

Key Points for Quality Control of Fine Decoration Delivery in Real Estate Enterprise

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Abstract: With the increasingly development of real estate in China, coupled with the strong promotion of the delivery of fine decoration products for commercial housing in developed cities in China, the delivery of fine decoration products for commercial housing has become the mainstream of residential development developed cities in China. Due to the late start of real estate development in China, there is relatively little experience in delivering finished products for fine decoration of commercial residential buildings. At the same time, homeowners have high requirements for fine decoration delivery, and there is a situation of "making trouble every time" in some cities, which puts Chinese real estate development enterprises in a disadvantaged position in delivering fine decoration houses. How to strengthen the quality of interior decoration projects for commercial residential buildings and improve delivery satisfaction is an urgent problem that real estate enterprises are facing.

Keywords: Fine decoration; Real estate; Quality control.

1. Overview of Delivery of Interior Fine Decoration in Commercial Residential Buildings

With the increasing regulation of real estate by local governments in 2018 and the saturation of the internal market of the real estate industry, as a typical product of an "inward oriented economy," competition among real estate developers has become increasingly fierce. In order to enhance market competitiveness, real estate enterprises have begun to improve their competitiveness through the delivery of fine decoration of commercial residential buildings, utilizing centralized procurement costs. Therefore, the delivery of bulk refined decoration of commercial residential buildings has gradually become a trend in the real estate industry.[1]

However, there are frequent reports of quality issues in the delivery of fine decoration for commercial residential buildings. The complaint rate of homebuyers towards the quality of fine decoration is gradually increasing, and rights protection activities related to fine decoration of commercial residential buildings are also frequently occurring. In 2018, there were particularly frequent rights protection activities for fine decoration of commercial residential buildings in Wuhan. The methods of rights protection were not limited to individual rights protection activities organized by different properties, but more than a hundred properties joined forces to protect the rights of fine decoration of commercial residential buildings. Due to the fact that the standards for high-end decoration houses built by real estate developers far fall short of the requirements of homebuyers, a large number

of homebuyers have joined forces to demand that real estate developers refund the price of the fine decoration part of the commercial housing. At the 315 Evening Gala in 2020, a report exposed serious quality problems in the fine decorated real of a Guangzhou real estate enterprise. This report further highlights the issue of quality in the fine decoration of commercial residential properties, such as roof seepage and disorderly pipeline installation.[2]

Therefore, as real estate enterprises gradually promote the delivery of fine decoration for commercial housing, how to control the quality of fine decoration for commercial housing is currently an urgent problem that real estate enterprises need to solve.

2. Key Points for Quality Control of Fine Decoration of Commercial Residential Buildings

At present, various real estate enterprises have set up fine decoration control points that are suitable for their own enterprises and developed projects. After collecting the delivery situation of indoor fine decoration in the Chengdu market in recent years, the article divides the quality control points of indoor fine decoration of commercial residential buildings into four aspects: indoor space and water&electricity equipment, indoor decoration, doors& windows and railings, installation parts. The key points of various aspects of testing are as follows:

2.1. Key points for indoor space and water&electricity equipment inspection

Detection site	Key points of detection
Entrance door	①Collision between door leaf and wall/ground/opening less than 90° ②Gap at the bottom of door leaf greater than 2cm ③Collision between handle and wall or parts after opening
Indoor distribution box	①Short circuit and leakage test protection cannot be used normally ②Turn on the switch, and the corresponding circuit is not powered on
Underfloor heating/radiator	①Abnormal switch opening and closing ②Leakage points in the underfloor heating collector, water distributor, and radiator

socket	①The grounding protection is ineffective ②It is not installed, and the circuit cannot be powered on due to faults ③The phase sequence test and short circuit protection test are abnormal ④Ordinary sockets should be set in the air conditioning position, and the splash proof cover plate should be set in a location that is not set (balcony washing machine position/bathroom)
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2.2. Key points for indoor decoration inspection

Detection site	Key points of detection
wood floor	①There are large and small ends in the paving, which are not square (greater than 1cm) ②Treading and collapsing, resulting in ash emission. ③Bulging, swelling, and blackening
coating	①Paint penetration, uneven brushing, and repair of color differences ②Coating bulges and peeling ③Rough and uneven closing of the handover area ④The corners of the yin and yang are not straight or square
Wall and floor tiles	①Hollow drum ②Gap height difference, damage ③Uneven gaps
Stone	①Uneven and rough closing at the junction of different materials ②Poor mirror treatment and lack of brightness ③Stone alkali reaction and blackening
Ceiling (including kitchen and bathroom)	①Wave pattern ②Deformation, paint peeling, rust spots ③Paint sagging ④Uneven buckle plates and uneven seams (in kitchen and bathroom) ⑤Uncleaned garbage in removable ceiling of bathroom, exposed wires ⑥Uncleaned construction garbage in light trough
Skirting line (including all functional skirting lines)	①The non nail hole groove part of the skirting line is fixed with nails ②The width of the connection part with different materials is not consistent ③The upper mouth of the skirting line is strictly prohibited from being repaired with putty

2.3. Key points for inspection of doors&windows and railings

Detection site	Key points of detection
Indoor door	①The height of the door frame is uneven on the left and right sides ②The gap between the door leaf and the threshold stone does not match (room 5-8mm, bathroom kitchen 8-12mm) ③The sealing of the door frame line and the wall is uneven, repaired with putty ④The anti lock fails
Railing	①Decorative cover not fixed ②Glass railing glass extends less than 1cm into the slot depth

2.4. Key points for installation component

Detection site	Key points of detection
Kitchen and bathroom cabinets	①Failure to perform six sided edge sealing treatment ②Cabinet door opening is not flexible, uneven seam width, damping failure ③Hardware installation is not firm, rusted, cabinet door installation is not aligned ④Garbage at the bottom of the cabinet is not cleaned. (Open the sealing plate for inspection)
Kitchen countertop	①Obvious repair marks on the countertop ②No reinforcement measures at the bottom of the stove mouth ③Large and small ends of the countertop and the wall, the countertop adopts an oblique splicing method ④The bottom of the countertop is not reinforced with a lining strip board (wooden strip 6cm/PVC 2.5cm)

Water channel	①Poor drainage ②Abnormal opening of faucet and unstable installation ③Leakage of drainage pipe
Storage (wardrobe/foyer cabinet)	①The height of the cabinet door is greater than 1.8 meters, and no puller is installed ②Six sided edge sealing treatment is not carried out ①Not smooth to use
Toilet	②The gap between the water tank and the wall is greater than two fingers wide and not perpendicular to the wall, skewed ③The toilet seat is not firmly fixed ④There are signs of use (including the placement of blue cleaning balls) ⑤The floating ball in the water tank is ineffective
Toilet basin/countertop	①Poor drainage ②Abnormal faucet opening ③Clear repair marks on the countertop ④Large and small joints between the countertop and the wall
Shower screen/bathtub	①Difficult opening of glass door ②Leakage in wet area (shower screen) ③Rough closing of water blocking stone ④Loose and poorly sealed shower screen pressure strip
Faucet/Shower	①Small water output, discontinuous ②Unaesthetically pleasing closure ③Rust ④Cold and hot water labeling error
Air conditioning/fresh air	①Abnormal noise when turned on ②Unreasonable setting of air conditioning outlet ③Significant vibration during testing
Floor drain	①The drainage of the floor drain is not smooth and there is accumulated water ②The perimeter of the floor drain is rough ③Cross seam setting

3. Scoring Method to Obtain Weights

A questionnaire was distributed to owners of recently

delivered projects in Chengdu, and importance ratings were given to each testing site. The results are as follows:

Detection site	Weight (%)	Detection site	Weight (%)
Indoor space and water and electricity equipment	15	Entrance door	58
		Indoor distribution box	10
		Underfloor heating/radiator	22
		socket	10
		wood floor	26
		coating	10
Indoor decoration inspection	30	Wall and floor tiles	27
		Stone	15
		Ceiling (including kitchen and bathroom)	12
		Skirting line (including all functional skirting lines)	10
		Indoor door	75
Doors, windows, and railings	5	Railing	25
		Kitchen and bathroom cabinets	12
Installation component	50	Kitchen countertop	11
		water channel	7
		Storage (wardrobe/foyer cabinet)	7
		Toilet	15
		Toilet basin/countertop	7
		Shower screen/bathtub	15
		Faucet/Shower	12
		Air conditioning/fresh air	12
		Floor drain	2

4. Conclusion and Outlook

The article investigates the delivery situation of houses in the Chengdu market and identifies the quality control points

for indoor fine decoration delivery in four aspects: indoor space and water&electricity equipment, indoor decoration, doors&windows and railings, and installation parts. The article also summarizes the testing points and methods. Later,

through the recent distribution of questionnaires to customers of delivered houses (fine decoration) in Chengdu, the weight of each testing part was identified. The article can be used for quality control of fine decoration in real estate enterprises, as well as inspection points for the delivery of fine decoration by homebuyers.

References

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