

# COMPLAINT / DEFECT FORM

**CUSTOMER INFORMATION**

<input type="checkbox"/> Within Defect Liability Period	<input type="checkbox"/> After Defect Liability Period	Project / Phase :
Ref No. :	Lot No. :	
Name :	Date :	Time :
Occupant Status : Owner / Tenant / Vacant	Tel No (H) :	
Correspondences Address :	Office :	
	Mobile :	

Communication Channel     Walk-in                       Call-in                       e-mail                       Other

Type of Property                       Condo/Apartment                       Terrace/Townhouse                       Shop Office                       Semi-D/Bungalow

Defect	Living	Dining	Kitchen	Staircase	Family Area	Utility Room	Guest Room (GF)	Guest Bath (GF)	Master Bedroom	Bedroom 2	Bedroom 3	Master Bath	Bath 2	Bath 3	Balcony (L2)
<b>FLOOR</b>															
Tile - chipped, cracked															
Tile - different colour															
Tile - hollow, dislodged, pop-up															
Tile - grouting joint inconsistent width, not aligned, roughed, stained															
Tile - waterponding															
Skirting - cracked, big gap, rough, stains															
Timber - damaged, scratched, chipped															
Timber - big joint gap															
Timber - colour faded															
<b>CEILING</b>															
Chipped, cracked															
Water mark, water leakage															
Paint inconsistent colour, rough paint															
Ceiling frame - dented, big gap															
<b>WINDOW</b>															
Glass - broken, chipped, scratched															
Frame - chipped, scratched															
Faulty lockset/handle, hard to open/close															
Big gap, slanting, poor alignment															
Silicone/gasket - roughed, peel-off															
Paint stains															
Water leakage/seepage															
<b>SANITARY WARES &amp; FITTINGS</b>															
Water tap - scratched, loosen															
Basin/sink - clogged															
Basin/sink - leakage															
Basin/sink - chipped, dented, scratched															
WC - chipped, scratched, crackline															
WC - faulty flush, no water															
WC - clogged															
<b>M&amp;E (ELECTRICAL)</b>															
Socket/switch - scratched, loosen, tight															
Socket/switch - no power, trip															
Lighting point - no power, trip															
Lighting point - missing point															
Ceiling fan point - missing hook, loosen															
Distribution Board (DB) - not aligned															
No power supply															

Defect

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<b>WALL</b>															
Tile - chipped, cracked															
Tile - different colour															
Tile - hollow, dislodged, pop-up															
Tile joint - not aligned, roughed, stained															
Painted wall - uneven, rough, wavy															
Painted wall - crackline,scratched,chipped															
Painted wall - different colour tone															
Painted wall - dirty, stained															
Painted wall - water mark															
<b>DOOR</b>															
Cracked, chipped, scratched															
Faulty lockset/hinges, hard to open/close															
Big gap, slanting, poor alignment															
Different color tone, rough paint															
Frame - Corroded, rusted															
Frame - dented, scratched															
Glass - broken, chipped, scratched															
<b>INTERNAL FIXTURES</b>															
Railing - stained, dented, scratched															
Railing - different color tone, rough paint															
Railing glass - broken, cracked, scratched															
Shower screen - scratched, chipped															
Bathtub - scratched, chipped, rusty trap															
Rain shower - scratched, rusty, corroded															
<b>M&amp;E (PLUMBING)</b>															
Water piping - leakage															
Water tank - water leakage, over flow															
Floor trap - missing, damaged, rusty															
Floor trap - clogged															
Floor trap - bad smell															
Water very low, low pressure															
<b>M&amp;E (AIR-COND)</b>															
Air-cond point - no power, tripped															
Air-cond drain pipe - water leakage															
Air-cond condensation pipe - gas leakage															
Air-cond unit - faulty, not cold															

Defect

