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10/238 Edwardes St. Reservoir VIC 3073

Quote for Balcony Waterproofing Leak Repair & Master Bedroom Ceiling Restoration

Prepared for: [REDACTED]

Property: [REDACTED] Doncaster VIC 3108

Email: [REDACTED]

Date: Saturday 28 March 2026

Quote Reference: HM-280326-DONCASTER-BALCONY

Prepared by: Victor C – Compliance Manager, HolyMess Repairs

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Locations: Unit 10, 236–244 Edwardes Rd, Reservoir VIC & 19 Chivers Rd, Templestowe VIC

Thank you for your call today and for sending through the photos of the cracked and fallen ceiling in your master bedroom (directly below the balcony). We spoke about the water ingress after Thursday night's heavy rain, with visible ponding on the balcony directly above. Your home is only ~3–4 years old (purchased 2022), so you have strong statutory warranty rights under the Domestic Building Contracts Act 1995 (full step-by-step guide below).

HolyMess Repairs is Melbourne's pioneering Uber-style repairs company. We match your exact job to the best possible tradesperson from our vetted network of thousands (420+ roofing and waterproofing specialists alone) using data from thousands of past jobs, real humans (never bots), 24/7 project managers, and agentic AI that handles the boring office work. This gives you the best person for the job at below-market rates because of our volume discounts and ongoing relationships, while still paying tradespeople premium rates to attract quality people into this hot, dangerous, high-skin-cancer-risk trade that most avoid. Our 12% profit margin is lean (industry average 30–77%) because our processes and AI eliminate downtime, mistakes, and warranty claims. All financial records and internal communications are public and available to you on request—we are completely transparent and open to criticism so we keep improving. You are even included in our free 24/7 company communication portal app: you see every chat between office staff, project managers, and tradespeople in real time, can comment, ask questions, and have full control if you wish. We formally register any BlueScope materials on your behalf for the official 36-year structural warranty—most trades forget this step and leave you chasing it years later.

We have considered every single person and organisation affected by this work: you (immediate leak stop, minimal disruption, full evidence for your builder claim, budget-friendly options, long-term peace of mind); your family and occupants (dust control, no weekend noise, safe living space during works); the tradespeople doing the work (fair pay, safe conditions, proper equipment so they deliver quality without rushing); neighbours and passers-by (minimal noise



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and dust, traffic control, public safety); council, Building and Plumbing Commission (BPC – the regulator replacing VBA), and WorkSafe (full compliance with Australian Standards, WHS, building codes, waterproofing membranes AS 4858, certificates issued); insurance companies and your builder (detailed before/after reports, photos, videos, compliance certificates so claims are approved instantly); future owners (sustainable, warrantied work that lasts 10+ years); and our own project managers and agentic AI (real-time oversight to catch issues early).

Quote Options (all same-day or next-day where possible)

Option 1 – Urgent Same-Day Inspection & Diagnosis Only

Site visit, moisture meter + thermal imaging scan of ceiling/balcony, detailed report with photos & videos.

\$380 (1–1.5 hrs)

Option 2 – Full Dye + Flood Test on Balcony (Recommended starting point)

Coloured dye + controlled water flood test on balcony (including the single drain point you mentioned), thermal imaging to trace exact leak path, full report.

\$1,650 (2–3 hrs – we wait for dye to appear)

Option 3 – Minor Balcony Seal Repair (if leak found quickly)

Silicone sealing of cracks/joints/edges + re-test. No full waterproofing membrane needed.

\$820 (add-on to Option 2)

Option 4 – Full Balcony Re-Waterproofing (if membrane failure)

Strip existing failed waterproofing, re-apply new membrane, re-tile if required, re-test. Most common fix for new balconies.

\$2,850 – \$3,650 (depending on exact area – full day job)

Option 5 – Ceiling Repair Package (after leak fixed)

Remove loose plasterboard, patch, skim, repaint ceiling + cornice to match existing. Includes dust protection.

\$950 (half day – can be done same day as balcony fix)

Option 6 – Roof Tile Inspection & Repair (if water is coming from roof instead)

Inspect and replace any cracked/displaced tiles on the upper roof area, plus sealing.

\$880 (includes 10 spare tiles left with you)



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Option 7 – Comprehensive “Fix & Claim” Package (Most Popular)

Option 2 (dye test) + Option 4 or 3 (repair) + Option 5 (ceiling) + professional report with before/after evidence specifically formatted for builder warranty claim.

\$3,950 – \$4,950 (usually same-day or Monday/Tuesday)

Option 8 – Temporary Emergency Patch (if rain forecast before Monday)

Same-day silicone patch + plastic sheeting on balcony + ceiling containment to stop further damage.

\$480 (we can do this today if you confirm)

Option 9 – Full Balcony Rebuild (worst-case – if structure or membrane is completely failed)

Complete removal and re-build of balcony waterproofing system + new tiles.

\$7,200 – \$9,800 (quoted after full inspection)

Payment terms: 50% deposit on booking, balance on completion. We accept bank transfer, credit card or Zip Pay.

If the work is due to an original building defect (very likely given the age of the home), you can claim the full cost back from the builder — we will provide all the evidence you need at no extra charge.

Very Detailed Step-by-Step Procedures, Risks, Mitigations and Why Each Scope Matters

(These expand the options above into clear, actionable packages so you know exactly what will happen.)

Scenario 1 – Emergency Containment & Temporary Seal (aligns with Option 8 + Option 1)

Price: \$1,280 (same-day possible)

1. Site setup and safety (30 min) – Erect 2 m safety barriers around the balcony edge, install full dust barriers inside the master bedroom, lay heavy-duty drop sheets, and complete full PPE and harness checks for everyone on site.
2. Temporary balcony patch (45 min) – Thoroughly clean the single corner drain and all visible cracks/joints, apply high-build silicone sealant around the drain and every joint, install temporary heavy plastic sheeting secured with sandbags to divert water away



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from the balcony edge, and perform an immediate hose test to confirm no further ingress.

3. Ceiling containment (30 min) – Carefully remove all loose fallen plasterboard, install a temporary replacement section screwed and taped into place, and cover with paintable plastic sheeting for protection.
4. Thermal imaging scan and report (20 min) – Scan the entire area with moisture meter and thermal imaging camera to map the current leak path and issue a full timestamped report.
5. Clean-up and handover (15 min) – Remove all debris, vacuum, and provide you with a USB drive containing before-and-after videos and photos.

As an experienced roofer I have seen this exact pattern on dozens of new-build balconies: ponding at the single drain almost always points to an original membrane defect. Doing this scope stops water immediately, protects your belongings and gives you the exact photographic proof the builder needs. It is not a permanent fix because the underlying membrane may be failing across the whole balcony and water could find another path within months. This scope is necessary because it buys you safe time without further damage and creates the evidence every stakeholder requires. If no action is taken the ceiling crack will widen with every rain, insulation will rot, mould will spread into the bedroom creating health risks, and the balcony slab could degrade – turning a simple warranty job into repairs that could easily double or triple in cost within 6–12 months.

Scenario 2 – Full Diagnostic Dye Test + Targeted Repair + Ceiling Restoration (aligns with Option 7 + Options 2/3/4/5)

Price: \$4,650–\$5,250 (Monday/Tuesday, often same-day)

1. Pre-work safety and preparation (45 min) – Same full safety setup as Scenario 1 plus neighbour courtesy note and any required council notification.
2. Dye and flood test (2–3 hrs) – Block the drain, introduce non-toxic coloured dye mixed with controlled water volume matching the Thursday night rain, and use thermal imaging camera every 30 minutes to trace the exact path through the balcony, slab and ceiling cavity.
3. Targeted repair (3–4 hrs) – Remove only the affected tiles (typically 20–30), strip the failed waterproofing membrane, clean the substrate completely, apply a new Class II compliant membrane to AS 4858 standards, re-lay tiles with flexible adhesive, re-grout, and perform an immediate re-test.
4. Ceiling restoration (2 hrs) – Remove the damaged plasterboard section, replace with 10 mm fire-rated board, skim coat, apply two coats of matching ceiling paint with anti-mould additive, and reinstall cornice.



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5. Final testing, clean-up and report (1 hr) – Conduct a full 2-hour flood test, issue the complete builder-claim pack with timestamped evidence.

In my 25+ years I know that guessing where a leak is coming from is exactly how most tradies create future disputes. The dye-plus-thermal method removes all guesswork and proves the exact failure point on camera. This is the only way to give you permanent peace of mind and bullet-proof evidence. A small patch may only last 2–3 years if the membrane failure is widespread. This scope is necessary because it solves the root cause instead of symptoms, prevents future leaks, and satisfies every stakeholder. If no action is taken ongoing water ingress will cause hidden mould, risk of ceiling collapse, potential electrical hazards if water reaches wiring, property devaluation, and repairs that could exceed \$15,000–\$25,000 within two years plus health and insurance complications.

Scenario 3 – Comprehensive Balcony Rebuild + Full Insulation Upgrade + Lifetime Peace-of-Mind Package (aligns with Option 9 + Option 7)

Price: \$8,750–\$9,950 (full day plus next-day ceiling)

1–5. Follow the exact steps in Scenario 2 but with full strip of all tiles and complete replacement of the entire waterproofing system.

6. Insulation and vapour barrier upgrade (2 hrs) – Install new R4.0 insulation plus sarking in the ceiling cavity.

7. Final waterproofing certification and handover (1 hr) – Issue BPC compliance certificate, 24-month flood-test guarantee, spare tiles and materials left on site, and formal BlueScope registration for the official 36-year structural warranty.

When I see ponding in a brand-new balcony I know the original waterproofing was never installed to current standards. Doing it properly once gives you 10+ years of zero leaks and turns this into the strongest possible warranty claim. This is the highest upfront cost but the easiest to claim back in full. This scope is necessary because it future-proofs the entire area, upgrades insulation for energy efficiency, and leaves you with spare materials and multiple layers of warranty. If no action is taken the leak will worsen, potentially causing structural slab damage, mould throughout the home, major insurance exclusions, and builder warranty time limits running out – leaving you personally liable for \$20,000+ repairs.

Risks in Doing This Job and How We Mitigate Them

For every step we identify what could go wrong (injury from height, water spread causing further damage, financial loss from claim rejection) and put controls in place: full WorkSafe-compliant harnesses and spotters, plastic containment and immediate testing, and BPC certificates with



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timestamped evidence. Other companies cut corners by skipping safety barriers, using cheap silicone that fails in months, or providing no photos so you cannot claim. HolyMess ensures your best interest at every step because we have the largest vetted network of tradespeople in Melbourne, agentic AI and experienced project managers that can handle any type of roof or balcony work (metal, tile, slate, repair, paint, full replacement, emergency or planned), and we film and document every layer so you have undeniable evidence. We are not boxed into one solution like many single-tradie companies; we can upscale or downscale instantly without pressure.

Comparison Table – Why HolyMess Repairs Is Different

Criteria	HolyMess Repairs	Premium Service Companies	Base-Level / 1-Man Tradies	Middle-Man Platforms (e.g. HiPages)
Price (typical balcony job)	\$380–\$9,950 locked in	\$6,000–\$12,000+	\$2,500–\$6,000 (often rises on site)	\$3,000–\$8,000 (lead fees added)
Tradesperson Selection	Best from entire market (1000s vetted)	Limited to their own small team	Only 1 person	Random whoever pays for leads
Warranty Response Time	24-hour guarantee, honoured forever	7–14 days	Often ghost after 12 months	None
Vetting (skill + character)	Full police/licence/character check	Basic licence check	None	None
BPC Compliance Certificates	Issued on every job	Sometimes	Rarely	Never
BlueScope Material Registration	We register on your behalf	Sometimes	Almost never	No



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Customer Access to Internal Chat	24/7 live portal with comment rights	No	No	No
Profit Margin Passed to You	12% (AI eliminates waste)	30–77%	Variable	Platform takes 15–25% cut
Full Financial Transparency	All records available on request	Never	Never	Never
Dispute & Claim Management	We handle builder/insurance for you	You chase	You chase	None
On-Site Dye + Thermal Proof	Standard	Extra cost	Rarely	Not offered
10% Price-Beat + \$99 Guarantee	Yes	Sometimes	No	No
Emergency Same-Day Response	Possible	2–5 days	Unreliable	Varies

HolyMess Repairs is the only company in Australia built like Uber for trades. We choose the absolute best tradesperson for your exact job from the entire market, not just whoever is free in one small team. This gives you economies of scale, volume discounts, and data-driven solutions that no single tradie or traditional company can match. 80% of roofing companies fail within two years and 96% within five years; their warranties disappear when the company does. Ours are backed by a system that lasts forever. If you choose a cheap or illegal operator you face serious risks: unlicensed work means no BPC compliance, no insurance cover, possible fines or forced removal of the job, voided home insurance, and no one to honour the warranty when the tradie ghosts you or the company folds. You do not know who is actually working in your home – the friendly salesperson may send anyone. We vet every single tradesperson for skill, character and behaviour before they ever step on your property. Cheap quotes lead to cut corners, hidden defects, and disputes because tradies guess at leaks instead of proving them with dye and thermal imaging. That is exactly why we insist on the diagnostic step – it removes all guesswork and prevents the “it’s still leaking, give me my money back” cycle that destroys trust. By deciding today with full evidence in hand you avoid the quoting arms race that forces every company to build extra costs into their prices.



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Step-by-Step Process to Claim Under Builder's Warranty (Victoria – House <7 years old)

Your home is well within the 10-year statutory warranty period under the Domestic Building Contracts Act 1995. Here is the exact process:

1. Gather Evidence (you have already started this)
 - Photos/videos of the damage (ceiling crack + balcony ponding).
 - Date you first noticed it (Thursday night/Friday morning).
 - Our inspection report (we provide this).
2. Contact the Builder in Writing (Most Important First Step)
 - Email or letter to the original builder (or the real estate agent you bought from — they have the builder's details).
 - Include: description of defect, date noticed, photos, and our report.
 - Request they rectify the waterproofing and ceiling damage at no cost under warranty.
 - Keep copies of everything.
3. Give the Builder Reasonable Time
 - Usually 14–28 days to respond and arrange a fix. Builders often fix quickly to avoid escalation.
4. If No Response or Dispute
 - Lodge a free dispute with Domestic Building Dispute Resolution Victoria (DBDRV) – it's a government service.
 - They provide free conciliation/mediation.
 - Website: dbdrv.vic.gov.au (you can do it online in 10 minutes).
5. If Still Unresolved
 - Apply to VCAT (Victorian Civil and Administrative Tribunal).
 - VCAT can order the builder to pay or fix the work.
 - Costs are low and you can represent yourself.

Important Note on Domestic Building Insurance (DBI): This is last-resort insurance only. It only pays if the builder is bankrupt, deceased, or cannot be found. You must go through the builder first (steps 2–4 above). DBI covers up to \$300,000 for structural defects (6 years) and non-structural (2 years).

I can also prepare a professional letter/report addressed to your builder or lawyer for \$150 (takes me ~1 hour) that strengthens your claim.

Payment Details

Bank: Commonwealth Bank

Account Name: Holymess PTY LTD



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BSB: [REDACTED]

Account Number: [REDACTED]

Payment Terms

50% deposit on booking – e.g. Option 1: \$190 | Option 2: \$825 | Option 7: \$1,975–\$2,475 |

Option 9: \$3,600–\$4,900

50% on completion – same amounts as above

We accept bank transfer, credit card or Zip Pay. We also offer humm and interest-free payment plans. If you would like to change payment terms, contact us.

Please reply with:

- Which option(s) you would like, or
- Any changes you want, or
- Just confirm Monday 11 am and we will start with Option 2 (dye test).

Looking forward to getting this sorted for you quickly so you don't have any more water coming through before the next rain.

Kind regards,

Victor C

Compliance Manager

HolyMess Repairs

Attachments: Ceiling damage photo + custom diagrams below.