

AUSTRALIA

Building  
consultancy and  
restoration services

SERVICE GUIDE



# Building consultancy

## **Dispute resolution/expert witness**

We can assist with specific issues that arise during disputes with other parties or insurers and other parties to an insurance claim. Our experts will produce a report of their findings that complies with the 'expert witness code of conduct' required by legal consumer tribunals in each state or territory and courts of law.

## **Forensic cause of building damage report**

Our team of qualified and experienced building consultants inspect domestic, commercial and industrial buildings to accurately identify the cause of building damage. Our findings are presented in clear and consistently formatted reports that reference relevant legislation, standards and regulations.

## **Measured floor plan**

We can produce an A3-size CAD floor plan of a building and/or property. It shows the scale and relationship between rooms, spaces and other features for each level of a structure.

## **Repair audit report**

We will conduct a review of the quality of workmanship in your building repair or reinstatement. We will produce a report that confirms that the work has been completed in accordance with the scope of works, specifications, contract documents and relevant building codes and/or standards.

## **Scope of works**

A 'scope of works' is a critical document that details the extent of work to be performed. Whilst it can be a generalised document, frequently the scope of works will include a detailed measured list of building components requiring repair and/or replacement completed on a room-by-room or area-by-area basis.

From an insurance perspective, you will be able to easily distinguish resultant damage, building defects and maintenance. This knowledge will empower you to manage building cost reinstatement via accurate and transparent quoting and minimised scope creep.

# Audit/quality/defect assessment

## **Office-based services**

This service is designed to focus on individual builders that are included in a panel or formal group of suppliers. It reviews and analyses specific areas of builder performance. The service can be customised to review both individual jobs or a portfolio of work to identify opportunities for cost savings and efficiencies.

## **Depreciated replacement (indemnity assessment)**

This service provides a depreciation schedule based on information from the property owner and a site inspection. It reflects the structure's current depreciated value calculated on anticipated life of each building element. The estimate excludes contents, personal property, land value, site improvements and authority fees.

## **Desktop audit review**

Desktop reviews gather information by telephone and various Internet research tools. We can evaluate information about customer satisfaction and fundamental builder compliance factors. Our service includes basic cost analysis.

*\*Note: Desktop reviews are conducted on finalised matters only.*

## **On-site audit review**

Sedgwick offers a site inspection process to review the scope of works to confirm that it is accurate, measured and pertains to the stated cause. We also assist with the identification of potential building defects and maintenance issues.



# Quantity surveying services

## Detailed cost estimate

A detailed cost estimate calculated from a measured scope of works presented in a trade format to assist with:

- Reserving complex building repairs
- Confirmation of the reasonableness of the quotation/s
- Negotiating a price with the builder/s

This service is often required during a competitive tendering process where it is necessary to compare quotations against an established estimate. You will find this comprehensive estimate valuable when negotiating costs with builders.

## M2 elemental estimate

An estimating report typically used, but not restricted to, total/ major loss insurance claims to determine the indicative value of the reinstatement cost. This service can include external works and site improvements, for example, outbuildings, landscaping, fencing, pools, driveways and retaining walls.

## Progress claims

Our experts conduct point-in-time inspections to determine the value of completed construction works. This ensures that the funds released do not exceed the value of works completed. A project cost monitoring report precisely identifies the project's current financial status, variations and potential risks.

## Tender appraisal

Our expert consultants can prepare a comprehensive analysis report from a measured scope of works which includes a detailed estimate or trade-by-trade comparison of each quote. We can also include a forecast of project construction time and a recommendation of best value tender.

## Variation assessments

A variation assessment report provides analysis of changes in a construction contract that can potentially alter the contract terms or require changes to the scope or character of the works. Variations can be in the form of:

- Additions
- Omissions
- Substitutions

This service assists when a cost validation is required for additional works to the original contracted scope of works.

## Verify quote costs

Our suitably qualified quantity surveyors can prepare a detailed cost estimate report comparing a builder's quotation against industry standard building rates and margins.

## Value at risk

Sedgwick's M2 elemental report which estimates the total 'value at risk' of a property assists in verifying the adequacy of the sum insured for the purpose of applying an insurance/ underinsurance clause.



# Construction management

## Site inspection and office-based services

Our team provides expertise for both insurance and non insurance jobs requiring construction management solutions. For insurance work, complex and/or large losses require a greater level of control over the repair process to ensure a quality, timely and cost effective repair.

Our team of technical experts deliver an all-of-business end-to-end solution. Our loss adjusting, building consultancy and restoration services work together to ensure an outstanding customer experience, quality and timely reporting and cost effective outcomes for our clients.

Sedgwick offers a bespoke service where you can choose individual, combined or customised options to suit your specific construction management requirements for both insurance and non insurance related work.

### Options include:

- First response/make-safe recommendations
- Forensic building consultancy (cause identification)
- Forensic engineering
- Expert witness and reporting
- Design services
- Detailed scope of works
- Building approval
- Detailed cost estimate

- Contract selection, administration and execution
- Tender management
- Project management
- Superintendent
- Contract administrator
- Construction methodology analysis to determine viability including business interruption costs vs construction costs

Elements such as scope of work, compliance, design documentation and building approvals can delay building works if they are not addressed appropriately. Sedgwick are highly experienced in early intervention, coordinating various aspects of the project and working with all key stakeholders to ensure delays are mitigated and that contractors can commence work as soon as possible.

Project management of remedial work requires a high degree of technical expertise to ensure issues are dealt with appropriately. Our highly qualified staff specialise in bridging the gap between builders and owners that often exists on complex projects.

We understand that individual projects have unique requirements; we offer a range of project management options to suit a wide range of situations.



# Forensic engineering

Sedgwick's engineering specialists provide independent forensic civil and structural engineering services to the insurance, legal and building industries, nationally.

## Prime purpose

Our degree-qualified and chartered professional engineers undertake investigations and assessments of residential, commercial and industrial buildings and structures in relation to cause of damage, building defects and failure of structures. We can then determine appropriate remediation solutions.

As members of the institution of Engineers Australia, Sedgwick engineers are bound by a clear-cut code of ethics, ensuring we produce technically accurate and impartial reports.

With our thorough knowledge of the Building Code of Australia (BCA/NCC) and relevant Australian Standards, building practices and construction methodologies, our technical reports are written in an easy-to-understand manner and address the specific instructions and purpose of our engagement.

Sedgwick engineering reports are always subject to peer review. This ensures a high level of quality assurance, aids in the ongoing professional development of our team and forms part of our continuous improvement strategy.

## Core competencies

- Forensic engineering investigations
- Structural and building inspections and assessments
- Emergency and make safe inspections, advice and recommendations
- Residential, commercial and industrial buildings and structures, including earth-retaining structures, footings, foundations, building movement/cracking, swimming pools

- Assessment of damage resulting from fire, storm, earthquake, impact, escape of liquid, and flood events on a project or catastrophe basis
- Building and footing movement assessment and analysis – floor-level surveys and monitoring
- Preparation of structural scope of works, remediation methodology and repair advice
- Expert witness services



# Forensic engineering (cont.)

## Forensic engineering report – causation identification

Sedgwick's engineering team provides specialist forensic reporting for structural and civil matters. We provide qualified expert assessments as to the causes of failure, determining whether the damages are a result of a claimed event, or whether they are a result of other pre-existing factors. We also review the adequacy of the building and identify non-compliances to the Australian Standards or National Construction Code.

Some commonly investigated elements include:

### Ground movement

- Resulting from an escape of liquid event
- Resulting from seasonal soil moisture variations
- Resulting from the influence of large trees
- Damages resulting from wash-out or erosion of substrate beneath footings
- Floor-level surveys to understand the contour of the internal floor levels

### Cracking to building elements

- Slabs and pavements
- Brickwork/blockwork/concrete walls
- Rendered surfaces
- Separation between adjoining elements

## Failure of retaining walls

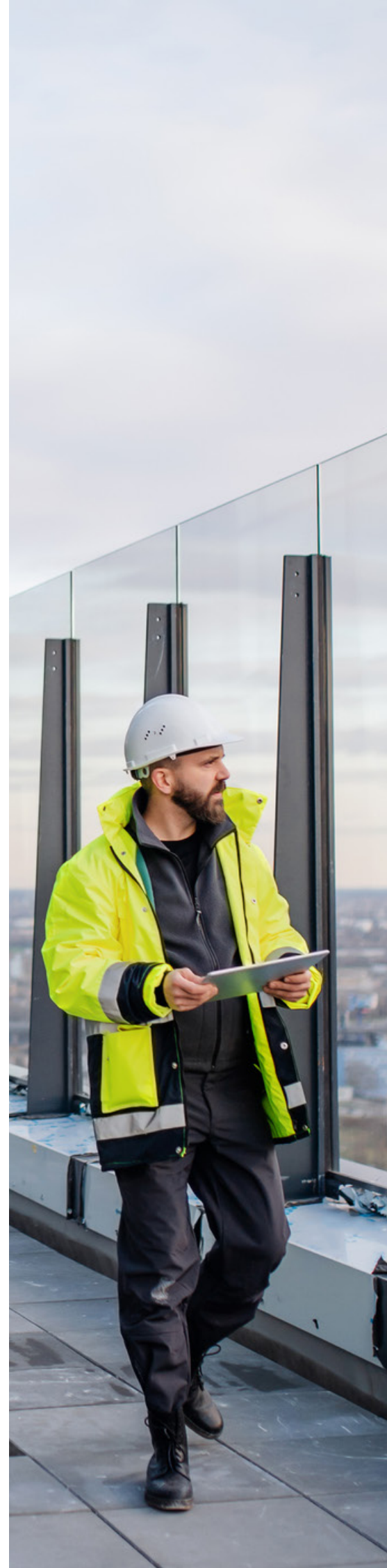
- Associated with inadequate proportioning/sizing of the retaining wall
- Associated with a lack of drainage provision
- Resulting from a global landslide

## Damages resultant from specific catastrophe events

- Earthquake
- Flood
- Bushfire
- Wind/cyclone
- Tree impact
- Vehicle impact

## Scope of works

Sedgwick's engineering team and building consultancy team will work together to prepare a detailed scope of works, and to provide high-level direction on engineering-related repairs to enable pricing/costing.





# Building and restoration services

## **Containment assessment and remediation**

Sedgwick's team of specialist hygienists, environmental professionals and remediation contractors can conduct site inspection assessments on domestic, commercial or industrial sites suspected to be affected by hazardous contaminants.

### **We can assist with such hazards as:**

- Asbestos
- Lead-based paints
- Mould
- Illegal drug manufacture (including methamphetamine).

### **Our comprehensive service includes:**

- Environmental and hazard analysis
- Testing
- Reporting
- Complete site remediation
- Provision of clearance documentation (post remediation).

## **Emergency trades service and make-safe**

Our specialist teams will respond rapidly to your emergency and building trade needs across Australia. Our Australian-based customer service centre is available 24/7 for lodgement of your service request.

## **Fire and water damage mitigation and restoration**

Sedgwick's qualified and experienced restoration team can expertly return domestic, commercial or industrial contents and building to their pre-loss condition following exposure, inundation or damage due to water or fire.



# Building and restoration services (cont.)

## **LeakCheck – Sedgwick’s leak detection service**

Sedgwick’s leak detection service provides traditional and advanced inspection techniques including CCTV, sonar and infrared technologies. Our expertise and technology solutions enable us to accurately determine the source of water or moisture issues. Results are presented in a professional, easy- to-understand report.

## **Building repairs**

We are an alternative to the “direct to builder” model connecting our clients and their customers with 24/7 access to over 300 local, low cost, professional and quality contractors across Australia. Our team does all the heavy lifting that comes with sourcing contractors so you don’t have to. This includes:

- Sourcing and vetting including financial checks
- Onboarding and contracting
- Performance and quality management
- Cost and WHS auditing

Our network has expertise and capability in many disciplines including new home construction, insurance repairs, renovations including bathrooms and kitchens, defect rectification, subsidence, strata and commercial projects.

## **Cost validation**

Sedgwick’s low cost validation team can undertake cost validation on restoration and repairs. Our team consists of highly experienced, trade qualified experts who have extensive hands on construction and restoration experience. Their detailed knowledge of restoration techniques and building methodologies provides “peace of mind” whilst delivering a cost conscious solution.

## **Stormseal**

Stormseal is a lightweight but strong polymer film that heat-shrinks to cover a damage structure for up to 12 months. This makes it a fantastic alternative solution to traditional make safe methods (tarpaulins) where delays in repairs are expected. Our network of stormseal approved applicators can promptly seal a property within 5 days in all capital cities, mitigating any secondary damages until permanent repairs can be effected. Our scalability ensures our response for any major event regardless of location.



# Strata services

Sedgwick can provide any/all our forensic building consultancy services as outlined above directly to our strata clients either individually or collectively depending on the individual needs of the issues being faced by owners. Below we further outline some additional services that focus on particular issues faced by those living in strata on a day to day basis.

## **Defect identification and remediation**

Sedgwick can assist in providing both preliminary defect assessments and defect reporting for legal purposes/tribunal lodgment. The purpose of the report is to identify and understand any given defect/s and what the next steps/avenues are in managing either remedial works, litigation/legal advice and/or the obligations of the developer, builder and/or owners corporation. Our services can then extend to guiding owners through the remedial repair process to completion.

Our experts will produce a report of their findings that complies with the 'Expert Witness Code of Conduct' required by legal consumer tribunals in each state or territory and courts of law.

## **Combustible cladding**

This services assists with the identification of combustible cladding through to the project management of the removal and replacement of combustible cladding in compliance with Australian Standards relevant to each state or territory. Sedgwick project management services engage with all necessary stakeholders

assisting owners through the remedial repair process.

## **Cost validation/verification**

Our desktop cost validation service on building repair related activities. Our team consists of highly experienced experts with extensive construction expertise and numerous trade qualifications. Their detailed knowledge of building and the requirements of Australian standards allow us to call into question building repair methodology and construction costs.

### **We ensure:**

- Quotes are fair and reasonable for the scope to which they subscribe;
- Provide a quality a cost-effective solution that will resolve the building issues presented

## **Capital works funds/ maintenance plans**

This service goes beyond the often adopted desktop approach to ensure the correct detail is collected through on site assessment, documentation review and consultation with the owners corporation to gain a full understanding of each strata plan, it's nuances and long term needs to provide a true and accurate capital works fund/maintenance plan. We will work the owners as a trusted advisor to not only meet your 5 year regulatory requirements, but also collaborate with the facility manager and/or building manager on an annual basis to review any considerations that need to be factored in for the past 12 months.



# Strata services (cont.)

## **Dilapidation surveys**

We provide a point in time inspection either pre and/or post construction works planned to take place adjacent to a strata property. Our report will provide insight into the condition of the building at the time of the assessment to identify and pre-existing building related issues. The report can then be used as a point of reference post completion works to identify potential resultant damage.

## **Digital twin capability**

Sedgwick has adopted innovative methods to complete our site inspections. This technology enabled inspection method allows for recording of site data electronically in a digital twin which is a 3D replica of a space or object. That data is then available for viewing indefinitely over time, at a desktop position in 3D virtual reality. The virtual reality digital twin can be shared with all stakeholders, including insurers, experts, owners interstate or internationally to understand issues with their buildings and make informed decisions.

## **Emergency response and claims management**

Sedgwick extend our Emergency Trade Response (ETS) as outlined within our restoration services above to our strata clients facing an emergency situation. Sedgwick can then assist with the further management and/or remediation of repairs whether and insurance claim results.

To further compliment the above Sedgwick has on hand a team of skilled strata loss adjusters to assist with the assessment of any strata related claim.





Sedgwick Australia Pty Ltd (SEDGWICK, ACN 003 437 161, AFSL 530898)

For more information contact us 1300 735 720 | [sales.au@sedgwick.com](mailto:sales.au@sedgwick.com) | [sedgwick.com/au](http://sedgwick.com/au)