

# GUIDE FOR CONTRACTORS WORKING WITH H+D REAL ESTATE



## COMPLIANCE, INSURANCE AND CERTIFICATION

### Contractor Information

In order for Perpetual Strata Management to engage your company for works (i.e. quotes, work orders and maintenance) please ensure that all current compliance, insurance and certification information is up to date. If any of the above is out of date, Perpetual Strata Management will not be able to engage your services for works.

Relevant information required includes:

- Worker's Compensation Certificate of Currency
- Public Liability Certificate of Currency
- Certification and/or License Number (if applicable)

Additionally, please ensure that all contact information provided is current, including:

- Email for remittance
- Email for quote requests and/or work orders
- Postal address
- Phone number

All information is to be sent to Perpetual Strata Management administration staff to update on our systems.

## QUOTE REQUESTS AND WORK ORDERS

### H+D Real Estate Expectations

#### QUOTE REQUESTS

H+D Real Estate organises quotations on behalf of buildings and Strata Committees; particularly works that are invasive, timely and costly.

Quote requests sent from our office will include information on:

- The nature of work to be quoted on and all available information provided by the Committee or the reporting party.
- On-site contacts
  - *Shared Common Areas*  
Requests for works to a property's shared or common areas and structures will usually have a Committee Member as the site contact. Contractors are to contact the relevant Committee Member directly to arrange a time to access the site and, in some instances may do a walk-through of the area or discuss the scope of works.
  - *Individual units*  
Requests for works to individual units will include contact information for the tenant, owner and/or agent. Contractors are to contact the tenant, owner or agent directly to arrange access once an acknowledgment email is sent through to H+D Real Estate.



## WORK ORDERS

Once access has been arranged with the site contact please ensure that the administrative team at H+D Real Estate are advised of the access arrangement and a tentative or confirmed date for works. Attending contractors are expected to diagnose and investigate the issue and carry out the required rectification works (within reason). If the rectification works are expected to incur a higher cost please contact H+D Real Estate, so that they can seek required Committee approval prior to proceeding.

Work orders marked URGENT require contractors to attend site on the day of the request. Please advise our office as soon as possible if this is not possible. Our team will either arrange for another contractor or make alternative arrangements should your team be able to attend the next business day.

H+D Real Estate is required to update our clients regularly on the progress of works and will therefore follow up on any outstanding works to track progress.

Please ensure that a detailed report of the works carried out is provided to H+D Real Estate, listing the following:

- The issue and any works carried out
- Time and cost of labour
- Cost of materials
- Any additional works required that are not included in the initial scope of works or cannot be carried out by your team.

Once all works related to the work order are completed please send all invoices to Accounts Payable.

## ACCOUNTS PAYABLE

H+D Real Estate

All invoices sent to Accounts Payable will on average be processed 14 business days from the date of receipt. To ensure there are no delays in the process, please ensure that the following details are provided:

- Company ABN
- GST Status (if the company is GST registered)
- Bank details

All payments will be made via electronic funds transfer.

Please note: If any compliance, insurance and certification information is out of date, there will be delays in processing invoices provided.

Please ensure that invoices include the following information:

- Invoice number
- Date of invoice
- Work order number (please reference the job number issued from H+D Real Estate)

When billing H+D Real Estate, please ensure that you reference the Strata Plan or Deposited Plan number outlined on the work order as follows:

### NSW

Strata Plan No. \_\_\_\_\_  
H+D Real Estate  
GPO Box 968  
SYDNEY NSW 2001

OR

### VIC

Owners Corporation No. \_\_\_\_\_  
c/ - H+D Real Estate  
GPO Box 968  
SYDNEY NSW 2001

Please note: Invoices with the incorrect billing information will experience delays in payment.



## KEY CONTACTS

Administration and Work Order queries: [strata@hdre.com.au](mailto:strata@hdre.com.au)

Accounts: [accountspayable@hdre.com.au](mailto:accountspayable@hdre.com.au)