

***CONSTRUCTION RISK CHECKLIST > Post-construction > Three Month Post-Completion Assessment***

**Why a 3-Month Follow-Up Visit Makes Good Business Sense**

Most builders consider a project finished at handover. However, a scheduled return visit around three months later can be valuable from both a risk management and customer relationship perspective.

By this stage, the building has been exposed to weather, normal use and seasonal movement. Minor issues such as settlement cracks, sticking doors, sealant shrinkage or maintenance concerns may begin to appear. Identifying these early can prevent them from becoming larger defects or sources of dissatisfaction.

**3-Month Review Checklist**

- 1. Ask if the owner has any concerns or questions.**
- 2. Check for any defects or maintenance issues.**
- 3. Review doors, windows and joinery operation.**
- 4. Inspect sealants and visible weatherproofing details.**
- 5. Discuss any movement or settlement observed.**
- 6. Confirm warranties and handover documents have been received.**
- 7. Review maintenance requirements and schedules.**
- 8. Ensure the owner understands their maintenance obligations.**
- 9. Identify any additional work the owner may be considering.**
- 10. Request feedback and referrals where appropriate.**

It is important to set expectations about the purpose of the visit. A post-completion review is not intended to be an opportunity for unlimited additional snagging or free work. Any issues identified should be assessed against the contract, applicable warranty obligations, manufacturer requirements and recognised industry tolerance guides. Where concerns fall outside these obligations, any remedial work may be chargeable and should be discussed and agreed in the same way as any other variation or maintenance work.

The visit also demonstrates professionalism and reinforces that the builder stands behind their work. Homeowners often appreciate the proactive approach, particularly when most contractors disappear once the final invoice is paid.

From a business development perspective, this can be one of the best opportunities to generate future work. The owner may already be thinking about landscaping, decks, fencing, maintenance projects or additional renovations. Satisfied clients are also one of the best sources of referrals and testimonials.

A one-hour follow-up visit can strengthen relationships, reduce future disputes and identify issues while they are still easy to resolve.

Good builders complete projects. Great builders continue the relationship after completion.