

FAQ - HOMEBUYERS

Capital Works Constructions Pty Ltd (Administrators Appointed) ACN 118 889 133
Formerly trading as Freelife Homes and Visionaire Homes
Capital Construction Hire Pty Ltd (Administrators Appointed) ACN 163 111 608
(Collectively the “Group”)

Am I able to claim against the Group’s home indemnity insurance?

Where a builder or contractor becomes insolvent and you have a signed building contract and have paid a deposit and/or had works commenced, you may be entitled to make a claim. Accordingly, it may be appropriate for you to make initial contact with the home indemnity insurer, QBE.

Further information and contact details for QBE are as follows:

www.qbe.com.au/Australia/News-Communications/Customer-News/News-for-our-policy-holders/XPRODCT008878

Phone: 1300 790 723
Postal: GPO Box 4323, Melbourne VIC 3000
Email: builderswarrantyclaims@qbe.com

I have paid a deposit and have a signed contract with the Group but construction has not commenced. Am I entitled to a refund of my deposit?

If you have a paid a deposit then you may be entitled to recover the deposit against the home indemnity insurer. See above for details on how to contact QBE.

Where can I obtain general advice on home indemnity insurance?

For general advice on home indemnity insurance please refer to www.commerce.wa.gov.au/publications/home-indemnity-insurance.

What do I do if I have lodged a complaint about the Group with the Building Commission?

If you have lodged a complaint about the Group with the Building Commission then you should contact the Building Commission on 1300 489 099 or by email at bcinfo@commerce.wa.gov.au to discuss next steps.

You should also reach out to the home indemnity insurer.

Whose responsibility is it to secure the building site?

It is your responsibility to secure your own building site. If your building site has reached lock up stage, then it may be appropriate for you to arrange to change the locks.

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Am I responsible for paying invoices owed to subcontractors?

Generally, subcontractors are engaged by the Group to undertake the works; therefore, amounts owed to subcontractors are the responsibility of the Group, not you personally.

If you are approached by a subcontractor for payment of amounts owed to the subcontractor in relation to your building, it may be appropriate to seek advice before making any payments.

What are the Administrators doing to assist me with the completion of my building?

The Administrators have commenced a process to maximise the realisation of the Group's assets by trying to secure an appropriate third party to take over the Group's building contracts and intellectual property to achieve the best outcome for homebuyers and other stakeholders.

A successful sale may result in the buyer being willing to take over your building contract and complete construction of your home.

The sale process is being undertaken as a matter of urgency and a number of parties have already approached us to discuss a potential sale.

What happens if the Administrators are unable to find a buyer to complete building my home?

If the Administrators are unable to secure a third party to take over your building, then the home indemnity insurer will be best positioned to advise you in respect to any process.

Am I able to obtain the building plans for my home?

The building plans are the intellectual property of the Group and are therefore assets of the administration. Accordingly, the building plans cannot be released to you.

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How will you communicate with homebuyers during the administration?

We will continue to provide regular updates to homebuyers via our website www.deloitte.com/au/freelife-homes.

We will also be holding an information session for homebuyers this Friday, 15 May 2015 at 3pm at The Boulevard Centre, Boulevard South Room, 99 The Boulevard, Floreat, WA 6014. We encourage all homebuyers to attend this information session which will be attended by representatives from QBE, the Building Commission and the Administrators' office.

What if I have additional questions which have not been addressed by this Frequently Asked Questions?

If you have additional questions, please email freelife@deloitte.com.au or contact our dedicated hotline on (08) 9365 7045 and we will respond to your question as soon as possible.