



Building consultancy

Strata services



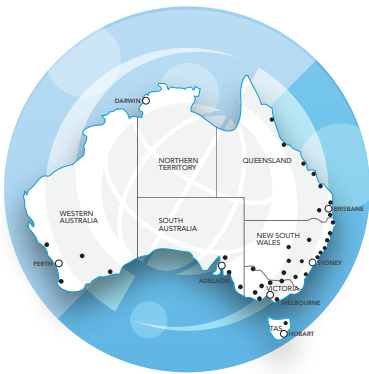
Overview

The Building consultancy division of Sedgwick provides tailored strata management solutions.

At Sedgwick's Building consultancy division, we understand the complexity of strata claims when it comes to managing all stakeholders. Our tailored solution for strata claims includes:

- 50 building consultants
- 10 construction & remediation experts
- 5 quantity surveyors
- 5 structural engineers
- 43 office locations

Our network is staffed by a highly experienced team of experts including; building consultants, quantity surveyors, construction managers and engineers.



Are you experiencing building-related defects/issues in your strata and not sure what to do or where to turn?

In most cases, a building defect is the result of poor execution of basic construction practises and a failure to comply with minimum building standards.

The Building consultancy division is a team of specialists in defect identification and remediation. Our defects assessment teams have

inspected more than 20,000 properties and provided remedial solutions for over 100,000 building defects, ranging from basic painting defects to complex structural and waterproofing failures.

We have trained more than 100 experts in the field of defect diagnostics and remedial solutions.

We partner with governments, commercial insurers, strata groups and body corporates.

We offer total end to end solutions for strata including:

- Defect identification & remediation
- Combustible cladding risk management
- Causation
- Scoping and rectification
- Quantity surveying
- Forensic engineering
- Project management
- Building maintenance
- Building condition assessments
- Technical training - addressing building issues
- Surveys and valuations
- Risk management
- Initial response, emergency mitigation, and restoration

We work collaboratively with clients

Our building and insurance experience makes us a market leader in our field, allowing us to work with owners corporations to customise solutions to meet your needs. We are experts in managing the many stakeholders, complexities and special requirements of strata.

Our team of building experts work to ensure the assessment of strata claims are consistent and accurate, to identify maintenance requirements, to provide improvement recommendations and, in extreme cases, identifying National Construction Code compliance issues for consideration.



Case study

The Building consultancy division was engaged to assist the owners corporation in the management of a large and complex A\$4.75m rectification project. The strata consists of 50 residential units, with commercial premises consuming the ground floor. The project commenced as the result of water ingress issues due to defective buildings works, with the cost to be fully funded by the owner's corporation, with no insurance coverage available.

Service provided

Over the 4 year life of the project we provided a range of services to the owner's corporation including, but not limited to:

- Determining cause
- Scope of works
- Tender management
- Cost validation
- Management of rectification works

Due to the size and complexity of the program of works, a staged approach was taken to ensure that all rectification works were completed in a logical and methodical way. This approach ensured the best outcomes for the strata in

terms of having the property reinstated to a compliant status, as well as aligning cost management with the Owner's requirements in funding the repairs.

Difficulties & learnings

As with any large and complex project there are many challenges and learnings to be had along the way, and this project was no different. There were many elements at play that required specialised management and attention, some of which are listed below:

- Management of owner's expectations
- Management of tenants
- Access constraint
- Noise and dust complaints

Compounding the above and one of the largest complications on jobs of this nature, is that not all defects and works required are known at the commencement of the project (concealed defect/issues). Quite often, after the invasive works commence, new defects are identified that also required rectification.

This can be a challenging time for all involved. The key to successful management in such situations begins with clear open communication. This

was essential to assist the owners in understanding that the defects identified along the way need to be resolved, prior to reinstating those initially identified. This scenario often placed the owners under considerable financial stress. With empathy and understanding being core to the division's values and approach, we were able to work through and resolve these issues.

The above further cements our understanding of the complexities and complications associated with strata and how to work with all parties in such situations. Our capability to recognise and adapt to the specific needs of all stakeholders to generate the desired outcomes is a skill in of itself.

Savings & achievements

Challenges are what we specialise in. This project provided us with many opportunities to rise to the occasion and offer alternative and often customised solutions to ensure that the project progressed and was completed on time and on budget.

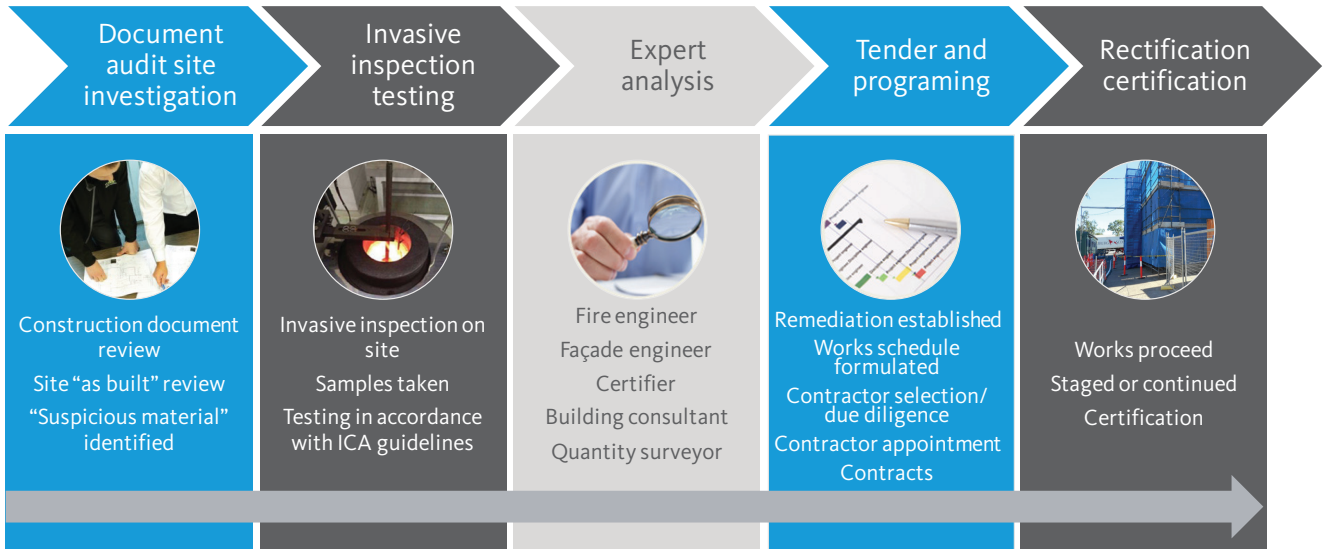
- Building consultancy division ensured the correct experts were appointed at the right time.
- Scoping was undertaken by us on all variations to mitigate/eliminate scope creep.
- Continuous reconciliation of progress payments, ensuring only work completed was paid for.

By thinking outside the box, the Building consultancy division was able to provide guidance and draw on our expertise in managing remedial works of similar nature to provide the most cost-effective outcomes, whilst at the same time implementing the best solution for the owner's corporation, in the most efficient time frames. A win, win for all.

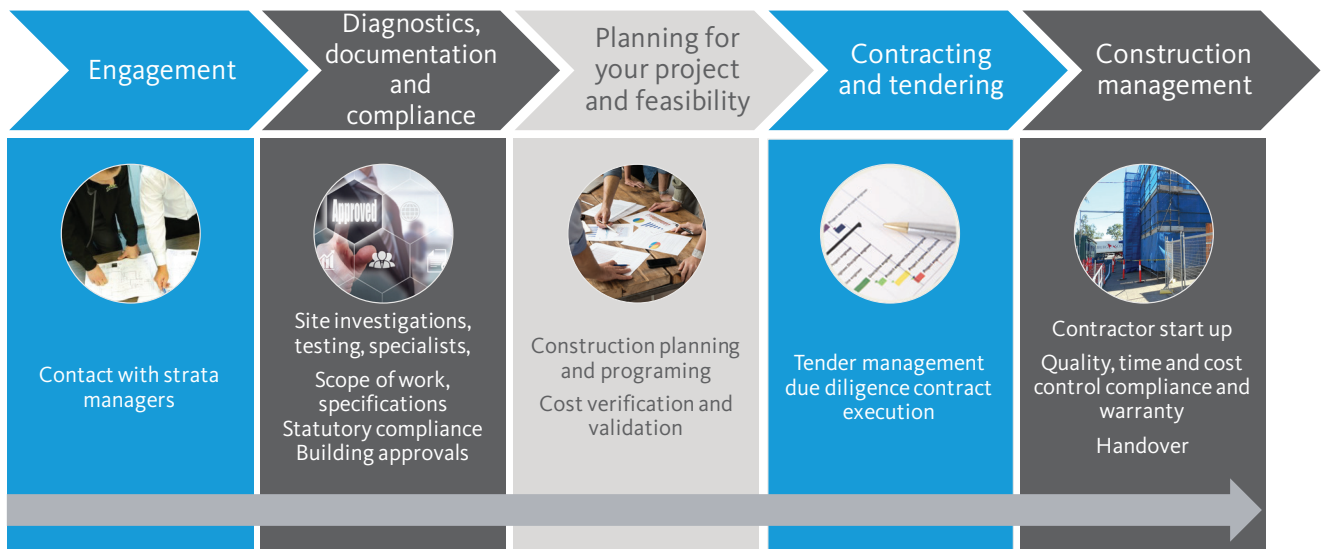


Our project management approach

Combustible cladding risk management



Defect identification and management



For more information:

Edwina Feilen
Manager, Business Solutions



T +61 2 9934 5079
M +61 424 750 900
E edwina.feilen@au.sedgwick.com

Building consultancy division

T 1300 735 720