NORM WALES CONSTRUCTIONS PTY LTD

WE BUILD EVERY HOME AS IF ITS OUR OWN

CLIENT BROCHURE



CUSTOM HOMES · BUNDABERG AND SURROUNDS

Building your custom home with confidence

A clear, honest guide to choosing your builder and what it's like to build with us.

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WELCOME

How well do you really know your builder?

Choosing a builder is one of the most important decisions you'll make when planning your new home, and we believe it should be made with confidence, supported by clear and honest information.

Building a home is a significant investment, and finding the right builder involves more than comparing prices. It's about understanding their experience, workmanship, communication and approach to managing your project.

We've created this guide to help you ask the right questions, understand what to look for and feel confident in choosing a builder who is right for you and your new home.

In these pages you'll find who we are, how we work and what to expect when building with us. We've also included a helpful checklist of questions to ask builders, giving you the confidence to make an informed decision about your new home.

The NWC team

Challenge every builder's process

Don't just compare prices. Ask each builder to walk you through how they work, from design and costing through to handover. Asking questions and having open conversations early will help you better understand your options and find the right builder for your project.

NWC AT A GLANCE

Local Expertise

Almost 30 years of experience in the building industry, proudly serving the Bundaberg region.

Quality First

Every build carefully scheduled to maintain quality and attention to detail.

Responsive Support

We prioritise clear communication and prompt responses to every enquiry.

ABOUT NWC

A local builder you can trust

WHO WE ARE

With almost 30 years of experience in the building industry, Norm Wales Constructions proudly designs and builds quality custom homes throughout Bundaberg and the surrounding region. Born and raised in Bundaberg, Norm brings a strong connection to the local community and a commitment to quality craftsmanship.

With design, drafting and costing managed in-house, we work closely with each client to create a home tailored to their land, lifestyle and budget. We pride ourselves on honest advice, exceptional service and attention to detail, ensuring clear communication and support from your first conversation through to handover and beyond.

Our track record

- ✓ **Open & Transparent Communication**
  Choose a builder who provides clear, honest information and keeps you informed throughout the building process.
- ✓ **Strong Licence History**
  Our builder's licence has never been cancelled, with no claims against us.
- ✓ **Financial Stability**
  No history of personal or business bankruptcy.
- ✓ **View Our Work**
  Arrange a visit to see the quality of our completed homes firsthand.
- ✓ **Hear From Our Clients**
  Learn about their building experience directly from past clients.
- ✓ **Trusted Trade Relationships**
  Speak with our trades and suppliers about working with us.

How we're set up

1. **Considered Approach**
   We aim to undertake approximately 10–12 builds each year, ensuring every client receives personalised attention, clear communication and a well-managed building experience.
2. **Designed Around You**
   Your home should reflect the way you live. Our in-house drafting team works closely with you to create a thoughtfully designed home tailored to your lifestyle, vision and budget.
3. **Trusted trades and suppliers**
   A consistent team of trades and established suppliers keeps quality and pricing consistent.
4. **Clear points of contact**
   Our office team is available during business hours, providing clear, prompt communication with a goal of responding to all enquiries within 24 hours.

Beyond
THE BUILD

Here for the Long Term

Our roots are firmly established in Bundaberg, and we're committed to serving our community for generations to come. Our relationship with you doesn't end at handover – we're here to provide support for years to come.

CONTRACT & HANDOVER

Clear contracts, no guesswork

Your contract protects you, so we make sure you understand what you sign, what you pay and what you receive.

Your contract

- Standard Master Builders Queensland residential contract, meeting QBCC requirements.
- **Fixed-price contract:** your contract price is locked in when you sign. It only changes if you approve a written variation, or if your final selections differ from the PC item and provisional sum allowances.
- A 5% deposit upon signing, followed by progress payments only after each stage of construction is completed, never in advance.
- We sit down and go through it with you line by line before you sign.
- Your plans, specifications and building proposal all form part of the contract.
- Any proposed changes are discussed with you and formally documented in a written variation before work proceeds.

Allowances & pricing

- A comprehensive, itemised building proposal clearly outlining all inclusions, so you know exactly what to expect.
- PC items and provisional sums allow for your full finishing plan – we explain each one.
- Pricing is based on live trade and supplier quotes current at the time of contract.
- If your selections come in under the allowances, the difference is credited back to you.

From progress to handover

Preliminary works
We carry out site inspections and soil testing while working with you to create a design tailored to your vision.

Construction
Watch your new home come to life with weekly updates, Zoom catch-ups and site walkthroughs at key stages.

Handover
We complete a thorough builder's clean and final inspection before handing over the keys to your new home.

Defects period
If you experience any issues within 12 months of practical completion, let us know and we'll arrange a fix.

Timelines: your build is planned and scheduled stage by stage. If something affects the timeline, such as weather, we'll tell you early and explain why.

Protected by QBCC

QBCC Home Warranty Insurance is arranged as part of your contract, and we'll explain what's covered before you sign.

6 yrs 6 mths
STRUCTURAL

12 mths
NON-STRUCTURAL

YOUR BUILDER CHECKLIST

Questions to ask every builder

Take this list to every builder you speak to, including us. Comparing honest answers side by side is the best way to find the right fit for your home.

Tick when you're happy with the answer	BUILDER 1	BUILDER 2	BUILDER 3
1 Credibility · Can you trust them?			
Is your licence suitable for my project, and how long have you held it? What is your personal building history?	☐	☐	☐
Have you ever had a licence cancelled, or claims made against you?	☐	☐	☐
Have you ever declared bankruptcy, personally or as a business?	☐	☐	☐
Can I visit homes you've built and speak with past clients?	☐	☐	☐
Can they verify the builder's ability to:			
– Keep the project running on time	☐	☐	☐
– Be responsive to concerns	☐	☐	☐
– Deliver the quality of workmanship they promise	☐	☐	☐
2 Company · How do they work?			
How many projects do you run each year, and what does that mean for mine?	☐	☐	☐
Do you use regular trades and suppliers, and can I speak to them?	☐	☐	☐
Who oversees my build, and how often will they be onsite?	☐	☐	☐
What warranties and insurances apply to my home?	☐	☐	☐
What support do you provide after handover?	☐	☐	☐
What processes ensure my build progresses smoothly?	☐	☐	☐
What measures do you take to ensure quality workmanship?	☐	☐	☐
3 Contract · What will I sign and pay?			
What contract do you use, and will you take me through it before I sign?	☐	☐	☐
How are PC items and provisional sums set, and how accurate are they?	☐	☐	☐
How does the selections process work, and do I need to finalise my choices before signing the contract?	☐	☐	☐
How are changes on site handled and documented?	☐	☐	☐
What deposit and progress payments will I make, and when?	☐	☐	☐

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4 Communication · How will I stay informed?			
How quickly do you respond to clients, and who answers my questions?	☐	☐	☐
Will we have regular site meetings, and are changes recorded in writing?	☐	☐	☐
Do you prepare a schedule for my project, and how will I get updates?	☐	☐	☐
Is my budget realistic, and will you tell me honestly if it isn't?	☐	☐	☐
What are your standard business hours?	☐	☐	☐
5 Collaboration · Will we work well together?			
Will you advise on budget and buildability while my home is designed?	☐	☐	☐
How will costing be given, and will it be updated as the design changes?	☐	☐	☐
If I stop after the design stage, who owns the plans?	☐	☐	☐
What does your Preliminary Agreement process involve?	☐	☐	☐

Design & Structural Considerations

- How will my block's conditions influence the design and cost of my home?
- What construction methods and structural options would best suit my project?
- How do different roof styles and building materials affect overall costs?
- What design choices can improve my home's energy efficiency and comfort?
- What flexibility do I have to customise my design, and when do decisions need to be finalised?

WORKING TOGETHER

Your journey with us

A good builder works with you, not just for you. You'll be involved from first design ideas to the day you move in.

1. **Free initial chat**
   An honest, no-pressure conversation about your plans, in person, by phone or via Zoom.

2. **Site review and concept design**
   Norm visits your site and reviews your plans early to flag anything that may affect design or cost, such as site conditions or wind ratings.

3. **Preliminary Agreement**
   Our team takes care of the design, engineering and costing, guiding you through each step with clear communication and honest advice. With ongoing cost updates, we help you make informed design choices that align with your vision and budget, ensuring a smooth and enjoyable experience from the very beginning.

4. **Contract and construction**
   We guide you through your contract and carefully schedule your build. From there, you choose the colours, materials and finishes that suit your style. Throughout construction, we keep you informed with weekly updates and site walkthroughs with Norm and our trades.

5. **Handover and beyond**
   Your final walkthrough, handover documentation, then warranty and support after you move in.

Payments are made progressively as each construction stage is completed.

NEXT STEPS

Let's talk about your build

Whether you have questions or you're ready to get started, we'd love to hear from you. There's no pressure, just an honest conversation about your plans.

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We Build Every Home As If It's Our Own