



Expectations & Performance

1. Timeliness

- * Prompt Response - Acknowledged within 24 hours of work order received.
- * Completion Deadlines - Adhere to the agreed-upon deadlines for completing work orders. If any delays are anticipated, communicate them immediately.

2. Quality of Work

- * Deliver High Standards - Perform all work with precision and attention to detail, meeting or exceeding industry standards. We will not rush any work, thus the work order will be completed right the first time.
- * Compliance - Ensure that all work complies with relevant codes, regulations, and safety standards.
- * Cleanliness – Any mess, rubbish created whilst completing the work will be cleaned on completion. All rubbish is to be removed and disposed off site. *We will not use tenants' bins.*

3. Communication

- * Accessibility – Communication during business hours / after hours via telephone and email.
- * Confirmation of work orders booked in with the nominated person on the work at the designated location.
- * Updates – Update the progress of assigned work orders, including any unexpected challenges or changes.
- * Address Issues - All issues or disputes that may arise, we will engage in constructive problem-solving and communicate with only your organisation.
- * Referrals – Referrals to Licenced reliable & trusted tradespeople in instances of unexpected issues/work.

4. Cost Transparency

- * Pricing – Should any work arise outside the scope of the work order, we will alert your organisation to any additional costs before proceeding with the work.
- * Material / Products – We will only use high quality proven materials & products to complete ALL work orders. All materials/products needed to complete the work ordered will be sourced from the closest trade store immediately after physical inspection of the job,
- * Emergency / Same day Maintenance & Repairs – This will incur a 50% loading on the hourly fee with a 3 hour minimum charge.



5. Administration

- * Records - Maintain records of work performed, including photographs which will be uploaded to a shared Google Drive link upon completion of each work order.
- * Completion of work order – Upon completion of the job, we will immediately send an email to your organisations nominated email address.
- * Invoices – Generated in XERO and will provide clear and detailed description for completed work orders.
- * Invoices - Provided to your organisation within same week as work order is completed or as soon as possible.

7. Safety and Compliance

- * Safety First - Prioritise safety at all times and adhere to all safety protocols.
- * Regulations - Ensure full compliance with all relevant laws and regulations.

8. Professionalism

- * Conduct - Maintain a professional demeanour when interacting with clients and your team.
- * Appearance – Presentation in a professional manner at all times (neat & tidy apparel).
- * Work related issues - Any information relating to the job or opinions, shall only be discussed with your organisation

9. Feedback and Improvement

- * Openness – Open to feedback and suggestions for improvement to enhance our partnership.
- * Continuous Learning - Stay updated on industry best practices and technologies.

10. Invoice Payment

- * Payment – Prompt payment fortnightly will be appreciated.

If you have any questions or require clarification on any points, please do not hesitate to reach out. We appreciate your dedication to providing exceptional services, and we look forward to continuing our collaboration.