

The logo features the word "SOHO" in a large, white, serif font, with the word "BUILT" in a smaller, white, sans-serif font centered below it. The background is black with a large, light gray curved shape at the top and bottom.

SOHO

BUILT

*Delivering
your vision*

Quality
Assurance



Overview

SOHO Built's comprehensive Quality Assurance strategy, designed to ensure excellence in construction and superior client satisfaction throughout every phase of a project.

Our approach spans from initial pre-planning through to handover and ongoing defect management, emphasising the importance of high standards and quality execution.

Quality Assurance *Conception to Completion*

- SOHO Built recognises the importance of high-quality construction and positive client experiences for developer partners.
- A successful project is defined by the developer and builder delivering homes they can take pride in, with the client experience being of utmost importance.
- Quality assurance is central to all decision-making within SOHO Built and among our external partners.
- Our quality assurance strategy encompasses every phase of the project, from pre-planning through to handover and defect management.
- Achieving quality outcomes can be categorised into essential components throughout the project development process.



Quality
Assurance
Framework

Quality Assurance Framework

Pre-Planning

Summary:

During pre-planning, we ensure that initial tender documents include adequate allowances for suppliers and trade partners, clearly define project scopes, and establish high-quality construction documentation. By partnering with reliable trades and suppliers, we lay the foundation for successful project execution.

- Include adequate allowances for suppliers and trade partners in the initial tender to attract qualified contractors.
- Clearly define the scope of work in the tender brief, ensuring all client requirements are fully understood and accounted for.
- Ensure high-quality construction documentation and thorough pre-construction planning to establish accurate programs and budgets.
- Partner with reputable and consistent trade and supplier partners who comprehend the project requirements and desired outcomes.



Quality Assurance Framework

Project & Construction Management

Summary:

Effective project and construction management involves experienced project managers and site managers who ensure milestones and quality standards are met. This includes translating project requirements to site teams, adhering to schedules, and managing defects throughout the construction process.

- Senior, experienced project managers to meet all project milestones, including quality assurance, and to communicate specific requirements to the site management team.
- Senior site and construction managers to ensure adherence to the project program, accurate scheduling of workflow and coordination, and quality standards.
- Experienced foreman oversees all defect close out and handover stages.
- A senior delivery team responsible for overall quality and program adherence. Ensures overall project success.
- Clearly define quality-related milestones and hold points within the construction program to ensure compliance.
- Translation of key project information to the site delivery team and ongoing monitoring of key aspects of the delivery.



Quality Assurance Framework

Mandatory & Additional Quality Inspections

Summary:

Our quality inspection process includes mandatory site inspections, a four-stage independent inspection process, and continuous builder inspections. This rigorous approach ensures that all aspects of construction meet required standards and provides detailed documentation and rectification plans.

- Conduct and ensure compliance of all required mandatory site inspections as stipulated in the building permit.
- Included is a four-stage independent building inspection process in all tender pricing: a. Frame Stage – Upon completion of framing b. Fire Wall and Partition Wall Inspection c. Pre-Plaster Inspection – Assess wall straightening and service installation d. Final Stage Inspection – Complete inspection at handover. Reports available to view on request.
- Continuous builder inspections. Document inspections and necessary rectifications and coordinate and manage the close out process for project records.
- Perform flood testing on balconies, rooftop terraces, and showers prior to installing floor and wall coverings to ensure leak prevention.
- Complete extensive roof and cladding inspections to prevent water ingress before plaster installation and removal of external scaffolding.



Quality Assurance Framework

Developer Inspections

Summary:

We facilitate all necessary developer inspections by allowing sufficient time for these tasks and coordinating with developer representatives to ensure compliance. This process ensures that inspections are integrated into the project schedule and meet all required standards.

- Facilitate required developer inspections for key tasks and construction stages.
- Allocate sufficient time in the overall construction program for inspections and any necessary rectifications.
- Plan and communicate with developer representatives to ensure compliance with all required inspections.



Quality Assurance Framework

Defects Management & After-Sales Service

Summary:

Our defect management strategy includes comprehensive processes for addressing issues at handover and throughout the defect liability period. We provide dedicated resources for defect resolution and maintain ongoing communication with developers and clients to ensure satisfaction.

- Align with developer and owner expectations for a superior “new home experience.”
- Allocate resources and appoint finishing foremen for defect management at the handover stage.
- Implement strict defect management procedures with clear limits for PCI and handover inspections, ensuring 100% defect closure before handover.
- Provide ongoing defect management throughout the defect liability period.
- Assign a dedicated warranty and maintenance team member to each project post-completion for handling owner-registered items.
- Maintain regular and consistent communication with developers and purchasers regarding defect resolution status.



Summary of Quality Assurance

- **Pre-Planning:** Ensures thorough planning and allocation of resources to set a solid foundation for the project.
- **Resources:** Employs experienced professionals to manage and deliver quality throughout the project lifecycle.
- **Construction Inspections:** Includes a robust inspection process to ensure all construction meets required standards and any issues are addressed promptly.
- **Defect and Warranty Management:** Provides comprehensive defect management and post-sales support to ensure complete satisfaction for developers and clients.

This structured approach ensures that SHB maintains the highest standards of quality across every stage of the construction process, from initial planning to final handover and beyond.

SOHO Built's comprehensive Quality Assurance strategy is designed to deliver exceptional construction quality and client satisfaction throughout the project lifecycle. From meticulous pre-planning and robust project management to thorough inspections and effective defect management, our approach ensures that every aspect of construction meets the highest standards. By integrating experienced professionals, stringent quality checks, and proactive defect resolution, SHB aims to exceed developer expectations and provide an outstanding experience for all clients. Our commitment to quality is reflected in our structured processes and consistent communication, ensuring that every project is completed to the highest standard and remains a source of pride for all stakeholders involved.



SOHO

BUILT

Delivering your vision

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