

Non-Completion Claim Form

Before you start the Non-Completion Claim Form

When to lodge a claim for Non-Completion

You should complete this form if your construction work is not complete and you have terminated your contract with the contractor due to their default.

If you need help terminating the contract please see the fact sheet on our website: https://www.qbcc.qld.gov.au/sites/default/files/How_to_terminate_a_building_contract.pdf

If the date of your contract is on or after 28 October 2016 you do not have to terminate the contract if the contractor:

- has died, or in the case of a company, has been deregistered
- has had their licence cancelled and they are bankrupt, or in the case of a company, in liquidation.

If the construction work has been completed but you have concerns about defective work then you should complete a Residential and Commercial Construction Work Complaint Form. If your work isn't complete, but you have defects in what has been completed, then you are in the right place.

Lastly, we wish to recommend the following if you have terminated your contract:

- Secure the building site from all unauthorised parties
- Do not make any further payments to your contractor, even if the contractor is still requesting them
- Do not make any payment to subcontractors (eg plumbers, painters etc).

Who can lodge?

Property owner - You are the owner of the house/unit where building work or renovations have or are being undertaken.

Body corporate - You represent the body corporate of a residential complex where building work or renovations have or are being undertaken. Your complaint relates to common property only and does not relate to a single unit.

Authorised agent - If you have authorised someone to act as your agent, they are eligible to lodge on your behalf.

How to complete this form

- To assist the QBCC in assessing your claim please complete all relevant sections of the form.
- Read the check list below to find out which documents you need to supply (Do not send originals as we cannot return them).
- We cannot assess your claim without the mandatory documents.

What documents to include

Mandatory documents

- Evidence of contract termination, eg. A copy of all termination notices and any other correspondence about terminating the contract sent to the contractor
- Building Contract including all terms and conditions
- Contract Specifications if referred to in your contract
- · Approved building plans if applicable in your circumstances, i.e. the work requires approval
- Council development/Building Approval if applicable in your circumstances, ie the work requires approval
- Contract variation documents
- Evidence of payments made to the contractor e.g. copies of receipts issued by the contractor

Other useful documents:

- Engineering or other types of Inspection Certificates for work completed to date
- Quotes to complete work
- Evidence of Site Work not having commenced if making a claim for refund of deposit
- Pest inspection report
- Drainage plan
- Written notification to contractor alerting to non-completed work
- Relevant correspondence between you and the contractor

This may not be all the information we will need to assess your claim, we may contact you after lodgement of your claim to request more documents.



Non-Completion Claim Form RESIDENTIAL CONSTRUCTION WORK

Completing this form

- Use BLACK pen only
- Print clearly in BLOCK LETTERS
- DO NOT use correction fluid any amendments should be crossed out and initialled

Before you submit this form, carefully read the information provided on pages 1 and 2 for a complete list of evidence and documents needed to process your complaint. **Post this form to**: GPO Box 5099 Brisbane QLD 4001, or drop it off at your nearest QBCC office.

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6. OTHER INFORMATION (continued)

Please tick either YES or NO for each question.	YES	NO
Have you previously had any other complaint lodged with QBCC?		
If yes, when was it lodged?		
What was the case number?		
Case number		
Has this matter been the subject of a settlement/mediated agreement?		
If yes, please provide a copy of the agreement.		
7. BUILDING WORK Q1. What type of work does your complaint relate to? Construction of a new home (go to 0)	Q1A below) OR	•
(go to Construction of a new nome (go to Construction of a new nome)	VIA Delow) OR	•
Trade work - e.g. landscaping, tiling, painting Renovation Swimming pool Extensi	on 🔲	
Other (please specify)	(go to Q1	B below)
Q1A. What stage is the work up to? (New home construction)		
Deposit paid Base stage Frame stage Enclosed stage Fixing	ng stage	
Q1B. What stage is the work up to? (Renovation or trade work)		
You must provide a copy of your building contract and/or quotation.		
Please tick which item/s you have supplied: Building contract Quotation Invoice		
8. HAS WORK STARTED ON SITE?		
Work has not started if all that has occurred is earthmoving, excavation or demolition. For a house, cons footings are commenced. For a renovation, work commences when something has been physically characteristics.		when
Has work started on site? YES NO		
Only complete this section if building work has NOT started.		
Date contract signed: D D / M M / Y Y Contract amount: \$		
Date deposit paid: D D / M M / Y Y Amount of deposit paid \$		
	· [
Were any other payments made? If so, provide details		
Only complete this section if building work has started.		
Date contract signed: D D / M M / Y Y Contract amount: \$		
Date work commenced: D D / M M / Y Y Cost of variations \$		
Date of final payment: D D / M M / Y Y Payments to date: \$		
When did the work stop?: D D M M Y Y Amount still owing: \$		

9. OTHER HELP Have you asked any other organisation for help? If yes, which organisation was it? Queensland Civil and Adminstrative Tribunal District or Magistrates Court Application no. Have they helped so far? YES If yes, what help have they given you? (Use the space provided below) 10. DEFECT LIST? In addition to the work not being complete, is any completed work defective? Yes Not that I know of If yes, please fill out the template after Section 11 (Declaration). List all of the defects. Accurate completion of this section wil allow us to have a greater understanding of your complaint. 11. DECLARATION I/We understand that the documentation submitted with this form may be made available to other parties under the Right to Information Act 2009 or Information Privacy Act 2009. I declare the information provided in this claim form is correct to the best of my/our knowledge that as per Section 108C of the QBCC Act, providing information to the Commission that I know to be false or misleading is committing an offence that could lead to prosecution. (a) The Insured has duty to the QBCC to act in utmost good faith in respect of any matter arising under or in relation to this policy. (b) This duty includes, but is not limited to, as responsibility to disclose to the QBCC every matter the Insured knows, or could reasonably be expected to know, which may be relevant to a determination of the liability or the extent of the liability of the QBCC to pay a claim under this policy. (c) If the Insured fails in the duty of utmost good faith, the Insure is liable to pay the QBCC any amount paid in excess of the QBCC's actual liability to pay for loss under this policy, and the QBCC may recover such a sum accordingly.

QBCC also retains the right to disclose the information provided via this form to external parties and consultants

Date

I/We declare the information provided in this complaint is correct to the best of my/our knowledge

Signature

for the purposes of assessing and resolving the Non-Completion Claim.

Print name

Internal complaint items

INTERNAL

EXTERNAL

BODY CORPORATE

BODY CORPORATE
EXTERNAL

Step 1. Enter Item number and date. Step 2. Tick Location/Room and/or component. Step 3. Write a brief concise description of each item. Step 4. Add a reference for your photos if including them

Item no.	Date item noticed	Room/location of item (select only one per item)		Component (select only one per item)	Brie	Brief description	
		Bathroom/ensuite X	Living room	Cabinetry	Floor		
۵.	1)	Bedroom	Dining room	Ceiling Plum	Plumbing		
_	12/10/15	Kitchen	Laundry 🔲	Door Window Stairs and steps		Cracked tiles in the snower.	
		Office/rumpus	Loft/roof space	Fixtures and fittings	Walls X		
		Bathroom/ensuite	Living room	Cabinetry	Floor		
		Bedroom	Dining room	Ceiling Plum	Plumbing		
		Kitchen	Laundry	Door Window Stairs and steps	steps		
		Office/rumpus	Loft/roof space	Fixtures and fittings	Walls		
		Bathroom/ensuite	Living room	Cabinetry	Floor		
		Bedroom	Dining room	Ceiling Plum	Plumbing		
		Kitchen	Laundry 🔲	Door Window Stairs and steps	steps		
		Office/rumpus	Loft/roof space	Fixtures and fittings	Walls		
		Bathroom/ensuite	Living room	Cabinetry	Floor		
		Bedroom	Dining room	Ceiling 🔲 Plum	Plumbing		
		Kitchen	Laundry 🔲	Door Window Stairs and steps	steps		
		Office/rumpus	Loft/roof space	Fixtures and fittings	Walls		
		Bathroom/ensuite	Living room	Cabinetry F	Floor		
		Bedroom	Dining room	Ceiling Plum	Plumbing		
		Kitchen	Laundry	Door Window Stairs and steps	steps		
		Office/rumpus	Loft/roof space	Fixtures and fittings	Walls		
		Bathroom/ensuite	Living room	Cabinetry	Floor		
		Bedroom	Dining room	Ceiling Plum	Plumbing		
		Kitchen	Laundry 🔲	Door Window Stairs and steps	steps		
		Office/rumpus	Loft/roof space	Fixtures and fittings	Walls		
		Bathroom/ensuite	Living room [Cabinetry F	Floor		
		Bedroom	Dining room	Ceiling Plum	Plumbing		
		Kitchen	Laundry	Door Window Stairs and steps	steps		
		Office/rumpus	Loft/roof space	Fixtures and fittings	Walls		

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External complaint items

INTERNAL

EXTERNAL

BODY CORPORATE EXTERNAL

Step 1. Enter Item number and date. Step 2. Tick Location/Room and/or component. Step 3. Write a brief concise description of each item. Step 4. Add a reference for your photos if including them

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no.	Date item noticed	Location of item				Brief description	Photo reference
		Building foundations	Pools	Doors	Windows		
_	12/10/15	Building systems i.e. termite barriers, fire safety, alarm systems	Roof and related structures i.e. guttering, soffits and eaves	Fences, walls and retaining walls	Water tanks	External stair treads are loose and timber is splitting.	Photo 2
		External walls (building or dwelling)	Structures on property i.e. shade sails	or storm water Stairs and steps	and garages Decks and patios		
		Building foundations	Pools	Doors	Windows		
		Building systems i.e. termite barriers, fire	Roof and related structures i.e. guttering,	Fences, walls and retaining walls	Water tanks		
		External walls (building or dwelling)	Structures on property	Site drainage or storm water Stairs and steps	Sheds, carports and garages Decks and patios		
		Building foundations	Pools	Doors	Windows		
		Building systems i.e. termite barriers, fire safety, alarm systems	Roof and related structures i.e. guttering, soffits and eaves	Fences, walls and retaining walls			
		External walls (building or dwelling)	Structures on property i.e. shade sails	or storm water Stairs and steps	and garages Decks and patios		
		Building foundations	Pools	Doors	Windows		
		Building systems i.e. termite barriers, fire safety, alarm systems	Roof and related structures i.e. guttering, soffits and eaves	Fences, walls and retaining walls			
		External walls (building or dwelling)	Structures on property	or storm water Stairs and steps	and garages Decks and patios		
		Building foundations	Pools	Doors	Windows		
		Building systems i.e. termite barriers, fire safety, alarm systems	Roof and related structures i.e. guttering, soffits and eaves	Fences, walls and retaining walls			
		External walls (building or dwelling)	Structures on property i.e. shade sails	or storm water Stairs and steps	and garages Decks and patios		
		Building foundations	Pools	Doors	Windows		
		Building systems i.e. termite barriers, fire safety, alarm systems	Roof and related structures i.e. guttering, soffits and eaves	Fences, walls and retaining walls			
		External walls (building or dwelling)	Structures on property i.e. shade sails	or storm water Stairs and steps	and garages Decks and patios		
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Body corporate - internal complaint items

INTERNAL

Step 1. Enter Item number and date. Step 2. Tick Location/Room and/or component. Step 3. Write a brief concise description of each item. Step 4. Add a reference for your photos if including them

EXTERNAL

BODY CORPORATE INTERNAL

BODY CORPORATE EXTERNAL

no. Date item noticed 12/10/15 Unit or location Basement Building systems Electrical (fire safety) Location of item Building systems HVAC (Aircon) Building systems HVAC (Aircon) Building systems HVAC (Aircon) Building systems HVAC (Aircon) Building systems Hydraulic Building systems Hydraulic Building systems HVAC (Aircon) Building systems Hydraulic Building systems HVAC (Aircon) Building systems Hydraulic Building systems Hydraulic Building systems Hydraulic Communal space i.e. laundry Communal space i.e. laundry Communal space i.e. laundry Communal space i.e. laundry Stairs and steps Stairs and steps Stairs and steps Stairs and steps Fire separating walls Stairs and steps Stairs and steps Fire separating walls Fire separating Fire separating Fire separating walls Fire separating walls Glass and glazing Escalators | Escalators [__ Escalators Escalators Escalators Escalators ___ Carpark Carpark Carpark Carpark [Carpark ___ Carpark 🗶 Lifts Lifts ___ Lifts Lifts Lifts Lifts Shops, offices [and amenities Shops, offices and amenities Hallways and corridors Hallways and corridors Hallways and corridors Hallways and Hallways and corridors Hallways and Gymnasium ___ Gymnasium Gymnasium Gymnasium _ Gymnasium L Gymnasium _ corridors Concrete floor is cracked and lifting in two places. **Brief description** reference Photo 1 Photo

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Body corporate - external complaint items

INTERNAL

EXTERNAL

BODY CORPORATE INTERNAL

BODY CORPORATE EXTERNAL

Step 1. Enter Item number and date. Step 2. Tick Location/Room and/or component. Step 3. Write a brief concise description of each item. Step 4. Add a reference for your photos if including them

Item no.	Date item noticed	Unit or location	Location of item	Brief description	Photo reference
1	12/10/15	Unit 2A	Building systems termite barriers, fire Safety, alarm systems Pool Safety, alarm systems Pump room hydraulics Fire safety External wall External wall External wall Fire separating walls Building foundations Fences, walls and related partices and paths Roof and related priveways and paths Structures i.e. guttering, soffits and eaves Stairs and steps Site drainage and storm water	Fire separating walls have not been constructed in accordance with Australian Standards.	Photo 2
			Building systems termite barriers, fire Building foundations Fences, walls and termite barriers, fire Pump room hydraulics i.e. shade sails, Fire safety Structures on property and paths Structures i.e. guttering, Structures and eaves sheds, carports Stairs and steps Stiedrainage (building or dwelling) External wall Fire separating walls Decks and patios and storm water		
			Building systems Building foundations Fences, walls and termite barriers, fire Building foundations retaining walls Pool safety, alarm systems Pump room hydraulics hydraulics shade sails, and paths structures lie. guttering, sheds, carports External wall Fire separating walls Stairs and steps and storm water (building or dwelling)		
			Building systems termite barriers, fire Safety, alarm systems Pump room hydraulics hydraulics Structures on property hydraulics Shade sails, and paths Structures ie. guttering, sheds, carports Stairs and steps External wall Fire separating walls Decks and patios and storm water		
			Building systems termite barriers, fire Building foundations Fences, walls and termite barriers, fire Pump room hydraulics i.e. shade sails, and paths structures i.e. guttering, sheds, carports Stairs and steps Structures and storm water Decks and patios External wall Fire separating walls Decks and patios Building systems Pences, walls and Pool Records Roof and related and paths structures i.e. guttering, soffits and eaves Stairs and steps and storm water		