HolyMess Pty. Ltd.
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19 Chivers Rd, Templestowe VIC 3106
10/238 Edwardes St. Reservoir VIC 3073

Dear [redacted]

Thank you for your email and for the request to inspect the quality of the new roof installation at [redacted] **Glen Waverley VIC 3150**.

I am **Victor C**, **Licensed Roof Plumber** with the **Building and Plumbing Commission (BPC)** (formerly Victorian Building Authority, Licence No. 32176) and Compliance Manager at **HolyMess Repairs Pty Ltd** (ABN 31 666 327 813). With **over 20 years' hands-on experience** installing, repairing, and inspecting roofs across Melbourne (including hundreds of new installations in eastern suburbs like Glen Waverley), I personally conduct or directly oversee every inspection of this nature.

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Addresses: Unit 10, 236-244 Edwardes Rd, Reservoir VIC & 19 Chivers Rd, Templestowe VIC
Website: www.holymessrepairs.com.au
Google Reviews: 5.0 ⭐ – 33+ reviews
YouTube: Search "HolyMess Repairs" for real job footage and company details

Facebook: facebook.com/holymessrepairs.com.au

This is a **strictly independent compliance inspection**. I have **zero vested interest** in recommending, quoting, or performing any repair work. My sole purpose is to deliver an **honest, accurate, transparent, regulation-backed, and fully defensible report** from the following integrated perspectives:

- **Licensed Roof Plumber perspective** (my 20+ years practical, on-the-tools experience): What actually performs or fails in real Melbourne weather, wind loads, thermal movement, and long-term durability.
- **BPC perspective**: Full licensing, Plumbing Certificate of Compliance requirements, and regulatory accountability.
- **National Construction Code (NCC) Volume 2 perspective**: Part 3.5 (Roof and Wall Cladding) – weatherproofing, structural integrity, and acceptable construction practice.
- **Manufacturer perspective**: Exact installation specifications for the roofing material used (cross-checked against any provided documentation).

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- **Workmanship perspective**: Visible and hidden quality of fixings, flashings, valleys, ridges, penetrations, sarking, cuts, overlaps, and detailing.
- **Original quote/plans/intention perspective**: Direct verification that the installing tradesperson/company followed the approved scope, drawings, and specifications.

Property context (from public records): [redacted] is a 4-bedroom family home on a 651 m² block in Glen Waverley (Monash Council). It features a typical pitched residential roof for this size and age of home in the eastern suburbs.

Inspection scope (all options):

- Full workmanship assessment (fixings, nails, screws, flashings, valleys, ridges, penetrations, sarking, underlay, etc.).
- Compliance with Australian Standard AS 1562.1 (metal) / AS 2049 & AS 2050 (tiles), NCC Volume 2 Part 3.5, manufacturer specifications, and BPC requirements.
- Verification that the installing tradesperson/company followed the original quote/scope of works.
- Check for prohibited practices (e.g. cutting roof sheets with a grinder — sheets must be factory-sized or properly cut with appropriate tools).
- Exact regulatory citations (dot-point references from NCC, AS standards, BPC guidelines) for any issues or superior alternatives.
- Internal roof cavity inspection (safe manhole access where possible) to check hidden elements.
- Report designed to be **fully defensible** for insurance claims, legal disputes, BPC matters, tribunal proceedings, or quality assurance.

We have considered **all stakeholders** when designing these options: the homeowner/client (peace of mind and future-proofing), residents/family (minimal disruption and safety), tradespeople doing the work (safe and efficient processes), people living at or passing the property (public safety), Monash Council requirements, WorkSafe/Victorian building regulations, BPC compliance, insurance companies (clear evidence for claims), the project manager/Roof Inspection Australia (professional, auditable documentation), and any other parties affected by the work.

To give you and your client complete choice and meet the natural need for options when evaluating quality work, here are **three clear, best-fit options**. Each includes a **very detailed step-by-step procedure** (how-to level, so detailed that following the steps would allow ordering materials and theoretically performing the work with proper safety gear and tools).

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Option 1: Standard Visual Compliance Inspection

Price: $490 + GST (includes basic written report with timestamped photos)

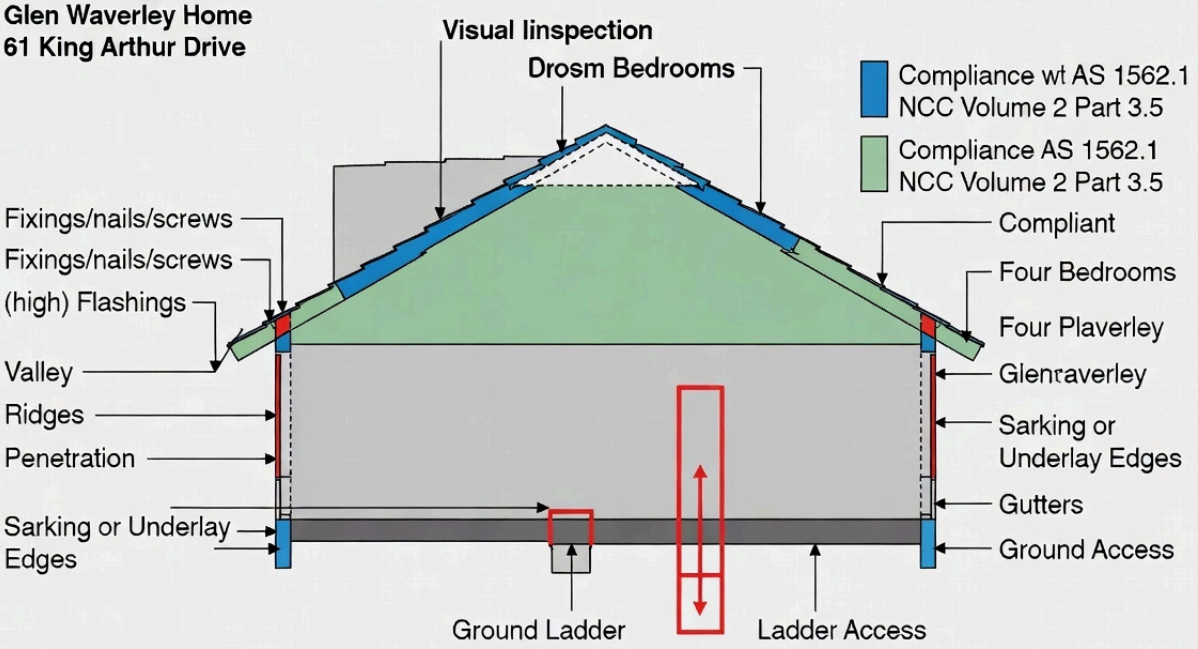
Very Detailed Step-by-Step Procedure (every step explained from all perspectives, why it is done this way — including counterintuitive elements — what could go wrong, risks/mitigations, how other companies cut corners, and how HolyMess ensures the client's best long-term interest):

1. **Pre-inspection preparation (office + arrival – 20–30 mins)** Review all provided documentation (original quote, plans, manufacturer specs, installation drawings). Cross-reference against BPC licensing requirements and NCC Volume 2 Part 3.5. Assess site access, weather, and hazards using property records and aerial views of [redacted] **Why (perspectives)**: As a roof plumber with 20+ years, skipped paperwork leads to later disputes. BPC requires traceability. NCC demands documented compliance. Manufacturer specs must be verified. Counterintuitive but critical: many quick inspectors skip this and miss deviations from the original plans/intention. **Risks & mitigation**: Incomplete report leading to insurance invalidation or financial loss. *We use full checklists and senior peer review.* Other companies cut corners by skipping documentation; HolyMess provides evidence of every pre-check. Our largest network of vetted tradespeople and agentic AI-supported project managers ensure we are never restricted to one solution.
2. **Ground-level + safe ladder-access visual survey (30–45 mins)** Full perimeter walk plus ladder inspection of visible fixings, flashings, valleys, ridges, penetrations, gutters, and sheet conditions. Photograph every critical zone on the ~651 m² roof. **Why (perspectives)**: Workmanship perspective reveals poor fixing or prohibited grinder cuts (not allowed per AS 1562.1). Manufacturer specs require specific fastener spacing; NCC 3.5 requires weatherproof detailing. Roof plumber experience shows these issues cause leaks years later. **Risks (injury, property damage, financial loss) & mitigation**: Ladder falls, missed defects, or scratches. *Full WorkSafe-compliant setup, harness if needed, dual-person verification.* Corner-cutters use unstable ladders or skip photos; we never do.
3. **Basic compliance checklist & short report compilation** Note immediate red flags with basic regulatory references. Deliver PDF same/next day. **Why/counterintuitive**: Even new roofs can have hidden non-compliance that voids warranties/insurance. Our report guarantees accuracy, honesty, and transparency for legal/insurance use.

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Side-View Coss-Section of

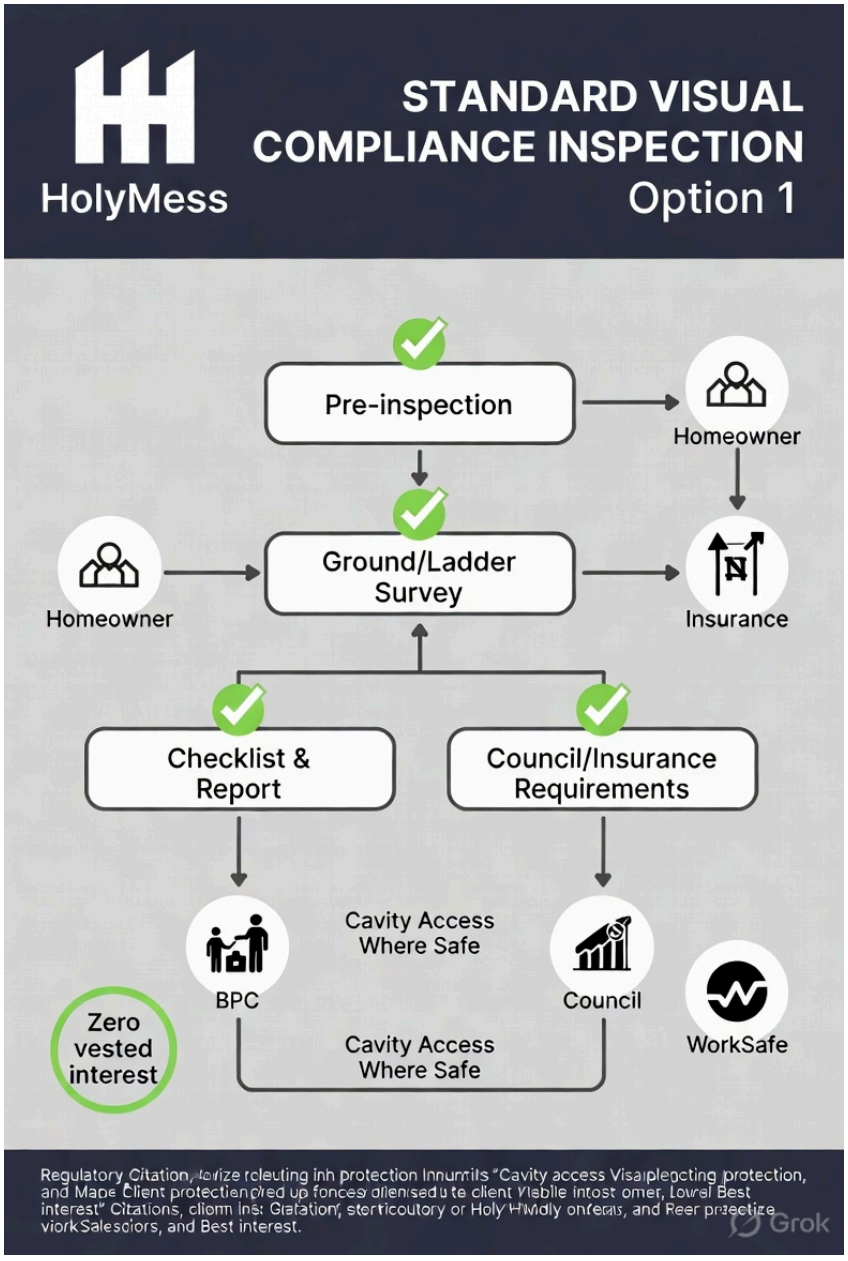
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Glen Waverley Home
61 King Arthur Drive



Independent BPC-Licensed Roof Plumber Inspection — No Vested Interest

Grok

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Best for: Budget-conscious quick due-diligence when only surface-level verification is required.

Option 2: Comprehensive On-Roof Compliance Audit *(Recommended)*

Price: $850 + GST (includes detailed professional report with high-resolution photos + short video evidence + cavity access)

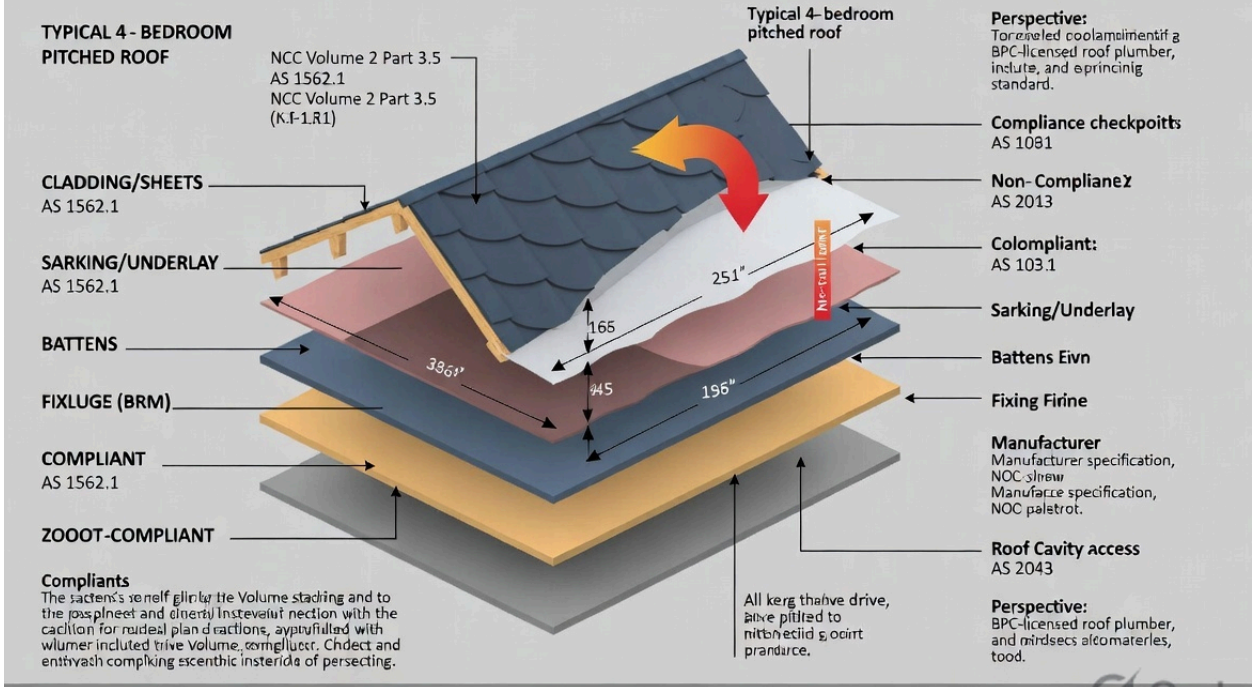
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Very Detailed Step-by-Step Procedure (every step from all perspectives, why/counterintuitive reasoning, risks/mitigations, corner-cutting explanations, and HolyMess client-first approach):

1. **Pre-inspection deep-dive (as Option 1 + full documentation cross-check – 30 mins)** Compare actual installation against original quote/plans/intention. **Why (perspectives)**: Roof plumber experience shows plans are often not followed exactly; BPC holds the installer accountable. **Risks & mitigation**: Future disputes/financial loss. *Full photo evidence and peer review.*
2. **Full safe roof access + physical on-roof inspection (60–90 mins)** Harnessed roof walk across the entire roof. Detailed check of every fixing (spacing, type, corrosion), flashings, valleys, ridges, penetrations, sarking, overlaps, and prohibited practices (e.g. grinder cuts must be factory or proper shear per AS 1562.1 and manufacturer specs). Measure critical dimensions against NCC 3.5 and manufacturer tolerances for this 651 m² roof. **Why/counterintuitive**: Many defects only visible up close. As a roof plumber I know thermal movement or poor fixing causes leaks years later — even if it “looks fine” from the ground. NCC requires specific wind-load fastening in Melbourne’s climate. **Risks (injury, property damage, financial loss) & mitigation**: Falls, roof scratches, water ingress. *Full JSA, harness system, temporary safety measures, two-person team option if needed.* Other companies skip harnesses or documentation; HolyMess evidences everything.
3. **Roof cavity inspection (safe manhole access where possible – 20–30 mins)** Internal check of sarking, battens, fixings from above ceiling (non-invasive). **Why**: Hidden defects (e.g. missing underlay) are invisible from outside but critical for NCC weatherproofing and long-term performance. Counterintuitive for many clients (“it’s new – why look inside?”) but essential for true compliance and insurance validity. **Risks & mitigation**: Ceiling damage or missed issues. *Careful access protocols and photo evidence.*
4. **Detailed multi-perspective assessment & report** Exact dot-point citations (e.g. “Per NCC 3.5.1.2 – corrosion protection not met…”). Verification against original plans + superior methods justified from 20+ years experience. Digital delivery same/next business day. **Risk mitigation & HolyMess difference**: Largest vetted tradesperson network + agentic AI + experienced project managers — we can handle any roof type (metal/tile/slate), any size, emergency or planned. No resource restrictions mean advice is never boxed into one solution. We document evidence for every step so no hidden workmanship issues.

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PITHED ROOF DIAGRAM



61 King Arthur Drive, Glen Waverley, 651 ml

Independent Inspection – Zero Vested Interest

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Best for: The majority of quality-assurance needs — provides clear, actionable, and legally robust evidence.

Option 3: Premium Independent Quality Assurance Review

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Price: $850 + GST (includes everything in Option 2 + advanced tools + peer review)

Very Detailed Step-by-Step Procedure (exhaustive how-to level with all perspectives, risks, mitigations, and HolyMess advantages):

1. **Pre-inspection & documentation deep-dive (as Option 2 + Monash Council/BPC cross-check)**.
2. **Full on-roof audit + advanced diagnostics (90–120 mins)** All Option 2 steps plus thermal imaging/drone assistance (where required) for hidden moisture or installation anomalies. **Why (perspectives)**: Manufacturer specs often require specific thermal/expansion detailing; roof plumber experience + NCC 3.5 identifies issues pure visual checks miss.
3. **Comprehensive cavity + full-system verification** Extended internal inspection + cross-check against original installer quote/scope across the entire roof. **Why/counterintuitive**: New roofs can still fail warranty/insurance tests years later if hidden workmanship issues exist. We catch them now. **Risks & mitigation**: Undetected defects leading to major future costs. *Multi-tool verification and senior licensed peer review.*
4. **Senior peer-reviewed final report + optional discussion** Prioritised recommendations with exact regulatory citations. Explicit stakeholder risk analysis section. **Risks (injury, property damage, regulatory breach, financial loss) & full mitigation**: *Full WorkSafe JSA, public liability cover, evidence logs for every step.* Other companies may push one solution or cut corners; HolyMess is not restricted — we can repair, paint, replace (any material), handle large/small/emergency jobs with our unmatched vetted network and AI-supported project management.

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Layerd Cross section Diagram

61 King Arthur Drive, Glen Waverley

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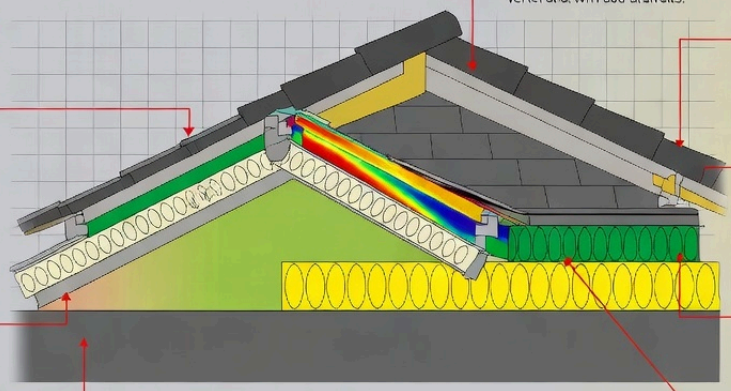
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Advanced diagnostic techniques
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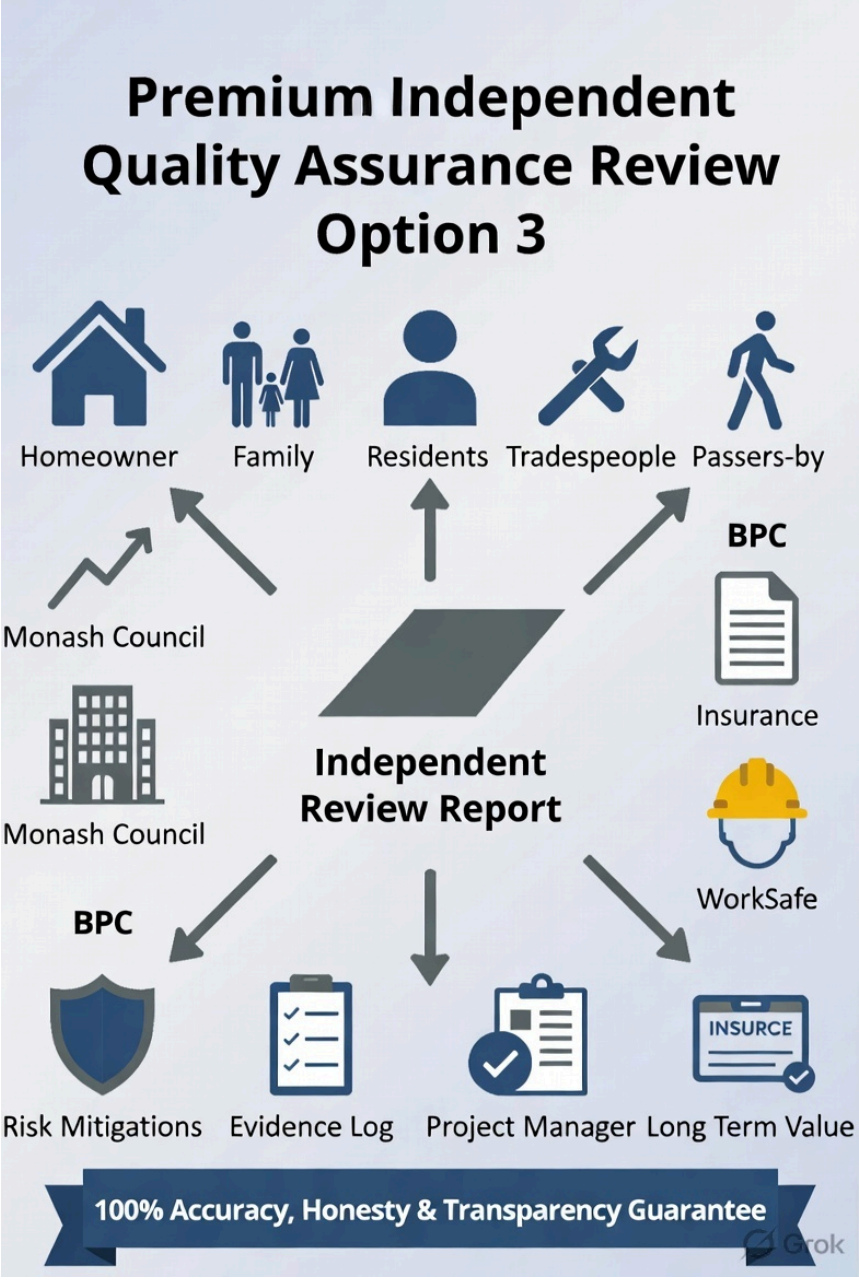
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Best for: High-value installations or situations requiring the highest level of independent documentation and defensibility.

Why Choose HolyMess Repairs for This Inspection?

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- **BPC-Licensed Roof Plumber**: Not a general inspector — a working tradesperson who knows real-world compliance.
- **20+ Years Specialist Experience**: Practical knowledge that pure consultants lack.
- **Truly Independent & Transparent**: No incentive for extra work. 100% accuracy, honesty, and evidence guaranteed.
- **Multi-Perspective Depth**: Every finding integrates practical experience, BPC rules, NCC, manufacturer specs, workmanship standards, and original plans.
- **Company Strength**: Largest vetted tradesperson network + agentic AI + experienced project managers means we handle **any** roof scenario (metal, tile, slate, repair, paint, replace, any size, emergency or planned) without compromise.
- **No Corner-Cutting**: We document everything and always act in the client's best long-term interest.
- **Proven Track Record**: 5-star Google reviews, real footage on YouTube, full insurance, and compliance systems.

Guarantees & Exclusions (apply to all options):

- 100% accuracy, honesty, and transparency guarantee on findings.
- Report valid for 30 days from date of inspection.
- Excludes invasive/destructive testing, scaffolding (quoted separately if required), or unsafe weather/access conditions.
- Full terms and conditions available on request or via our website templates.

We want a clear **"Hell Yes!" or "Hell No!"** — which of these three options best meets your client's needs for this quality inspection?

I can schedule the inspection as early as today or tomorrow (weather permitting) and have the report back to you quickly. Please call me directly on **0426 204 244** or reply to this email so we can lock it in.

I look forward to providing you with a professional, independent, BPC-compliant assessment that gives everyone complete peace of mind.

Best regards,
Victor C
Licensed Roof Plumber (BPC Licence No. 32176)
Compliance Manager
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