

# StoService Assurance New Zealand

## StoService Schedule - Residential

The StoService Schedule is a record of the 2 ½ - 3 yearly service carried out by the Owner, their Agent, or the selected Sto or Property Maintenance Contractor to check, clean and remediate the exterior facade and building elements to ensure they are in functional and in good condition. On completion, the completed service should be lodged within the Owners Properties file as a record of the facade's service history.



### 1. CONTRACT DETAILS

Date of service:

Original project completion date:

StoWarranty No:

Property address:

Property owner name:

Property owner email:

Owner phone:

Serviced by:

Phone & email:

**Note:**

- The property should be washed down annually and maintained as per the Sto Maintenance Guide by the owner or their agent yearly.
- The comprehensive 2 ½ - 3 yearly maintenance schedule requirements of the exterior facade are also the responsibility of the owner, and it is recommended that they engage either a Sto Contractor or Property Maintenance Contractor.
- Where the owner elects to forgo the StoService maintenance, they become responsible for maintaining their property in a warrantable condition.

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### 2. STOSERVICE DETAILS

The 2 ½ - 3 yearly StoService inspection of exterior Sto rendered surfaces and associated building elements is logged as the 3 yearly maintenance service. It is recommended that the service and any remedial work required is programmed between October and May when the weather is warmer and more settled.

Tick the boxes on completion to record the task as work progresses. Where follow up work is required leave blank and elaborate in the Service Work Required Section at end of this schedule with reference photos.

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#### Maintenance Operator:

- Sto Contractor
- Property Maintenance Contractor
- Owner or owner's agent
- Commercial companies to confirm their Insurance and Health & Safety documentation is in place and that the associated equipment and protective gear is accessible such as: first aid kit, protective clothing, hard hats, eye and ear protection, high visibility vests, safety footwear, hand protection, sunscreen, etc. and that all the gear is in satisfactory condition.
- The owner understands their obligations and ensure they have the relevant protective gear, safety equipment, access platforms and cleaning equipment for the work entailed.
- Check that the required safety barriers, scaffolding, and access platforms / equipment are in place to undertake the service work.

#### Recommended Proprietary Cleaner Properties

Multipurpose cleaner for buildings: biodegradable, pH neutral, safe on painted surfaces, non-corrosive, designed to remove dirt, soiling, bird droppings, mould, algae, lichen, oily contaminates and general atmospheric pollutants, plant friendly and compatible with water pressure cleaners.

**Note:** Some contaminates such as grease will require alternative cleaners.

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### 3. STOSERVICE CHECKLIST

#### General

- The Maintenance Contractor must be competent, courteous, and experienced in cleaning rendered property facades and the associated building elements.
- The work involves thoroughly cleaning all the exterior walls with a proprietary house cleaner and clean water to remove all residue before the inspection. The cleaning must address all sheltered areas, any contaminants, and all localised grime (use an alternative cleaner on any patches of grime or fungal growth that remain).
- If using a water blaster It is important to avoid damaging the surface – use a 25 – 40 degrees fan angle at the tip held a minimum of 150 - 250 mm distance from the surface and exercise care to avoid water ingress or damage to dissimilar materials, sealants, joinery, service boxes or adjacent surfaces.
- As necessary, provide protection and abide by any Local Authority requirements governing the work, residues, or collection.
- Roofs are outside the scope of this schedule, if cleaning is required the contractor must comply with the working at height regulations. Report any defects visible from undertaking the maintenance such as blocked gutters, loose membranes, bird nests, accumulation of leaves / vegetation, or debris on the roof.
- For roofs and gutters that can be accessed safely from the ground or decks, check all gutters, rainwater heads, gutter outlets, downpipes, and sumps are clean and clear of debris, and are watertight, sound, and secure.
- Gutters, fascias, soffits, porticos, and screens: Apply proprietary house cleaner and wash down in conjunction with the rendered walls as outlined below. Check items are secure and sound.
- Flashings: Check render junctions and transitions are sound and watertight, and any sealant junctions are in good condition.
- Check dissimilar material and associated flashings or junctions are sound and secure.
- Inspect cleaned surfaces for any faults and repair or itemize any work required. Elaborate in the Service Work Required Section at end of this schedule with photos.

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### Exterior Walls

- Sto Rendered Walls and Coated Surfaces:** Check each elevation is sound with particular attention paid to physical damage, narrow widths, termination points, dissimilar material junctions, control joints, joinery rebates, profile detailing, ledges, capping's, sealants, and foundation details.
- Apply proprietary house cleaner in accordance with the manufacturer's instructions working in sections to avoid the cleaning agent drying on the surface as required.
- Flush clean with copious amounts of fresh water to remove all residual contaminants.
- Check surface and as necessary apply additional cleaner to remove any remaining marks or contaminants before re rinsing.
- Inspect cleaned surfaces for any defects and repair or itemize any work required. Elaborate in the Service Work Required Section at end of this schedule with photos.

### Joinery & Sealants

- Check all the joinery and the surrounding rendered rebates / surfaces are sound, the joinery drainage vents and head flashings are clear, and that the external sealant beads are in good condition. Where doors open out, ensure any hooks / security stops are secure and functioning and there's no damage from sliding / bi-fold doors and door handles slamming against the rendered jambs or adjacent rendered walls.
- Penetrations: Check existing pipes, lights, security fittings and any fixtures are secure, sound, and watertight.  
  
Sealants: There are normally two common types of sealant joints.  
Common Defects: Loose sealant, loss of adhesion at edges, cracked, degraded.
- 1. Control joint sealants in the cladding system at dissimilar material joints and seismic/ movement joints. Check and repair or advise if any sealants are defective.
- 2. Sealants used as weathertight gap filler around the joinery, fitting & fixtures, soffits, or penetrations. Check and repair or advise if any sealants are defective.
- Inspect cleaned surfaces for any faults and repair or itemize any work required. Elaborate in the Service Work Required Section at end of this schedule with reference photos.

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#### Parapets & Flashings

- Parapet, balustrades, saddle flashings, caps: Check flashings, walls caps and the metal or render system junctions are sound and secure, and that all associated rendered surfaces, junctions and sealants are in good condition.
- Inspect cleaned surfaces for any faults and repair or itemize any work required. Elaborate in the Service Work Required Section at end of this schedule with reference photos.

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#### Wall Coatings

- Exterior rendered coatings:** Check all coatings are in good condition and any damage, repairs or maintenance work is itemised. Rendered walls are normally re coated every 7 ½ years where only one coat of paint or silane sealer was applied, or 10 to 12 ½ years where two coats of paint were applied, depending on the environmental conditions.

**Note:** The re coating period for rendered surfaces can vary considerably depending on the prevailing environment (e.g. harsh coastal conditions generally require more maintenance and more frequent re coating cycles than buildings situated in sheltered inland locations).

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#### Other Building Elements

##### Optional Work

It is envisaged that StoService Scheduled 2 ½ - 3-yearly maintenance work (3 yearly cycles) will be undertaken in conjunction with the annual maintenance work programmed in between.

The following **optional work** has been identified so that all the adjacent surfaces or building elements are cleaned and checked simultaneously.

- Optional:** Timber Decks should be cleared of any debris and cleaned using a proprietary deck cleaner manufactured for timber surfaces. When using a water blaster care is required to avoid the surface becoming lined or patchy. Check that the render system / flashing at the deck transition is sound and watertight.
- Optional:** Tiled, TPO or Butynol or LAM (fiberglass coated) membraned deck surfaces are to be treated using a suitable proprietary deck cleaner recommended by the manufacturer to remove all moss, mould and any contaminants ensuring the stipulated reaction times are observed before commencing the cleaning process.

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- Optional:** Clean the deck, gutters, sumps, and rainwater heads to remove all residue, taking care not to damage the deck surface or any dissimilar or adjacent surfaces. Allow to dry and check there is no obvious visual damaged to any exposed membranes (**Note:** This is a visual / cleaning inspection only and no liability is presumed for any roofing or deck membranes that need to be serviced under their own warranty conditions).
- Optional:** Check stained timber decks and recoat as necessary normally every 3 to 4 years
- Optional:** Check other stained timber surfaces such as pergolas, gates, fences, etc and recoat as necessary normally every 5 – 7 years.
- Optional:** Any painted timber joinery is to be maintained in good working order and is normally re-painted in 7-year cycles.
- Optional:** Clean exterior paths, patios, terraces etc.
- Optional:** After cleaning the exterior wall surfaces, clean all exterior joinery and glass surfaces. Note Joinery is normally washed in conjunction with the walls but sometimes needs additional work to remove water spots.

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#### On Completion

- Remove any rubbish accumulated during the cleaning process to leave all the pedestrian access ways, decks, patios, and terraces clean and clear.
  - Check all adjacent surfaces, have been left clean with any residue and contaminants removed during the washing process.
  - All items needing repairs or replacement have been itemised and attended to.
  - Items needing repairs or replacement that haven't been attended to have been listed and reported to be repaired.
- On completion, this document should be lodged with the Property Owner as a record of the facade's service history.

#### 4. LIST OF SERVICE WORK REQUIRED – Attach additional pages if required

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2.

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3.

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4.

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5.

**5. COMPLETED BY:**

Date:

Signature for and on behalf of maintenance company:

Printed name:

Maintenance company: