

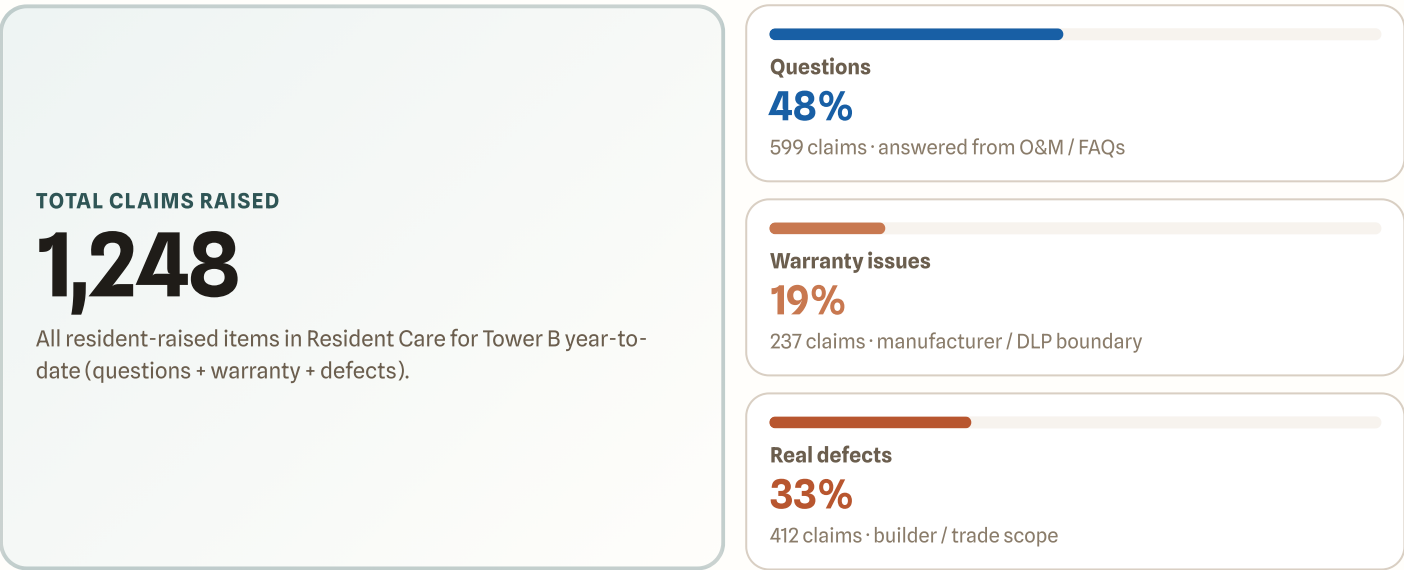
Harbour Residences • Tower B

Resident Care outcomes

Typical mid-rise residential project after practical completion. Residents raise claims in Handover Care; the builder’s care team triages questions, warranty issues, and real defects against project knowledge — so site effort focuses on defects that need trades.

BUILDER Meridian Homes (mock)	PROJECT Harbour Residences • Tower B	LOTS 412 apartments	REPORTING PERIOD 1 Jan – 29 Sep 2026
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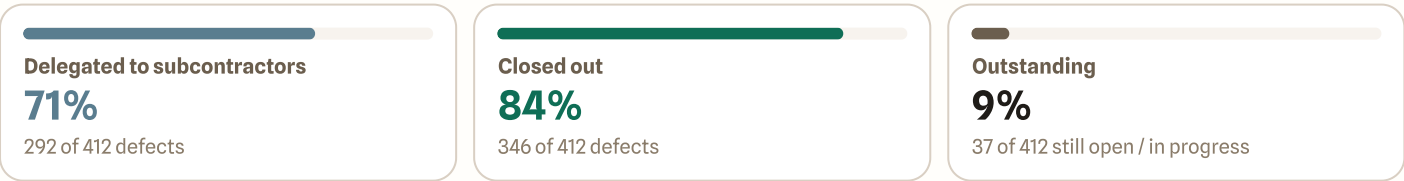
1. Claims to date



Takeaway: Two-thirds of inbound claims (48% questions + 19% warranty) never needed a builder defect workflow — residents still got a clear answer or the right warranty contact.

2. Real defects — disposition

Of **412 real defects** (33% of all claims):



3. Subcontractor delegation (real defects)

SUBCONTRACTOR	TRADE	DEFECTS	% OF DELEGATED	STATUS MIX
Northside Joinery Pty Ltd	Joinery / doors	96	33%	79 closed 17 open
AquaLine Plumbing	Plumbing / wet areas	64	22%	60 closed 4 open
Volt & Co Electrical	Electrical	53	18%	49 closed 4 open
SealRight Waterproofing	Waterproofing	44	15%	35 closed 9 open
FireStop Solutions	Fire stopping	35	12%	31 closed 4 open

Delegated total = 292. Remaining 120 real defects were closed by builder care / inspection without a subcontractor card (e.g. adjustment, minor make-good, or resident-accepted maintenance).

Inspection coverage of real defects

Care inspections package real defects into efficient site runs. Coverage below is % of open real defects assigned onto each run at the time the inspection was locked.

4. Inspections

INSPECTION	DATE	STATUS	UNITS	DEFECTS ON RUN	COVERAGE*
Wet areas & services · Tower B	18 Sep 2026	Completed	86	148	94%
Joinery & outstanding DLP · Tower B	2 Oct 2026	Scheduled	28	34	97%

*Coverage = share of then-open real defects (builder scope) that were placed on that inspection. High coverage means few orphan defects left outside a scheduled visit.

5. Inspection summary

Inspections (completed + scheduled)
2
1 completed · 1 scheduled · 18 Sep → 2 Oct 2026

Avg. defect coverage per inspection
96%
Across 2 runs · 182 defect placements · 114 unit visits

Operational story: Of 1,248 claims, only 412 were real defects. Of those, 71% went to named subcontractors, 84% are already closed out, and just 9% remain outstanding — nearly all of which sit on the next scheduled inspection with 97% coverage.