



**1300 363 423**

**BUILDING  
CONSTRUCTION  
MAINTENANCE  
RENOVATIONS**

# **CAPABILITY STATEMENT**

## ABOUT MATHOU SERVICES

Mathiou Services is a family owned building, construction and maintenance business with an Australia wide presence. Established in 2009, we have worked with over 4900 clients on over 105K jobs with a goal to become the champions of customer service and property maintenance and building services.

We are dedicated to providing high quality workmanship, outstanding professionalism, clear communication and have the ability to meet all your building, construction and maintenance needs.

Our services provide a one stop shop for all your building or site needs, taking the stress out of finding individual contractors to complete your projects. We can provide your facility with our wide variety of knowledge, get to you in a timely manner, and offer professional technicians to complete all services.

## OUR MISSION & VALUES

“To become the champions of customer service and property maintenance.”

**WOW SERVICE:** Our services are professional, solution focused and prompt. We are great listeners who have the ability to extract the story to know what your needs are.

**TEAM:** We all work together and get in to help no matter what our role is.

**SAFETY:** Our team respects the community, client, company, team members, environment and all their belongings.

**QUALITY:** Mathiou Services gives value for money without compromising quality.

**IMPROVEMENT:** Mathiou Services offers continuous improvement for the clients' satisfaction, while maintaining the professional development of our team & systems to enable our growth and services.

## OUR MANAGEMENT SYSTEMS & QUALITY ASSURANCES

Our management systems have been developed specifically to handle the delivery of multiple site projects, whether they are small to large scale. We pride ourselves on having exemplary safe work practices that adhere to meet safety, quality and environmental standards with accreditations by International Certifications.

Our insurances include WorkCover and Public Liability to give you complete peace of mind. This includes controlling and preventing future risks by creating a safe and controlled workspace that ensures safety and overall improvement to performance.

We also value the environment and with our environmental accreditation, we make sure to monitor and manage our impact by controlling risks and creating improvements. We provide our technicians with expert training in order to uphold proper procedures and measures, as we strive to meet the needs of our customers and stakeholders. We ensure that all our technicians handle risks and hazards efficiently and in a timely manner, to guarantee our high-quality safety procedures and work.



## OUR TEAM

Mathiou Services have a team able to meet all your needs. Our organisation is structured so that we have a designated administration person who is constantly monitoring your portal or email requests to ensure the fastest reaction times to new jobs coming in and ensure KPIs are met when booking these in. Managers are also allocated to designated areas to address any concerns and monitor any recalls.

In terms of field staff, we have employees in a wide range of suburbs across the country and positions throughout the day which gives us a fast response time for urgent work. If urgent works are sent through, we can utilise our GPS tracking system to determine who is the closest to attend and send the job details through to their GPS unit so they know that their route has changed. Work is also quickly and effectively distributed to field staff through our job management system on their tablet or phone to see job details and updates.

With over 250 years combined experience in project management, building, construction, plumbing, accounting and working with multiple sites you can be sure that our processes work seamlessly.

### All our team are taken through a client induction process and have

- ✓ Trade qualifications
- ✓ Up-to-date Police checks
- ✓ Working with children checks
- ✓ Vaccinated

### We are ISO accredited





## WHAT WE DO

We aim to provide a streamlined end-to-end support system for companies to manage multiple properties by providing trade solutions for all facility problems.

We have experience in providing both reactive and preventative work whether it's scheduled or Adhoc, project based or one-off jobs. We also have experience with time critical emergency work, regardless of the day or hours.

### Prevention programs we can offer to avoid large insurance claims

- Air conditioning servicing
- TMV & Backflows annual check
- Test & tags annual check
- RCD annual testing
- Electrical annual audit

## OUR CORE SERVICES

### Maintenance & Repairs

Broken screen doors  
Broken/loose washing lines  
Repair/replace doors  
Repair/replace door mechanisms  
Repair/replace lock mechanisms  
Repair/ install shelving  
Repair towel rails and toilet holders  
Waste removal  
Repair windows  
Industrial high-pressure cleaning  
Gutter cleaning (fire, overflow, & leak prevention)  
Graffiti removal

### Building & Carpentry

Repair/ build decks  
Repair or build wardrobes  
Remove and Install new baths/showers/ kitchen cabinets  
Custom fittings  
Carpport builds/ repairs  
Build Fences or install gates

### Electrical

Repair faults  
Light installation  
Data & communications installation  
Hot water systems  
Ceiling fans  
Switch board upgrades  
Emergency electrical repair  
Power point install or repair  
Air conditioner repairs & installs

### Plumbing

Repair water leaks  
Assess and repair roof leaks  
Repair broken toilet seats  
Repair or replace hot water systems  
Repair gas leaks  
Repair gas and water supply  
Leak detection  
Repair pipes (indoor or outdoor)  
Repair drainage  
Install drainage

### Painting

Repair cracks  
Plaster & Repair holes  
Repair and re-plaster mouldy walls  
Re-stain timber  
Full interior & exterior painting  
Patch touch-up  
Carpark lines or symbols

### Pest Control

Annual and 6 monthly scheduled pest control for ants, spiders, cockroaches, silverfish, and more  
Termite treatments  
Rodent removal  
Flea treatment  
Mosquito Treatments

### Gardening & Landscaping

Weed removal & spray  
Mowing & edging  
Hedge trim  
Blowing  
Planting  
Water grass (by hose or hand - pending water restrictions)  
Install astroturf/ rubber wet pour  
Retaining walls  
Replace old natural turf  
Top up bark or sand pits  
Top up soil

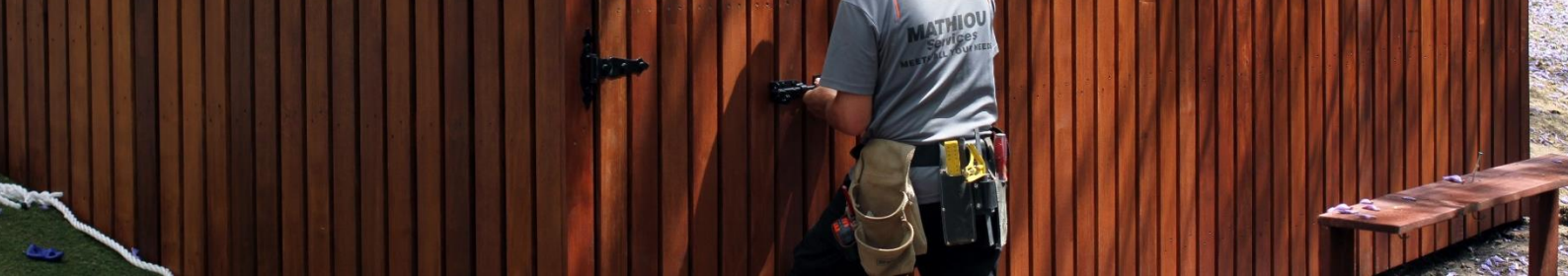
### Flooring Services

Carpet cleaning  
Vinyl strip & seal  
Vinyl laying  
Concrete laying  
Carpet Installation  
Like for like tile replacement

### Projects

Full /partial:  
Bathroom renovations  
Kitchen renovations  
House renovations  
Laundry renovations  
Building extensions  
Flooding repairs  
Full landscaping renovations  
Playground Build

*"Our end-to-end building & maintenance service means you can take care of the people & we'll take care of your building with the necessary tools and equipment"*



## OUR BUILDING PROCESS

Where there is a project, we will have our qualified estimating and technicians quote the works first either working to drawings and specs provided or creating specs for you. The timeframe of this quote depends on the target date our client provides.

On approval, we will have set up a project timeline, pre-starts, staging plans and assist with obtaining the right building or council approvals (if required). You will also be assigned an exclusive project team to meet the scope of works in an efficient, timely manner. This team will include

- a project manager,
- a project coordinator,
- a site manager/ supervisor,
- a WHS Manager,
- an experienced purchasing officer,
- and a fully qualified accountant to track payment process if you require a spread of costs and audit costs of the project.

## WORKING WITH THIRD PARTY CUSTOMERS

We are familiar with working with third party customers whereby the occupier of the property isn't necessarily the billing party. In these situations, communication and approval processes will be defined by the client (you) unless otherwise specified by the client or contract. But it is essential to the success of the service to have this clearly outlined from the beginning.

## EMERGENCY WORKS

As a national 'one stop shop' service provider, we pride ourselves on having the right technicians, tools and "know-how" to complete any emergency work. We can help with making the site safe or where possible fix the issue as it arises. We have an extensive asset list including temp fencing, drain CCTV cameras, jetter's, excavators and more which means no wait times or exuberant hire fees.





## HOW WE WORK

We understand every client is different. Whether you have your own existing portal to lodge work or you would like to have one point of contact, we integrate your process into ours for example...



At Mathiou Services we believe the delivery of any planned maintenance program over an extended time period and across multiple sites or multiroom facility is a logistical challenge. Mathiou Services understands that technology is the key to delivering successful residential maintenance services. We believe that we have an adaptive reporting and scheduling system in place to successfully manage the delivery of residential maintenance services.

Our job management system utilises real time reporting software supported by our customised iPad/tablet technology. By providing each of our teams with iPad technology, our reports can be issued to our management team immediately and on completion of the works. These methods of reporting help ensure WHS compliance reporting and help to ensure that all employees remain up to date on training and compliance as well.

Our job management system allows our clients:

- Real time job notes
- Real time costings
- Real time capability for work in a particular area
- Real time tenant feedback
- Track history of a residence or job
- Tenant sign off if they are home
- To track Mathiou Services time spent on site
- Up to date log of communication
- Visibility that we have completed jobs within the scheduled time frame
- WHS compliance
- Get timely quotes

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## KPI's




As a company we are constantly looking for ways to improve and provide the 'WOW' service that we aim for. Many of our clients have KPI's that we work towards for both customer service and cost effectiveness. Common KPIs we currently work towards include;

- Due dates of quotes,
- booking time,
- jobs,
- invoicing,
- and if any concerns that need to be replied to.

Some of the companies that monitor our KPI's are:

- DHA - Defence Housing Australia
- Broadspectrum / CITY - Goodstart Childcare
- The Public Trustee
- Building Asset Services
- Aboriginal and Torres Strait Islander Community Health Services - Aged care, child care & Dental
- Bolton Clark Aged Care
- Sparrow Early Learning
- QBuild 872923
- CentaCare / Edcare - Archdiocese of Brisbane
- St Vincent de Paul

We have performed extremely well in the above and have received the customer service award for DHA North QLD Regional Office and the North QLD Divisional Manager received the gold star award from the North Queensland Regional Office of DHA "for constantly going above and beyond and always giving 100%, for excellent responsiveness and helpful advice for the Property Managers". These awards show how Mathiou Services is committed to providing the best service we can at all times.

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## LICENCES & MEMBERSHIPS

### QBCC LICENCE:

1202203

### CATEGORY

Builder-Low /rise, QLD license  
Medium rise, waterproofing,  
Roof & Wall cladding-  
restricted, Plumbing and  
drainage, gas fitting, painting  
and decorating..

### NSW FAIR TRADING

### LICENCE:

273391c

### CATEGORY

Drainer, Gasfitter, Plumber, LP  
Gasfitter, Builder

### MASTER PLUMBING:

744793

### CATEGORY

Contractor Sole Operator

ACA QLD

CM3

Public Liability Insurance: Lloyd's of London - 53384300 -20mil

Work Cover QLD: WBA110361454

Professional Indemnity: PSM0439992810 - 2mil



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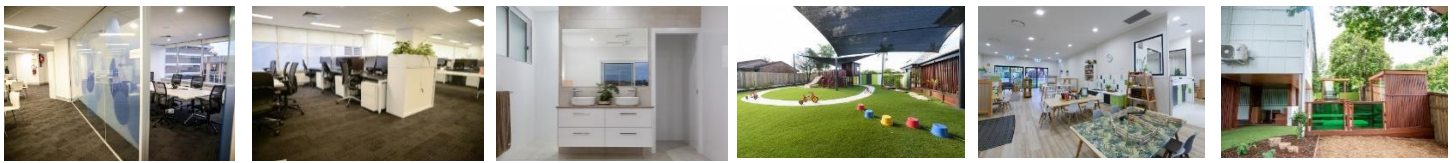


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## OUR CLIENTS



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## WHAT OUR CLIENTS HAVE SAID...



Todd Maddison  
Defence Housing Australia  
Maintenance Contracts Manager  
0421040 123

To Whom It May Concern,

Mathiou Services have been a Defence Housing Australia contractor in the Hunter Valley area for the past 3 years, Mathiou Services are continually exceeding DHA KPI requirements which we hold all contractors accountable too.

Defence Housing Australia manage approx. 1000 properties in the Hunter Valley region, in which Mathiou Services are engaged in 10 different trade groups for DHA. Financial Year 18-19 Mathiou Services completed over 1600 maintenance jobs for DHA. These varied in cost from \$80 - \$200,000

Mathiou Services are always professional in all communication and dealing with DHA. Many different staff from DHA deal with Mathiou Services on daily basis which is always in a professional manner.

I would highly recommend Mathiou Services for any type of work they endeavour to choose in the near future, I would be more than happy to provide further references for Mathiou Services

Kind Regards,

Todd Maddison

HUNTER VALLEY HOUSING  
MANAGEMENT CENTRE

Suite 7, 450 Fitzroy Street Carrington NSW 2294  
Telephone: 139 342 Fax: 02 4222 2255  
Email: [info@dha.gov.au](mailto:info@dha.gov.au) Internet: [www.dha.gov.au](http://www.dha.gov.au)  
KEN 72 948 506 435



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## WHAT OUR CLIENTS HAVE SAID... (CONT)



To Whom it May Concern,

I have utilised and/or employed "Mathiou Services" over a continuous period of almost x12 years and in diverse role and project capacities from general repair and maintenance, minor projects works through to capital project demolition and construction works and commercial office relocation and logistics management operations. Factor of this relationship is that I have utilised the company as a core contractor and service provider in various senior facilities management and construction project management roles over this period and within publically high-profile, "blue-chip" corporate and commercial operations.

The above is immediate confirmation and testament to the level of confidence and trust I place in "Mathiou Services" and the overall company ethos and focus of being able to provide, multi-discipline trade support operations within commercial building sites of various area and corporate industry functions at the required levels of response scheduling and "best pricing" model and commitment to clients. The standard of service delivery is consistently high and there is demonstration of ability for high-level technical and operational problem-solving in often complex circumstances and scenarios to achieve cost-effective and technically sound outcomes.

I will continue utilising the company services ongoing on the above basis.

Regards,

Wayne Wanstall  
Manager of Facilities – Australia and New Zealand  
Level 13, 115 Grenfell Street  
Adelaide SA 5000

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## WHAT OUR CLIENTS HAVE SAID... (CONT)



To whom it may concern

I have known Jamie Mathiou for around 11 months and have used Mathiou Services as a primary maintenance contractor for ATSICHS BRISBANE for 7 months. Mathiou Services provides maintenance and handyman services across 9 of our health care clinics in and around Brisbane in the areas of air conditioning, plumbing and electrical as well as handyman services.

Jamie and his team have been professional, prompt and have a high degree of expertise in building and maintenance services. I have full confidence in their services and abilities and would recommend them as a service provider for any organisation.

**Craig Stephenson**  
Facilities and Fleet Manager  
ATSICHS Brisbane  
0439 334 726



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