



# Notification Process



## Notification Process

Last Updated: 25/10/2025

### Purpose

Properly adhering to contractual notification periods is crucial for protecting the rights and interests of all parties involved in a construction project. Timely notifications ensure that issues are addressed promptly, potentially preventing escalation of problems and minimizing delays or cost overruns. Failure to comply with notification requirements as stipulated in the contract can result in the loss of entitlement to claims, damages, or other remedies, potentially exposing the non-compliant party to significant financial and legal risks

## 1 Procedures

### 1.1 Notification Identification

#### 1.1.1 Contract Review

- Thoroughly review the CCDC contract upon project initiation
- Identify all clauses requiring notifications
- Create a project-specific notification checklist complete with timelines

#### 1.1.2 Trigger Events

- Recognize events that trigger notification requirements
- Example – Trigger Events (CCDC2 General Condition Number)
  - Claims for Change in Contract Price
    - Party intending to make a claim must give timely Notice in Writing of intent to claim [6.6.1]
    - Detailed account of claim amount must be submitted within a reasonable time [6.6.3]
  - Concealed or Unknown Conditions
    - Notice in Writing must be given before conditions are disturbed and no later than 5 Working Days after first observance [6.4.1]



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- Delays
  - Notice in Writing of cause of delay must be given not later than 10 working days after commencement of delay [6.5.4]
  
- Ready-for-Takeover
  - Contractor must deliver comprehensive list of items to be completed/corrected and written application for Ready-for-Takeover [12.1.3]
  - Consultant must review and respond within 10 calendar days [12.1.4]
  
- Warranty Claims
  - Owner must promptly give Notice in Writing of observed defects/deficiencies during the one-year warranty period [12.3.3]
  
- Indemnification Claims
  - Notice in Writing of claim must be given within a reasonable time after facts become known [13.1.6.1]
  - Waiver of Claims Notification Periods
  
- Contractor's Claims Against Owner
  - For claims arising before/on Ready-for-Takeover date: Notice required 5 calendar days before expiry of lien period or 20 calendar days after Ready-for-Takeover, whichever is later [13.2.1.1]
  - For claims after Ready-for-Takeover: Notice required within 395 calendar days following Ready-for-Takeover [13.2.2.2]



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- Owner's Claims Against Contractor
  - For claims arising before/on Ready-for-Takeover date: Notice required within 20 calendar days following Ready-for-Takeover [13.2.3.1]
  - For substantial defects/deficiencies: Notice required within 6 years from Ready-for-Takeover [13.2.4]
  - For other claims after Ready-for-Takeover: Notice required within 395 calendar days following Ready-for-Takeover [13.2.5.4]

### 1.2 Notification Preparation

#### 1.2.1 Form of Notice

- The contract specifies that acceptable forms of Notice in Writing:
  - Must be addressed to the recipient at the address set out in the contract
  - Can be delivered by:
    1. Hand
    2. Courier
    3. Prepaid first class mail
    4. Other forms of electronic communication during which no indication of failure of receipt is communicated to the sender
- Required information for a notice in writing to be valid:
  1. A clear and unequivocal statement of intention to claim
  2. A statement of the nature of the claim and the grounds upon which the claim is based
  3. A statement of the estimated quantum (amount) of the claim



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- Additional Requirements:
  - Notices must be delivered within the specified time periods outlined in the contract for different types of claims
  - For ongoing claims, interim accounts with accumulated claim amounts must be submitted at reasonable intervals
  - A final account must be submitted after the effects of the claim have ended
  - The party giving notice must submit a detailed account of the claimed amount within a reasonable time

### 1.3 Notification Review & Approval

#### 1.3.1 Internal Review

- Aside from typical Contract Administration (RFI/SI/Change Management), all Notices in Writing prepared by a Project Manager must be reviewed his/her management and/or Keller leadership in advance of submission. This internal review must be accounted for in notification periods.
- Leadership will conduct legal review for high-risk or complex notifications.

### 1.4 Notification Issuance

#### 1.4.1 Delivery Method

- Use the delivery method specified in the CCDC contract (e.g., registered mail, courier services)
- Retain proof of delivery for all notices in Procore.

#### 1.4.2 Timing

- The Project Manager is responsible to adhere strictly to CCDC contractual time limits for notice issuance
- The Project Manager is responsible for implementing a system of reminders to ensure timely submission



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### 1.5 Record Keeping

#### 1.5.1 Digital Documentation

- Store all notices and related documents in Procore
- Maintain a log of all notices issued and received, including dates and responses

### 1.6 Follow-up & Tracking

#### 1.6.1 Response Monitoring

- Track responses to issued notices
- Set up reminders for expected response deadlines

#### 1.6.2 Escalation Procedure

- Project Managers and their Managers are accountable to bring complex or persistent issues to leadership's attention for additional support.
- Document all follow-up actions

**END OF DOCUMENT**

<b>Revision History</b>		
<b>Version No.</b>	<b>Effective Date</b>	<b>Description</b>
<b>1</b>	<b>October 16, 2024</b>	<b>Original Document Created by Peter Jonkman</b>
<b>2</b>	<b>October 25, 2025</b>	<b>Revised by Peter Jonkman</b>