

PROCEDURE TO SUBMIT A DEFECT REPORT

1) Can I collect the key without joint inspection?

Yes.

2) How long is the Defects Liability Period (DLP) for Impiana Sky Residensi?

24 months from the date of notice to take possession for residential properties.

2) What is the extent of developer's liability during DLP?

During DLP, you may notify our representatives of any reasonable defects arising from workmanship, quality of materials or any alleged (structural and constructional) defects that we can improve upon within reasonable expectations.

However, we will not be held responsible for defects arising from wear and tear, negligence of your own contractor(s) or your neighbours' renovation works. It is therefore advisable that upon handing over of the unit, a joint inspection is carried out with our representative to register the defects.

3) How long will it take to complete the rectification works?

Once the issues have been brought to the attention of our Defect Team and upon technical verification that the defects are valid, our Defect Team will direct the main contractor to proceed with the rectification works.

The duration of the rectification works will depend on the extent of the work required. However, we will to the best of our efforts commence the rectification works within 14 working days and complete them within a month. Otherwise, our Defect Team will keep you informed of the measures to be taken and the revised schedules.

4) How to make a defect report to the Defect Team?

The defect/complaint form must be submitted to the Developer/Management Office **with a proper acknowledgement**. This is important to ensure that all defects recorded in an official and proper manner. You may obtain a copy of the defect form from the Management Office or download it from the website.