

**Defects notification form**





## **Defect rectification procedure during defects rectification period**

Defects / faults are defined as all unplanned events and breakdowns. Defects / faults will be categorised in one of four priorities as detailed below (although these lists should not be considered exhaustive). All reported faults must be completed within the time scales indicated.

The term defect shall mean that as defined within the terms and conditions of the building contract. In simple terms defects are items that have failed as a result of the way in which they were manufactured and / or installed and not as a result of lack of maintenance. The procedure for notifying defects will be as follows;

1. Tenant calls/ emails Primary Asset.
2. Tenant issues defect sheet to Primary Asset and copies in the employers agent and contractor.
3. Contractor remedies defect within timescale as set out above.
4. Contractor confirms that remedial works are complete, notification to Primary Asset and tenant.
5. Tenant confirms remedial works are complete and signs off defect sheet.

### **A EMERGENCY DEFECTS - to be made good within 24 hours**

Category A faults are those that directly affect the operation of the installation or have health and safety implications:

- Gas leaks
- Dangerous electrical faults
- Complete lighting failure
- Serious water leaks
- Blocked drains
- Dangerous structures
- Breakdown of heating / AC system
- Breakdown of lift installation
- Failure of fire alarm system
- Failure of hot and cold water services
- Failure of security system
- Failure of ventilation system
- Failure of voice and data cabling

### **B SERIOUS DEFECTS - to be made good within 7 days**

Category B faults are those which, if left unattended, will lead to a service affecting situation:

- Failure of heating system
- Roof leaks
- Electrical faults
- Mechanical faults
- Plumbing faults

### **C ROUTINE DEFECTS - to be made good within 4 weeks**

Routine defects are all defects, shrinkages that create health and safety implications and other faults which are not emergency defects or serious defects.

### **C GENERAL DEFECTS - within defects liability period (12 months)**

All such defects are to be made good at the end of the defects liability period in accordance with the terms and conditions of the building contract. It is quite normal for new buildings to settle and move and for cracks to appear during the first year after completion as the building dries out and settles. These are not defects as such, and will generally be attended to at the end of the defects period, unless they present an infection control risk.

