
CASE STUDY

Ideal Property banks on better defect management for luxury residential project

The Challenge

Is there a place for property developers to actively track and manage defect management? Boutique residential developer Ideal Property took a structured approach for the build of their luxury Brisbane riverside apartment project, Banc.

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**John Li, Developer,
Ideal Property**

The luxury Banc residential project on the Brisbane River offers a unique downsizing alternative. The 34 oversized apartments in Toowong compare in size with many houses, while the resort-style facilities such as a wine cellar and infinity pool combined with sweeping views and a central location mean that most buyers consider it an upgrade.

Another unique feature was the opportunity for buyers to customise their apartment, working closely with the developer. Despite a ‘brilliant’ relationship with construction partner McNab, developer John Li knew it was important to retain independence when it came to tracking variations and managing defects.

“Our relationship with buyers has been very personal and hands on,” John explained. “We met with every single owner to examine bespoke elements of their apartment. This resulted in a high number of variations that needed to be managed carefully.”



Flexibility to work the way you do



A 'changing of the guard' for defect management

According to John, a rigorous quality assurance process is key to the success of property developers. "We still have staff who are accustomed to pen and paper, but there's a changing of the guard when it comes to how to best manage the process. The mechanism is moving to an electronic format, which brings a new level of independence and oversight."

Ideal Property chose the ACCEDE defect management tool to perform several functions. "We preloaded the contractual variations, which was used as a checklist to make sure that none were missed onsite," John said. "We also accompanied the builder during defect inspections and maintained our own defect records, which provided a valuable resource for cross-checks."

ACCEDE came into its own during the pre-settlement handover period. "We did walk-throughs with every purchaser and this was effectively their last chance to identify issues and defects. With ACCEDE, we could document multiple defects quickly and easily along with supporting photographs."

The developer perspective

From a developer's perspective, ACCEDE provided a time-efficient way to maintain an independent defect record. "ACCEDE gives us a new level of control over the defect management process," John said. "The ability to create checklists for purchaser variations was a valuable added benefit."

"Ultimately, ACCEDE provides accountability. The ultimate benefit is a better finished product. For day-to-day usage it allows the developer to stay on top of agreed changes and have the peace of mind of a comprehensive checklist. Exporting data and using the software is easy – we'll definitely use ACCEDE on future projects."



Easy to customise and use



Configure to suit your project structure



Collaborate with all stakeholders



Financially flexible



Give us a call and an ACCEDE expert will answer all your questions.

Find out if ACCEDE is right for your business and how the free trial works.

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