



# INFORMATION PACK

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## ABOUT TOPLINE CARPENTERS

Topline Carpenters are a well-respected local company of experienced, highly qualified and friendly Tauranga builders, managed by company owner and Registered Master Builder Ricki Cotter.

We specialize in, home renovations and re-cladding of residential properties large and small, across the wider Bay of Plenty. Leaky homes requiring solid solutions and homes with weather tightness issues should be remedied by experts – we will handle your house re-cladding job with sensitivity and skill.

As Licensed Building Practitioners and Master Builders we carry out and supervise all our building jobs from start to finish ensuring that you have a consistent, consultative, painless experience throughout the whole process.

## WE SPECIALIZE IN:

**NEW HOME  
BUILDS**



**RECLADDING RENOVATIONS**



*From full home builds, recladding, renovations, leaky home repair and much more.  
At Topline Carpenters we are excited share all the things we can do for you.*





## OUR VALUES

### Integrity:

We believe in behaving with the highest levels of integrity which is fundamental to who we are. We are guided by solid moral compasses, which allows us to stand for what is just and right, and hold ourselves to a high level of ethical standards.

### Leadership:

At all levels we act in a way that exemplifies our core values. We are grounded by humility and driven by ambition. When we empower others to succeed, we all win.

### Respect:

At Topline Carpenters we respect people for who they are and for their knowledge, skills and experience as both individuals and team members. We are committed to building an encouraging, caring, and supportive environment.

### Customer Satisfaction:

We understand that our clients are the lifeblood of our business and our most important stakeholder. We always strive to meet or exceed their expectations with every interaction.

### Get it done:

Clients trust us to build things that work and stand the test of time. Our team will overcome all obstacles, find solutions and deliver exceptional results every time.

### Transparency:

Topline Carpenters operate with transparency by communicating internally and externally with honesty and respect.

### Accountability:

We hold ourselves accountable by measuring ourselves against the highest standards of integrity and fiscal responsibility. We take ownership for the quality of our individual work but also take pride in what we deliver as a team; our focus is on a successful outcome for all.

### Innovation:

We like to think outside the box and strive for excellence and are unconstrained by the way things have always been done. We ingeniously approach every job and obstacle to find original solutions.



## WHY YOU SHOULD CHOOSE TOPLINE CARPENTERS

### Expert Knowledge & Hands On Experience.

- ▶ We have unbeatable local knowledge and understanding of the area and the issues that effect it.
- ▶ Our team has many years of combined real-world industry experience in all areas of construction.



### Exceptional Customer Service.

- ▶ A team that listens to your specific requirements.
- ▶ Communicates to you on a regular basis.
- ▶ Guides you through the building journey with clear timeline.
- ▶ Works with you to create a design that fits within your budget.
- ▶ Delivers to the agreed upon time.

### Licenced & Qualified.

- ▶ We are Licensed Building Practitioners.
- ▶ Can provide all the necessary insurances during the building works.
- ▶ Only use trusted professionals to build your home.
- ▶ We are Registered Master Builders.





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**I used Topline to build a new house in Papamoa. Ricki and the team did a great job completing the build on-time to a very demanding pre-xmas schedule. They treated the build like their own and delivered a quality product, and were very easy to deal with. I would definitely use Ricki and the team for my next project.**

— ” -

**- DEAKIN FAMILY**



## MEET OUR TEAM

### Builders You Can Trust

When you build with us, you're choosing a friendly, experience and professional team – one that is respected throughout New Zealand and the industry. In addition to this our work can be customised to suit your style and budget. Our expert team will be with you every step of the way to meet and exceed your expectations.







### Ricki Cotter, Managing Director, Licenced Builder

With over 15 years in the building industry Ricki has seen and done it all. As the business has grown Ricki has taken a step back off the tools and now spends his time catching up with clients and making sure that all our clients are looked after to the highest standard. With big goals Ricki is aiming to build the most well-known renovation company in the Bay of Plenty. Creating high-quality homes is Ricki's number one passion. When not at work you can find Ricki down at the local boat ramp or sliding down a mountain on his snow board in the winter.



### Chris Tkaczyk, Site Foreman

An absolute craftsman with an eye for detail. Chris has been in the building industry for over 10 years and is one of the rear ones. His eye for detail and expecting nothing but the best from his team every single job that Chris does is done to the highest standard possible. As well as been great with keeping his team organised, he is great at keeping the clients informed with what's happening as well as keeping a smile on their faces. On the weekend you will find Chris out on the boat or at home making stunning furniture.



### Kyle Gibson, Apprentice Builder

Kyle has been with us since day dot. After returning home from doing loft conversions in London Kyle wanted to continue in the building industry and started on his apprenticeship straight away. The skill Kyle has learned over the years is second to none and he has become a great Carpenter. Continuing with having a high standard Kyle treats every job like it is his own. In his spare time Kyle loves to play cards with friends and enjoys heading out into nature.

## OUR WORK

### 314 Levers Road Matua – New Build

#### The project

To build a stunning new home that stood out from the run of the mill group housing home.

#### The challenge

This home was built on a hard to find section in a sort after area in Tauranga. We had to ensure that this home could blend in to the other homes in the area but have all the great features of a new home. As our number one brief from the start was to make sure this home didn't look to much like a standard new four-bedroom home. ***So, with small details throughout the build that didn't affect the end cost of the job is what made this home stand out come auction day.*** From its stunning free-standing bath in the main bathroom to having own private study nook and the number one hit was the window seat that was custom built with details to match the internal doors.

#### The end results



*A modern and stylish exterior entrance sets the tone for this tasteful and skilfully built home.*



We achieved the goal with creating such a beautiful home these clients have already booked us in to build two more new homes to add to their portfolio.



## RECLADDING ON DARRAGH'S

### The project:

To re clad an old but large 2 story home to remove the stigma of a leaky home.

### The Challenge:

Located in a great part of town this home had already been completely renovated inside by the homeowners themselves. But the outside of the home still looked dated and with the bottom story cladded in stucco cladding it had leaky home written all over it. Due to a poorly designed stair well there was always a weak point in the roof junction, and this did leak in heavy rains. So, we lifted the roof to have a single run off the existing roof. We also extended the stair well out to fix another weak point in the cladding that had also leaked. Along with replacing all the cladding with stunning new timber weather boards we also replaced all the windows to double glazing as well as a re-roof. ***With the addition of white box corners and glass balustrades this home is finally complete in the twenty first century.***

### The End Results

This home now looks as great on the outside as it does on the inside with happy clients who are in love with the high standard of craftsmanship throughout the whole job.



*With expert cladding this home exterior finally matched is updated and sophisticated interior.*

## LOCHINVAR LEAKY HOME

### The project

To repair an old stucco leaky, damp, cold home back to its former glory.

### The challenge

With this home we had an unknown to what we would find under the cladding. After drilling out some inspection holes we found that the framing was rotting away. **After removing the cladding and assessing the damage we ended up replacing around 85% of all the external framing with new treated timber.** This home was also set on a tricky site so that was taken into consideration. Due to the hard access to the site the best form of cladding to use was Palliside as that is a PVC product that does not need to be painted every few years. After repairing the framing, cladding, new roof and double-glazing windows we also added an extra loft inside the living as it had a large ceiling space. This has added a whole new room to the house.

### The end results

These clients are very happy with the new warm, dry and modern looking home with much more space for the kids who have moved back home.



*The owners of this home can finally rest easy with the knowledge that their home warm and dry for their kids.*



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**Ricki and his team recently did a full renovation on my home, reroofed, reclad, new windows and an extension. The house is now amazing the communication was top notch and the innovative solutions have turned an ordinary house into an extraordinary marvel. Thanks so much guys.**

**— ” -**

**- LYNDA LLOYD**

## THE TOPLINE CARPENTERS GUARANTEE

### OUR PROMISE TO YOU

#### On Time:

We are committed to having your project completed on or before the agreed completion date. Meaning you will be able to plan moving and accommodation arrangements according to the signed contract date.

#### On Budget:

We are honest, have an eye for detail and stand by our quotes. Believing in complete transparency, we are firmly against the practice of loading quotes with prime cost items sums only to sting you with actual costings once we have won the build. So we may not appear to be the cheapest, but you won't be surprised by any hidden fees.

#### Clear Communication:

Maintaining an effective line of communication with throughout the entire building process, from beginning to end, is a high priority for us. Throughout your project we will keep a constant and open two-way communication with you. You will be kept you up to date on building matters such as building progress, trade scheduling, variations and critical path items,

#### The Right Team:

Topline Carpenters only uses trusted and skilled professionals with the appropriate licences and qualifications to build your home and who align with our core values. You will have peace of mind that your dream home was built by people with the right skills, the right Experience and to a high standard.





## TRUSTED PARTNERS



## FREQUENTLY ASKED QUESTIONS

### At what stage do I involve a builder?

Get your builder in first. Simple advice from a Registered Master Builder when making critical decisions early on can save you a lot of hassle. Topline Carpenters help put you in contact with the right architects and engineers and save you time and money by walking you through a preliminary budget process with plans and pricing in the early stages.

### Why is it important to select a Registered Master Builder?

Only a Registered Master Builder can provide you comfort in the knowledge that your builder is trade qualified and can offer a 10-year guarantee. Find out more.

### Does my builder need to be a Licensed Building Practitioner?

Yes. To undertake any restricted building works in New Zealand, you need to be an LBP. The majority of building work (like new builds, renovations and anything requiring a council permit) require this.

### Do I need a building consent?

If you are carrying out building work you may need to apply for a building consent. Here are some examples of work that requires consent:

- ▶ Any structural building including new buildings, additions, alterations, accessory buildings (sheds), and re-piling
- ▶ Plumbing and drainage
- ▶ Heating (fireplaces), ventilation and air conditioning systems

Siteworks for a building:

- ▶ Retaining walls higher than 1.5 metres, or retaining walls with a building or driveway near the top
- ▶ Fences higher than 2.5 metres and any swimming pool fence
- ▶ Swimming pools



### Do I get a guarantee?

The 10-year Master Builders Guarantee will cover you for:

- ▶ Loss of deposit
- ▶ Non-completion of the dwelling
- ▶ Structural defects for 10 years
- ▶ Non-structural defects for 2 years
- ▶ Alternative accommodation
- ▶ You'll also be covered by the Consumer Act and the Fair Trading Act

### How can I keep a building project within my budget?

We believe in accurately identifying the true cost of your proposed renovation at an early stage. Avoid budget blowouts, stress and time wasting with a preliminary budget that's relevant to your project at each stage of the evolution.

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### Can I make changes during the building project?

We welcome changes to enhance your home. Any requests incurring extra labour and/or material costs will be treated as a variation to the contract. All variations will be costed and presented to you for approval – authorising the builder to carry out these changes before any works can begin.





**Your new journey to your dream home starts today.  
With us, we can help bring your dreams into reality.**

### CONTACT US

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Free call 0800 777 701

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Monday - Friday: 8:00 AM - 5:00 PM

Saturday - Sunday: Closed