street, Hobart TAS 7000  
customercarehobart@wilsonhomes.com.au

### Launceston

117-119 Elizabeth Street, Launceston TAS 7250  
customercarelaunceston@wilsonhomes.com.au

### North West

83 Mount Street, Burnie TAS 7320  
customercareburnie@wilsonhomes.com.au

### Service Enquiries

03 6213 9990

### Emergency Enquiries

1300 344 344







# HEALTH & SAFETY IN NEW HOMES

## Work Health & Safety Information

### 1. Our Scope

We are here to make sure any rectification work on your home is completed safely, so there may be specific safety instructions that we both need to follow.

Our team will speak with you in relation to additional safety instructions.

### 2. Our Purpose:

To provide “customerCARE” Work Health & Safety Information for domestic residential buildings whilst the building is occupied as per contractual requirements.

### 3. Our Legal Drivers:

We will complete any work with workplace health and safety at the forefront. Below is a list of relevant TAS Legislation that we abide to:

- Work Health and Safety Act 2012
- Work Health and Safety Regulations 2012
- Codes of Practice
- International and Australian Standards

### 4. Key Responsibilities:

The legislation sets out who is responsible for the Work Health & Safety obligations.

#### They include:

- Client – Owner / Controller of the premises i.e. (Public Liability) Obligations & Duty of Care.
- Wilson Homes – Builder / “customerCARE” – Employer Obligations & Duty of Care.

### 5. Procedure:

Before we get started, it is important that we make sure the work area is safe. Our team will complete a Site Specific Risk Assessment prior to work commencing to ensure safety.

Here is a quick guide on how to get your home ready before our team arrive to complete any rectification work:

- To assist our team and the general public, please consider the availability for us to safely park close to the entrance point (Traffic Management).
- Consider the area of the home

we will be conducting rectification work in and the parts of your home we will use to gain access to this area for instance, the garage, patio or alfresco, and ensure they are easily accessible. You may need to:

- Clear work and access areas
  - Move or relocate furniture
  - Pack away children's toys
  - Remove any mats or items that may cause slips, trips or falls
- To ensure the safety of your family and family pets, consider making the area a 'No Access Zone', to prevent them gaining access to work tools and building materials that our team may need to use to complete rectification work.

#### Please Note:

All measures available to minimise any disruption to the occupants will be utilised. Unfortunately, failure to provide the above safety requirements may delay work commencing in a timely manner.



# OUR EMERGENCY ASSISTANCE PROGRAM

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As part of our commitment to our valued customers, our Emergency Assistance Program has been specifically designed to give you peace of mind that if anything happens in your new home, our team can be contacted and will be available to help.

To help you further, here are some frequently asked questions and answers:

## **What is your Emergency number?**

Our emergency number for urgent matters is **1300 344 344**

## **My situation is life threatening, what should I do?**

If there is a life threatening or emergency situation, the Police, Ambulance or Fire Brigade service should be called. **Dial 000.**

## **When should I call for Emergency assistance?**

To help you, here are some examples of emergency situations where you should call us;

- Burst water service or a serious water service leak
- Fully blocked toilet where all toilets are affected
- Serious roof leak
- Gas leak
- Dangerous electrical fault
- Serious internal water leak causing damage
- Fault or damage which makes the premises unsafe or insecure
- Failure or breakdown of electricity or water supply to the premises.

## **My gas, water, power or another supply service is out, what should I do?**

If you are experiencing a power, water or gas outage, contact your service provider first to determine the issue. If the problem relates to any works carried out by our team, please contact us. Any costs associated with rectification will be covered as part of our ongoing commitment to you as a valued customer.

## **The situation I have was caused by work carried out by Wilson Homes. What should I do?**

As the proud builder of your new home, Wilson Homes is your first point of contact in regards to any defects that you would like to report and any rectification work that is required or any urgent matters that need attention. To report the situation, please contact our team on **03 6213 9990**. Alternatively, if your matter is urgent and after hours, please contact us on **1300 344 344**.

## **The situation I have was caused by work that has NOT been carried out by Wilson Homes. What should I do?**

It is important to flag that should you engage another trade to repair a defect without first contacting us, it means you will be in breach your contract and you will be responsible for paying that contractor, so call us first to clarify any concerns that you may have. You can contact our team on **03 6213 9990**. Alternatively, if your matter is urgent and after hours, please contact us on **1300 344 344**.

## **I'm having issues with a product in my home. Who do I call?**

There are numerous items in your home where the warranty lies with the manufacturer. Please refer to page 5 for a list of items along with contact details for the manufacturers.

**Service Enquiries**  
**03 6213 9990**

**Emergency Enquiries**  
**1300 344 344**



## MANUFACTURER'S WARRANTY CONTACT DETAILS

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Your new home has numerous items where the manufacturer will be responsible for the warranty once you have moved in. If there is a warranty problem, please contact the appropriate company for any warranty enquiries or concerns.

### Harvey Norman Commercial

For all your home appliances, these include: Oven, cooktop, rangehood, microwave, dishwasher, fridges, washing machines and dryers.

☎ 03 6248 3344

✉ [cambridgecommercialservice@au.harvey](mailto:cambridgecommercialservice@au.harvey)

### Fisher & Paykel

☎ 1300 650 590

✉ [au.spareparts@fisherpaykel.com](mailto:au.spareparts@fisherpaykel.com)

### Artusi

☎ 1300 856 412

✉ [customercare@eurolinx.com.au](mailto:customercare@eurolinx.com.au)

### Ilve

☎ 1300 856 411

### Steeline Roller Doors

☎ 03 6273 1577

### Thermann Hot Water Systems

☎ 1300 412 612

### Rheem Australia

☎ 131 031

✉ [warrantyenquiry@rheem.com.au](mailto:warrantyenquiry@rheem.com.au)

### Degree C

(Actron Ducted Air Conditioning)

☎ 1300 665 753



**1300 595 050**  
**wilsonhomes.com.au**

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