JAMESONS.

Work Order / ID #725337

Issue Date: 19.02.2026 **Time Out Date: 21.02.2026** **Due Date Completion: 21.02.2026**

This Request will timeout if you do not select a button to confirm your status

CLICK HERE TO **SCHEDULE INSPECTION**
This will confirm the inspection date / time with ALL site contacts

CLICK HERE TO **SCHEDULE WORK**
This will confirm the job date / time with all site contacts

CLICK HERE TO **ADD INVOICE**
Invoices will be sent to the strata manager and owners corporation for approval

CLICK HERE TO INDICATE YOU'RE **AWAITING MATERIALS**

CLICK HERE TO INDICATE YOU'RE **AWAITING SITE CONTACT**

CLICK HERE TO **MESSAGE STRATA MANAGER**

CLICK HERE TO **DECLINE JOB**

Supplier

Name: All Doors (NSW)
Business Number: 96128338643
Phone: Jayme - 0417975669
Email: sales@alldoorsnsw.com.au

Job Address

Plan Number: 8250
Building Address: 22-26 Newman Street
Suburb: MERRYLANDS
Postcode: 2160

Suggested Time for Access

Strata Management Company

Jameson & Associates Unit Services Pty Ltd trading as Jamesons Strata Management
Business Number 83001138576
Postal Address: PO Box 2001 Spit Junction, NSW 2088
Phone: 02 89693300

Invoice Details

8250: 22-26 Newman Street, MERRYLANDS, 2160, NSW
c/o Jameson & Associates Unit Services Pty Ltd trading as Jamesons Strata Management
Phone: 02 89693300
Email:

Shared / Important Building Documents

Job Manager(s)

Name: Kinen Lau
Phone: 02 8969 3300
Email: kinenl@jamesons.com.au

Access Contact(s)

Name: Yasmin Elarab - Committee Member (Chairperson/LO) (Lot 20, Unit 20)
Lot #: 20 and 20 / **Unit #:** 20 and 20
Phone: 0424151246
Email: elarab2001@yahoo.com

Job Details

Job Title: Unit 20 garage door
Job ID: 725337
Job Description: Issue: Garage door not operating properly — constant noise during operation. Suspected fault with metal arms / mechanism.
Job Issued By: Kinen Lau (Strata Manager)
Price Limit: $0.0

Jamesons Strata Management: Contractor Work Order Terms

If you require assistance after normal business hours please call – 0489 901 623.

Operational Protocols

Job Scheduling and Inspection Protocol
Contractors are required to update the SMATA portal with the confirmed scheduling or inspection details as soon as these are finalized. Keeping this information current in the system is crucial, as it helps Jamesons Strata Management avoid unnecessary follow-up communications and ensures effective coordination between all parties involved.
Site Contact Protocol
If a site contact has been nominated on the work order, contractors must make direct contact with this individual before attending the site. This is to confirm access arrangements and attendance details, thereby facilitating smooth site entry and minimizing disruptions.
Before & After Photographic Evidence Protocol
All contractors must provide clear before and after photographs of the work area to serve as evidence of both site attendance and completion of the assigned tasks. These photographs are a mandatory part of the invoice submission for every job, regardless of its value. Invoices submitted without the required photographic documentation will not be processed and will be returned for completion.
Invoice Submission Protocol
For work orders created through the SMATA portal, contractors should upload their invoices directly to the relevant job within the portal. This is the preferred method to ensure smooth and prompt processing.
For invoices submitted via email, contractors must include the Strata Plan (SP/DP) number in either the subject line or the body of the email. The invoice should be attached as a PDF or Word (.docx) file, and it is acceptable to include multiple invoices for the same plan in one email. All supporting documentation, such as photographs, compliance certificates, and SWMS, should also be attached to the same email. Contractors should not send accounting software reminders without including the actual invoice.
Payment Processing
Invoices cannot be processed without all required documentation. Incomplete submissions will be returned for completion. Payment processing will only commence upon receipt of a compliant invoice package, which must include required photographs, compliance certificates, and all other supporting materials. The standard payment terms are 30 days from the receipt of a compliant invoice.

Legislative Compliance Requirements

By accepting this work order and commencing work, contractors warrant their compliance with all applicable New South Wales (NSW) legislation and regulations.

1. Owners Corporation Approval Requirements

In accordance with Section 102 of the Strata Schemes Management Act 2015, owners corporations must obtain at least two independent quotations for proposed expenditure exceeding $30,000, as specified in Regulation 25 of the Strata Schemes Management Regulation 2016.

Urgent and Emergency Works Exemption: Section 102(5) of the Strata Schemes Management Act 2015 exempts certain emergency works from the requirement to obtain multiple quotes. Emergency purposes include, but are not limited to, burst or blocked water or sewerage pipes, serious damage due to storm, fire, or other natural disasters, unexpected electrical or security failures, and glass breakages that impact building security or pose a risk of internal damage.

For emergency or urgent works classified as RED LIGHT (Critical Risk) or ORANGE LIGHT (Urgent Risk) under the WHS Risk Classification System, the owners corporation may proceed immediately without obtaining two quotes, provided the work is necessary to eliminate or control immediate WHS hazards, protect property from further damage, maintain building security, or restore essential services.

Contractors must obtain written confirmation of approval before commencing non-emergency works when required. For emergency works, they must document the emergency circumstances with photographic evidence. If the scope of repairs is initially unknown, contractors should make the area safe and provide a detailed quotation for permanent repairs before proceeding beyond the immediate make-safe works.

2. Design and Building Practitioners Act 2020

This act applies to works requiring development consent, waterproofing (other than minor alterations in bathrooms, kitchens, laundries, or toilets), fire safety works affecting load-bearing elements or systems, cladding works, and any construction work on Class 2-9 buildings as defined in the National Construction Code. Contractors should refer to clause 13 of the Design and Building Practitioners Regulation 2021 for relevant exemptions.

Required Documentation:

- Proof of appropriate practitioner registration for the category of work performed
- Compliance declarations as required under sections 7 (design compliance), 8 (building compliance), and 9 (subdivision work compliance) of the Act
- Design compliance documentation when development consent is applicable
- Principal design practitioner details for Category 1 and 2 buildings, if relevant

3. Home Building Act 1989

Insurance Requirements: For residential building work exceeding $20,000 (including GST and labor), current Home Building Compensation Fund insurance is mandatory. A copy of the insurance certificate, showing adequate coverage for the contract value and scope, must be provided before work commences.

Licensing Requirements: Contractors must possess the appropriate license category for the work undertaken and provide proof of a current license upon request. Owner-builder permits must also be supplied where applicable.

4. Work Health and Safety Act 2011

Contractors must adhere to the Work Health and Safety Act 2011, the Work Health and Safety Regulation 2017, and relevant SafeWork NSW Codes of Practice. This includes, but is not limited to, protocols for managing risks associated with falls, confined spaces, excavation, construction, asbestos (where applicable), and demolition work.

Required Documentation:

- Safe Work Method Statements (SWMS) for high-risk construction work as defined in Schedule 3 of the WHS Regulation 2017
- Risk assessments appropriate to the tasks being performed
- Current Workcover/workers compensation insurance certificate
- Asbestos removal license and notification, where required

WHS Risk Classification: Jamesons classifies urgent work orders into three categories:

- RED LIGHT (Critical Risk) – Immediate response required for fall and trip hazards, structural integrity issues, electrical hazards, fire safety system failures, gas hazards, sewage contamination, and active water penetration affecting electrical systems.
- ORANGE LIGHT (Urgent Risk) – Prompt response required for security failures, access issues, property protection work, and major water ingress not impacting electrical systems.
- GREEN LIGHT (Routine/Low Risk) – Standard response for maintenance works with no immediate safety impact.

For RED LIGHT works, contractors must attend immediately upon notification, implement immediate control measures, notify Jamesons if further resources or specialists are needed, and document all identified WHS hazards and implemented controls.

5. Insurance Requirements

All contractors must maintain and provide evidence of the following:

- Public Liability Insurance with a minimum cover of $20,000,000
- Current Workers Compensation Insurance certificate
- Home Building Compensation Fund Insurance for residential building works over $20,000

Certificates of currency must be provided before works commence and renewed certificates submitted if the works extend beyond the existing certificate's expiry.

6. Subcontractor Requirements

When engaging subcontractors, contractors must provide statutory declarations confirming the subcontractor's insurance and licensing compliance. Subcontractors must meet all requirements outlined in this work order, and the head contractor remains responsible for ensuring full subcontractor compliance.

7. Environmental and Waste Compliance

Contractors are required to comply with the Protection of the Environment Operations Act 1997 and the Asbestos Work Code of Practice when asbestos is present or suspected. Proper waste disposal, recycling, sediment, and erosion control measures must be implemented, and notification requirements for licensed asbestos removal work must be followed as applicable.

8. Defects Liability Period

Unless otherwise specified in the contract, statutory defects liability periods, as outlined in the Home Building Act 1989, apply. Contractors must respond to defect notifications within seven days and complete rectification of defects within reasonable timeframes.

9. Non-Compliance Consequences

Failure to provide the required documentation or maintain compliance may result in invoices being returned unprocessed, contract suspension or termination, removal from the approved contractor panel, and, where required by law, reporting to relevant regulatory authorities. Jamesons Strata Management upholds strict compliance with all applicable legislation on behalf of its strata scheme clients and expects the same professional standards from all contractors.

10. Dispute Resolution

Any disputes regarding work orders, payments, or compliance matters should be initially raised in writing to repairs@jamesons.com.au. Jamesons Strata Management is committed to resolving disputes fairly and promptly in accordance with contract terms and applicable legislation, including the Building and Construction Industry Security of Payment Act 1999.

Urgent Work Order Framework

The following types of jobs are classified as urgent and require immediate issuance of work orders under the Section 102(5) SSMA 2015 emergency exemption provisions:

- Fall Hazards & Trip Hazards (Red Light): Broken or missing balustrade sections, damaged or missing stair nosings or treads, uneven paving with a height difference greater than 10mm, missing or damaged handrails on stairs, and holes or voids in walkways or common areas.
- Fire Safety Systems (Red Light): Complete fire alarm system failure, fire doors not self-closing or latching, exit lighting failures in exit ways, total emergency lighting failure, and blocked fire exits or egress paths.
- Electrical Hazards (Red Light): Exposed live electrical wiring, electrical sparking from outlets or switches, main switchboard faults affecting building safety systems, lift entrapment (with occupants trapped), and cable strikes during works.
- Structural Integrity (Red Light): Sudden structural cracking indicating movement, partial or full ceiling collapse, balcony structural failure or imminent collapse, and retaining wall failure or bulging.
- Gas Hazards (Red Light): Confirmed or suspected gas leaks, gas hot water system venting into the building, and carbon monoxide detection or alarm activation.
- Sewage & Contamination (Red Light): Sewage overflow into units or common areas, sewage backing up through fixtures, and asbestos disturbance.
- Water Ingress & Flooding (Red Light/Orange Light): Active water penetration affecting electrical systems, flooding impacting egress or exit paths, and major burst pipe flooding in units or common areas.
- Security Failures (Orange Light): Inability to secure or lock the main entry door, complete failure of building access control, and shattered glass doors or panels creating unsecured entry points.

For jobs classified as urgent:

- Do not seek quotations; attend to the site immediately
- Make the area safe as the first priority
- Document the emergency circumstances with photographs
- Provide a detailed quotation for permanent repairs after make-safe works are complete
- Work within the monetary authority limits specified in the work order

Contact Information

For questions or clarifications, please contact: repairs@jamesons.com.au

Legislative Reference Updates: This document reflects NSW legislation current as of December 2024. Contractors are responsible for remaining up to date with any subsequent legislative amendments.

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