


## Customer Care Learn Document

### Managing Control Joints in Block Wall

Outline the Scene	Issue	Managing control joints in block wall
	Date Entered	08/09/2025
	Settlement Date of Home	December 2023

#### What happened



- Ground floor block control joints failed from a weathertightness (E2) perspective, allowing water ingress. Structurally compliant, but E2 detailing not effectively delivered in design, procurement and construction.
- Issue replicated across 4 buildings → amplified impact and complexity (multi-owner, multi-stakeholder). Required Building Consent to validate remediation and provide assurance to more than one Body Corporates.
- External remediation (sealant + replaster) under the consented work + Internal remediation of multiple units that had internal moisture damage (flooring, lining and trims)
- Cost impact to business (\$100K+ in total)
  - \$50K+ external works (consented scope)
  - Additional internal remediation (4 units)
  - Customer costs (accommodation + compensation)
- Time impact (internal resources)
- Reputational impact (leak)



**All defects are preventable. Here's some of our Learnings:**



**Design**

- Control joints in block walls must be treated as both B2 (durability) and E2 (weathertightness).
- Failure of E2 can compromise B2 durability (moisture → reinforcement risk).
- Standardise external sealant detail (backing rod, sealant, integration with plaster) OR consider lowering the risk by enhancing weathertightness interfaces (e.g. slab rebate where masonry wall meets the floor) OR consider alternative wall build-up (tilt panel, timber + cavity external wall)

**Procurement**

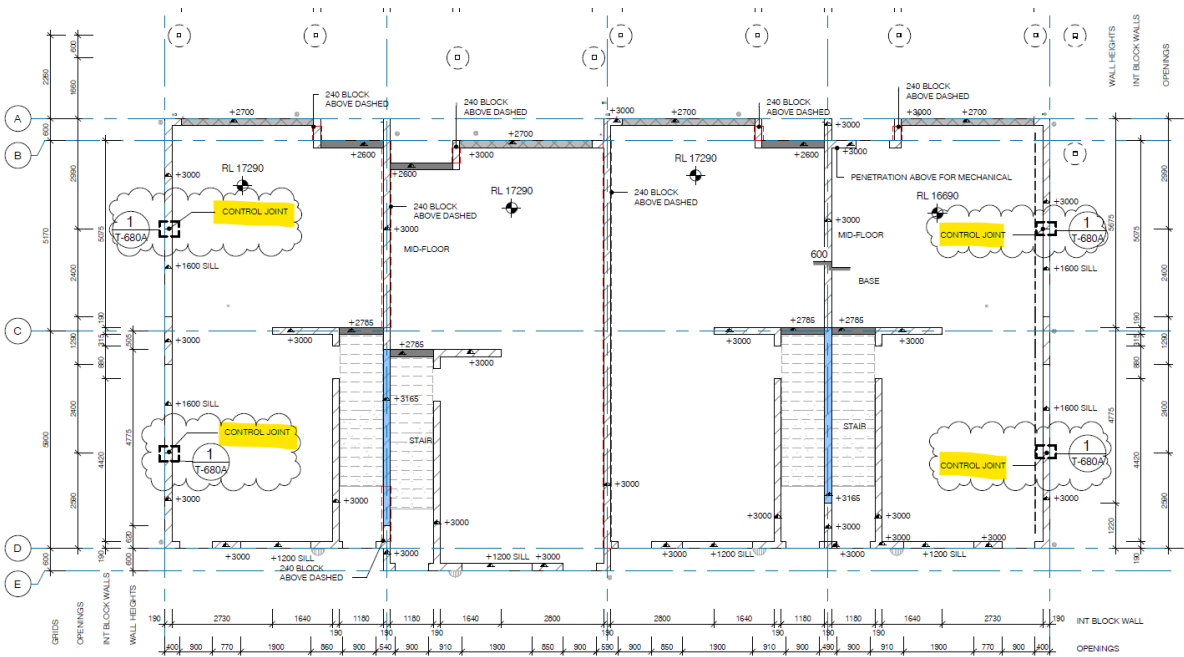
- Ensure clear ownership of sealant at control joint scope (consider standardising who this contract should be owned by: block layer vs plasterer).
- Explicitly include and verify control joint treatment in contract.
- Early contractor involvement to review drawings and scope with designated masonry/plaster contractor.

**Construction**

- Treat control joints as critical weathertightness elements, not just movement joints.
- Actively inspect installation (backing rod, sealant depth, continuity, finishes).
- Do not assume responsibility sits with one trade: confirm and verify.
- Capture photo evidence + QA records of key details.
- Escalate early, systemic issues or if you see ambiguity in details.

**For more information, please contact;**

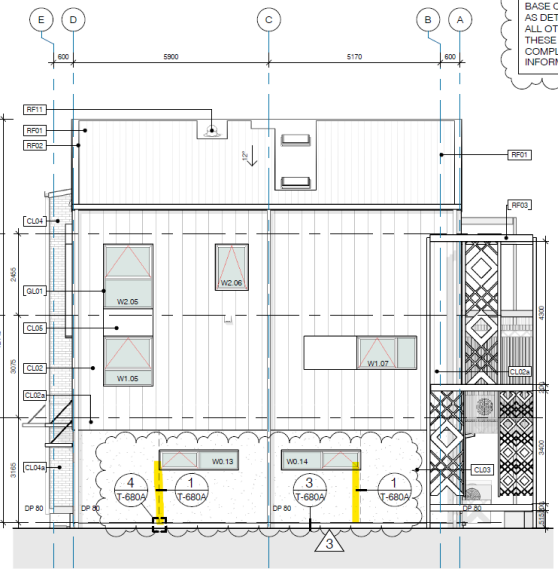
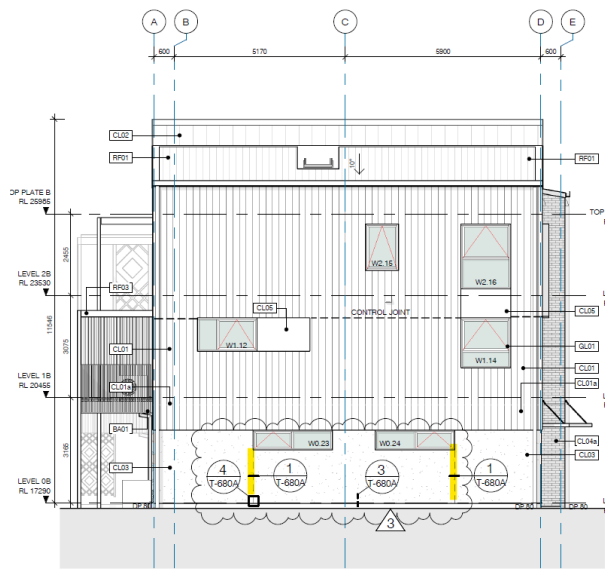
Sean Park, Operations Manager, Fletcher Living  
[spark@frl.co.nz](mailto:spark@frl.co.nz) 027 208 4405

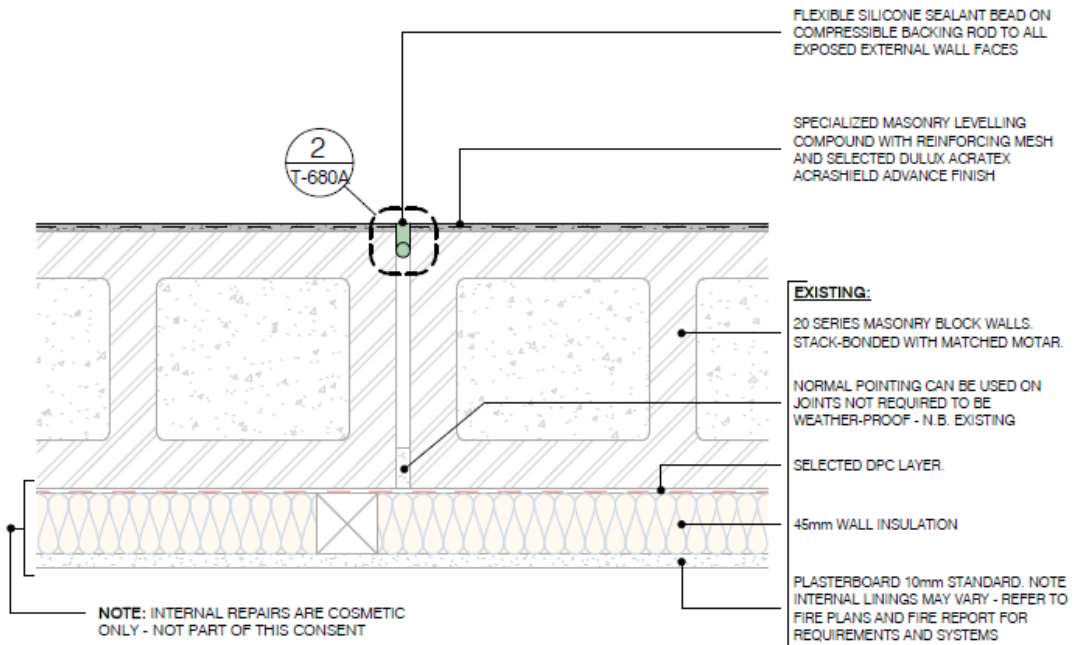


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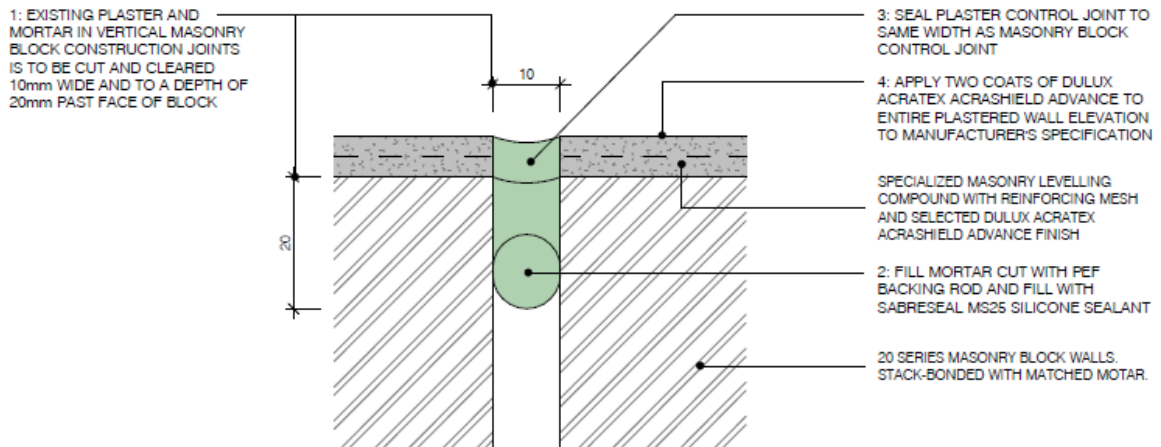
UNIT Q16

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1  
G-0134  
**BLOCK WALL CONTROL JOINT**  
1:5 @ A3  
PLAN VIEW



2  
T-680A  
**BLOCK WALL CONTROL JOINT CALLOUT**  
1:1 @ A3  
PLAN VIEW

