

Strata Services Scope of Works Guide

This guide is to assist Strata Managers in communicating a work order or quote request details to service providers. It outlines the information service providers need to effectively produce quotes and complete the repairs safely and efficiently.

The benefits in issuing a work order or quote requests using the Scope of Works guide include:

- Saving time - less emails and calls to obtain or clarify building / work details.
- Reduced workload - sufficient information provided up front for service providers to give a detailed quote or invoice.
- Like-for-like quotes - for easy comparison.
- Less involvement in site access.
- Reducing risk - ensuring compliance and insurances are reviewed.
- Performing due diligence.
- Helping Owners Corporations to make an informed decision.

This document can be used simply as a guide or by pasting the Scope of Works section into a work order or quote request. You should tailor the document to your own needs before issuing to service providers.

NOTE:

- Multiple quotes may be required for insurance related work or works over a specific value.
- If the cost of work is greater than \$5,000, you will require:
 - a scope of works
 - plans and specifications
 - a consumer building guide.

You may also need Design and Building Practitioners.

It would be good practice to ask for a list of recent examples of similar work in strata properties.

STANDARD DETAILS TO INCLUDE IN WORK ORDER OR QUOTE REQUEST

- Work order or quote request
- Work order or quote request number
- Urgency (deadline for quote and/or required work commencement date)
- Confirmed common property
- Client name (to be shown on the invoice)
- Client email
- Address of site
- Lot / apartment number(s)
- How to obtain access
- Location of work
- Description of work or detailed scope of works (if work is more complex)
- Photos / documents relevant to the work
- Contact name and details for questions
- Plans / drawings

LICENCING

- Please refer to NSW Fair Trading

INSURANCE REQUIREMENTS

- Contract works insurance, workers compensation, public liability insurance

WORK HEALTH AND SAFETY REQUIREMENTS

- Advise if an Asbestos Register is available
- If working at heights, include height safety instructions and system certification
- Include Health and Safety Policy and SWMS