


Franklin Plumbing Capability Statement





"As a property manager looking over hundreds of properties, I cannot overstate the importance of good trades. Brett and his team are professional, organised, courteous to my clients, get the problem fixed and are easy to get along with. I'd recommend Franklin to anyone".

Alicia

Business Owner - Strata Solutions Geelong



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Our Vision

To be regarded as a premier plumbing service for our employers, and customers by providing a superior service backed with a high level of OH&S and a strong company culture.

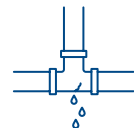
Who We Are

Franklin Plumbing represents all the things you expect from a plumber. We offer expert, courteous service in the Geelong, Torquay, Anglesea, Aireys Inlet, Fairhaven and Lorne regions. We've built a strong reputation for delivering the best quality work and support, especially when it's needed the most.

Range of Services

We deliver a range of complementary services too including gas fitting, hot water systems, sewage & storm water, as well as total roofing repair and replacement service. Our service means we can address one or more problems when we call so you don't need to find a whole lot of different trades people.

We're local, we're professional and we're ready to assist when you need us.



Why We Are Different

Franklin Plumbing has been operating since 2013 with a very strong focus on taking the pain and frustration out of dealing with plumbers. With a focus on building and developing a long term relationship with all customers this is why after only operating for 7 years we have developed in to the company we are today.

Staying up to date

With the backing of an advisory board Franklin Plumbing is always developing new processes to fine tune the operations of the business. With a big focus on the service Franklin Plumbing provide along with the culture of a safe work environment, Franklin Plumbing have their customers as their full focus when they are on your jobs.

Franklin Plumbing uses Simpro software to record all information on the customer's jobs, all jobs are kept on the software so there is always access to past jobs.



Capabilities Overview

With a wide range of experience and a wide range of resources available 24/7, our expertise can be drawn upon at any time of day or night.

Available 24/7

Franklin Plumbing understands that a plumbing issue can arise at any time of the day and night and some issues arise at the most inconvenient time during the day or night. With Franklin Plumbing's 24/7 operation there will always be someone available.

Rest assured the technician who answers your call will have the qualifications and the equipment to complete the task at hand.



Plumbing Services

We pride ourselves on being a full service plumbing business. We offer the full suite of plumbing and gasfitting services from installing roofing and gutters down to complex underground drain repairs and everything in between.

The Franklin Plumbing Guarantee

We're so committed to delivering the best plumbing services on the Surf Coast that we'll guarantee your satisfaction. A Franklin plumber will:

Arrive on time

On booking, we will arrange to arrive within a window of time that suits your needs. We know you've got better things to do than wait around all day, so you can expect a courtesy call to let you know when we're nearby.

Fix it the first time or fix it free

Don't take this the wrong way, but at Franklin Plumbing, once we've paid you a visit, we don't plan to see you again too soon. We pride ourselves on being the local plumber who'll do the job right the first time.

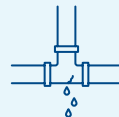
Exceed your expectations

Your Franklin plumber will work to or above all regulations, codes and standards. We're so sure that our work will hold up that all labour is backed by a lifetime guarantee.



Broken and Blocked Drain Repairs

- CCTV Pipe inspections
- Sewer and stormwater pipe location equipment
- Pipe repair and replacement
- Excavator on hand



Burst and Leaking Pipes

- Repair of burst copper pipes
- Repair of plastic pipes
- Burst and leaking pipe repairs
- Domestic water supply
- Fire Hydrant and hose reels
- Fire service lines and replacements



General Plumbing

- Repair of leaking toilets and taps
- Gas fitting and appliance installation
- Blocked drains
- Hot and cold water
- Sanitary and drainage
- Rainwater tank and pump installation and repairs



Roof Replacement and Repairs

- Metal roofing, gutters, box gutters and flashing replacement
- Roof leak - Location and repairs
- Scheduled roof cleaned and reports on the conditions of gutter, flashings and roof upon request



Gas Fitting Installation and Maintenance

- Gas hot water installation and repairs
- Gas line leaks and repairs
- Gas line resizing, upgrading and renewal of existing gas line



Sanitary Fixture Replacements

- Toilet replacement
- Urinal replacement
- School drinking fountains
- Basin replacement
- Tap replacement
- Kitchen sink replacement
- Laundry sink replacement

The Franklin Plumbing Team

Director Brett Franklin has been working in the plumbing industry since 2003. His plumbing career has been spread across the commercial, industry and residential sectors.

Our Team

We employ and train a specialist team of plumbers in solution based thinking and quality workmanship. We go to great lengths to ensure that our team are respectful, considerate and polite at all times.

Why choose us?

At Franklin Plumbing, we believe in a comprehensive approach to plumbing. Fixing your plumbing challenges for today isn't enough – our work will stand the test of time. We only use the highest quality products in our jobs and adhere to all plumbing regulations and codes to give you a water, gas, drainage or roofing plumbing solution that you can trust for years and decades to come.

Our Management Team



Brett Franklin
Director

Being the owner of the business and having over 13 years of industry experience, Brett was raised with a strong work ethic which he applies and instills those values to his own company. Brett has built his business based on honesty, reliability, and excellent

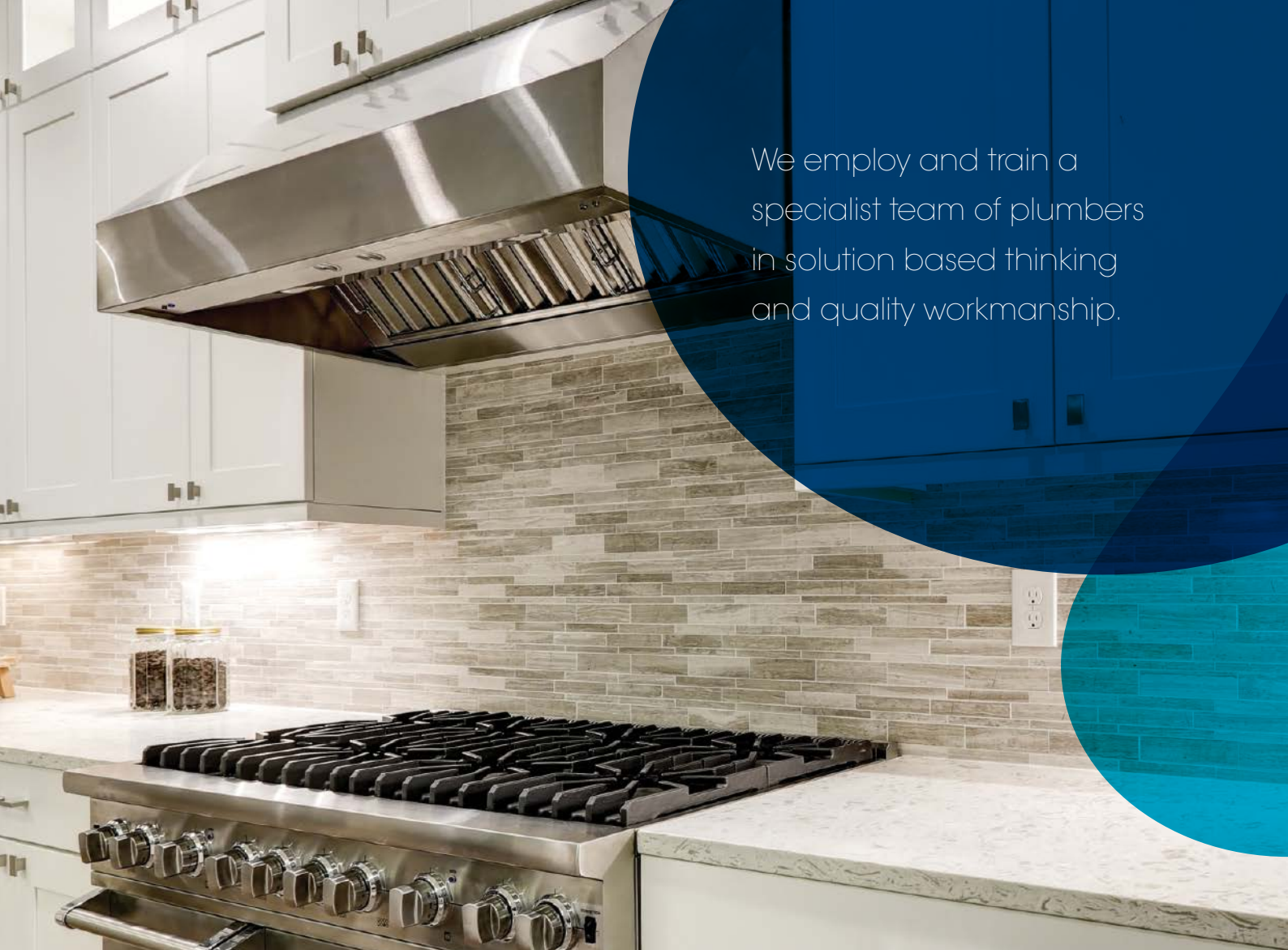
customer service. Brett and his company's staff regularly receive testimonials from both residential property owners, property managers and body corporate staff regarding the professionalism of their services.



Darren Licciardo
Manager

With over 20 years of experience in the plumbing industry, Darren is a fully licensed Plumber & Gas Fitter who is knowledgeable in all areas of plumbing.

Darren delivers a consistently high level work and customer service at all times. Darren is an asset to the Franklin Plumbing team. With many years serving with the SES and a high level of First Aid training Darren is the company OH&S.



We employ and train a specialist team of plumbers in solution based thinking and quality workmanship.



Kerrie Wickenden
Administration Manager

Kerrie has been working as a administration managers for 25 years equipping her with all the skill required to run an efficient office keeping it extremely easy for our customers and partners.

Kerrie oversees all the administrations duties of Franklin plumbing making sure the company runs efficiently and smoothly. All tasks are executed at the high standard our customers demand. Kerrie's attention to detail and great relationships with clients, suppliers and partners makes dealing with Franklin plumbing a pleasure.

Health and Safety

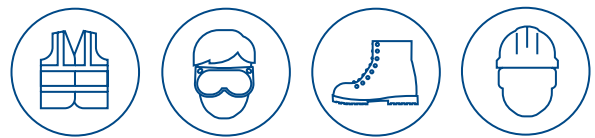
Franklin Plumbing never compromises on health and safety, ensuring that all employees practice workplace safety. We follow procedures allowing our staff to manage, identify and assess hazards in advance to prevent risks and remain in control.

Health and Safety Takes Priority

Franklin Plumbing has a very big focus on health and safety and all employees never compromise on health and safety.

Franklin Plumbing Technicians have access to the Franklin Plumbing e-forms portal where they have access to the SWMS and JSA on their phones. Upon arrival of the job a SWMS and JSA will be completed before starting the job assigned to them.

Franklin Plumbing has an Occupational Health and Safety manual and also a safety action plan where we are constantly educating our staff on safe work practices.





Accreditation and Insurances

Accreditations

Police Check

Working with children check

Construction Industry Inducted (Red/White card)

Work safe Licence to perform high risk work

Registered Plumbing Practitioner

License No. 51250

First Aid Qualifications

HLTAID001 Provide Cardiopulmonary Resuscitation

HLTAID002 Provide Basic Emergency Life saving Support

HLTAID003 Provide First Aid

Insurance

Workcover

Public Liability \$20m

Vehicle, plant and equipment insurance



We understand our professionalism
and competence has a direct impact
on the reputation of the property
manager we are working for.

Brett Franklin
Director

Franklin Plumbing ABN: 21 161 904 221
76 White St, Torquay Vic 3228
Tel. 0421 844 865
Email. brett@franklinplumbing.com.au
www.franklinplumbing.com.au

