

KIRKLAND FAMILY HOMES

FREQUENTLY ASKED QUESTIONS

How long will my project take?

This will depend on the size of your project and will be discussed with you at proposal stage. Usually a project takes three weeks to three months.

Do I get warranty?

Projects over \$3,300 have Home Warranty Insurance through the QBCC of a limited defect liability period of 12 months. Structural warranty is longer and that period depends on the type of the project.

How would I pay for my project?

Our balanced Master Builders QLD Building Contracts detail the payment stages for each project as the project progresses a stage will be due for payment. These vary for different types of projects.

When are progress payment due?

Payments are due, two days after the invoice has been sent, unless otherwise arranged prior to contract stage.

Is there after sales service?

Our dedicated team are here to assist you with any questions you have before, during and after your project has been completed.

What are your operating hours?

Our Team schedule of work is usually Monday to Thursday 7am to 5pm.
Our office hours are Monday to Thursday 8am to 4.
Fridays by appointment only.

Where is KFH located?

We are located at Shed 5, 89 Childers Rd Branyan.
Please contact our team to book an appointment.

What's included in my project?

Our comprehensive proposal letter details what is included or excluded. if you have any queries, please out our dedicated team for clarifications.

How long are proposal valid for?

Usually 30 days unless otherwise stated on your proposal.

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Can I make changes to my projects after signing up/construction has started?

Yes, all changes can be discussed and a formal variation to the contract must be agreed and signed before any changes commence.

What if something unexpected is discovered during demolition?

All unforeseen findings will be discussed with you immediately. A formal variation to the contract may be required to proceed.

When can KFHM start my project?

Each project is different. Depending on the size of your project and if council approval is required. Also, availability of materials.

Projects usually start between three weeks & three months. This will be discussed with you prior.

Do I need Council Approval / Engineering?

Many renovations do not require Council approval or Engineering. This will depend on your project and will be discussed with you. We can assist you with drafting, engineering, and council approval if required.

How long is Council Approval?

Depending on your size of your project, usually between 10-30 working days for certifications and council approval.

What is not included in my project?

Quotes are project specific. All items not included will be listed on the final page of your proposal.

How much does it cost for an onsite consultation?

Initial estimates and consultation have an investment of \$200 + GST and usually takes 1.5 hours - see "our process" & "onsite consultation inclusions" on our website.

Are there any delays during my project?

Usually, no. Due to the pandemic, there has been some delays in sourcing materials. We aim to eliminate these delays by scheduling your project once majority of the materials have arrived.