



Welcome

This news letter has been a long time coming. We hope you find our observations helpful.

Women make the call

Front Row Renovations has heard many women express their dissatisfaction with the way they were treated by builders. Some felt patronized, others were ignored, many felt vulnerable, almost all felt they were taken advantage of by the builder overcharging: All this because they were female. Many felt builders failed to treat them as if they were the decision maker and assumed that someone else (a man) was paying for the job.

Research suggests women make 90 percent of all major decisions to do with the home (we suspect it is higher). Single women are the second largest category of home buyers, (well ahead of single men). Married women mostly have the final say on housing, design, and a fair bit else...That doesn't mean women are, or want to be builders!

No-one wants to be made feel stupid because they don't know the difference between a flashing and a damp-course.

Front Row provides our clients with the information to make informed decisions and the service, and even intervention, to ensure every aspect of a builders' contract, conduct, and works are as they should be. We communicate constantly with our clients to ensure they get the works they pay for and the service they expect.



Front Row Renovations is all about the individual and it is our aim to ensure quality of service regardless of gender, age or budget.

Julie King,
Director - Projects

Lights Out

Traditional incandescent light globes were removed from retail sale nationally on 1 November 2009.

Energy saving bulbs use up to 30 per cent less energy and typically last twice as long as incandescent bulbs.



Unlike compact fluorescent lamps (still available) Halogen bulbs do not contain mercury.

Although warm up times are sometimes an issue, this should pass as the new technology is constantly improving to meet demand.

December 2009

Front Row Project Management

7/96 Penshurst Street
WILLOUGHBY NSW
2068

P 02 9967 8777
F 02 9967 8677
E info@front-row.com.au



Plans approved—without speaking to Council

Eliminating the local council bureaucracy has been dreamt about by many a renovator!

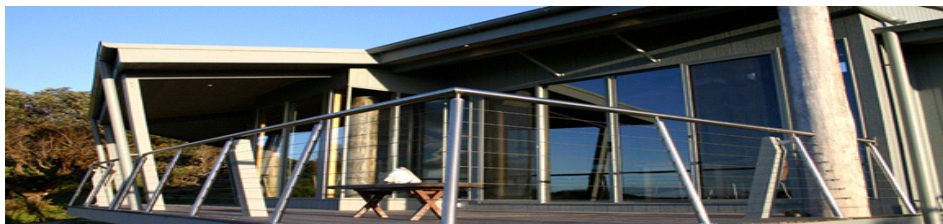
Under the NSW Complying Development Code for housing (enacted 27 February 2009, modified 15 September) this is happening. The NSW government set ambitious targets, ie that 50% of residential DA's should be approved without council involvement, change is definitely happening as the industry comes to grips with the new legislation, approval will never be Carte Blanche and is, in fact, well short of the Government's target, none the less the introduction of the new housing code could turn out to be the biggest single change in the industry for decades.

Front Row is already making substantial use of the code to gain approvals and save our clients time and money. The number of projects complying will increase as the legislation is fine tuned.

Environmental Changes Roll On

The NSW Building Sustainability Index, or BASIX is an online tool which calculates the energy and water efficiency of a new home design, compliance with it is mandatory for planning approval. The system initially only covered new dwellings for single and dual occupancies in Sydney. It has expanded across the state and then into the more complex area of additions and alterations and finally to multi unit dwellings. It's start in life was problematic with system and software problems not coping. Given the diversity, complexity and scale (\$19bn pa*) of the NSW housing industry, this is understandable.

(* Source: ABS)



Window location in relation to the sun will massively affect your BASIX rating. Source: HIA

BASIX has become a solid tool for industry compliance. Our recent experience is that good design (ie that which has been well thought through from a functional perspective) will generally earn a BASIX certificate on first pass. Perhaps this is because we at Front Row have always taken a pragmatic approach to Environmental matters, incorporating "green" elements in designs where ever possible. Of far greater importance however is our overriding commitment to designs that "just work". If it is good to live in, cost effective to run and easy to maintain, chances are, that it has a light footprint"

Closing Note

This news letter presents a few snippets on some of the topical happenings over the last little while. As Front Row clients will testify we are committed to improving the industry through better management practices and more thorough planning, I am immensely proud of the efforts of the team to protect our clients interests and to create a better way of working for our industry, there's an incredibly long way to go but we are moving in the right direction.

Constantly changing regulations, new materials, practices and styles mean there is always a lot to talk about, we hope to be more regular with our newsletter in the future. If these or any other issues are of interest or concern, or if you are ready to embark on a great project, carpe diem.

Season's Greetings to you and your families, on behalf of the team at Front Row we wish you a safe and happy holiday season.

Graham Swan (Director)