



THE RIGHT BUILDER

Everybody needs to know they have selected the right builder

CHOOSING THE RIGHT BUILDER IS ONE OF THE MOST IMPORTANT DECISIONS YOU'LL EVER MAKE



There is an old saying "long after the price is forgotten, the quality remains". Nothing could be more appropriate when it comes to building with Neater.

With three generations of residential building experience we have discovered the best way to run a healthy and prosperous building company, where clients want to come back time after time. Our previous projects are an example of the companies' ongoing commitment to quality. This is reflected by the glowing testimonials provided by past clients in our testimonials section.

An important part of customer care is the relationship we build with you, before, during and after the construction of your new home. We're with you every step of the way

starting with your initial consultation with our licensed Builder Col Neate and our architectural building designer. Both have extensive experience within the housing and construction industry. Both will take time to discuss and learn exactly what it is you require in your home and they will help you select suitable design features which will complement and satisfy your needs as well as the geographical location of your property. To enable us to proceed with conceptual design details we ask you to enter into a Preliminary agreement and pay a modest deposit, this will formally engage our services.

The agreement outlines the extent of our engagement and associated upfront costs attributed to a Contour Survey, Soil Test Investigation and Architectural Concept Design. Upon your acceptance, the first item on our agenda is for Col Neate and our Building Designer to meet with you on site to discuss your building ideas as well as the prevailing elements which could influence the way you live.

Some of your most important decisions will be made at this time, such as designing to take advantage of the harsh North Queensland summers and humid wet season. Items to consider:

- The amount of earthmoving required. (Positioning your home to take advantage of the views without creating drainage issues)
- The direction of prevailing breezes. (They will cool your home through the long hot and humid summers)
- The direction the sun rises and sets. (So that you don't have hot family areas and bedrooms from the afternoon Western sun)
- The direction storm water runoff will take during torrential rain. (Alleviate flooding and ponding around the home, which causes subsidence)
- The soil assessment and type of foundation required. (So your future investment doesn't crack up)
- The location of survey pegs. (So your home is built on your land and not your neighbours) ouch!

PEACE OF MIND

Throughout the entire design and construction process we keep you informed, be it with emailed PDF concept design plans to digital photographs of your project from start to finish. You will feel involved and excited about you project as well as part of the team.

All construction methods are in accordance with the Building Code of Australia and Queensland edition of the Australian Domestic Construction Standards and the Timber Research & Development Advisory Council of Queensland.



QUALITY POLICY STATEMENT



At Neater Constructions it is the primary objective of management and staff to provide continuity of product, service and processes, which conform to our customers' agreed contractual requirements. To achieve this objective it is our policy to establish and maintain an effective and efficient quality system planned and developed in conjunction with critical work processes. Determination of conformance of work to contract requirements is made on the basis of objective evidence of quality.

The Neater Constructions Quality System is based on the requirements of the Australian and New Zealand Quality Management Standard AS/NZS ISO 9001:2008 and this system is continually reviewed to maintain its effectiveness. We are committed to the implementation and maintenance of our quality policies in all aspects of our company procedures and this commitment is sought from our suppliers and subcontractors.

We do it once and we do it right.

AFTERWARDS

There are times when a new building will require maintenance. We treat this as importantly as we would the commencement of your project. With residential, the initial maintenance period commences at handover and runs for 6 months.

Our maintenance is important to us and we welcome feedback at all times (maintenance is very important to us). All our maintenance work is carried out by a dedicated experienced team whose job is to assess and fix the problem immediately.



This covers the following:

- Any defects which results from the failure of Neater Constructions to meet industry standards for construction and finish.
- Any defect which is of a kind which commonly occurs during the settling in period of a new building (e.g. settling doors and windows / cracked plasterboard and cornice joints).
- Any defective electrical fixtures and fittings (e.g. fans / lights).

Through the Home Owners Protection Act, the Queensland Building Construction Commission offers a 6 year and 3 month structural guarantee over the residence, ensuring that all major defects are attended to by the builder.

Our record is impeccable when it comes to this. We thank you for sparing us a few minutes to find out the pride & workmanship we put into all of our home projects.

Choosing the right builder is one of the biggest decisions you'll ever make, we hope we have made your decision easier.