

CAPABILITY STATEMENT





ABOUT SWAN'S PROFESSIONAL PLUMBING

As a family-owned and operated company for almost 20 years, Swan's Professional Plumbing are proud of our past but focused on the future.

We continuously provide outstanding customer service and quality outcomes for all of our customers, no matter how big or small their business may be. We are leaders in our field as we continue to build on our reputation for delivering innovative plumbing solutions for a wide range of customers across multiple sectors - 7 days a week, 24 hours a day.

 **SWAN'S**
PROFESSIONAL PLUMBING
EST 2002



Our experienced team of licensed and highly skilled technicians are supported by our administration team, who work hard to ensure that every project we undertake is delivered on time and to budget. We work with our clients to ensure that we are able to achieve the optimal outcome, in an efficient and reliable manner.

We understand that trust plays a huge part when it comes to selecting trades people. You will quickly see that our honesty and loyalty is what we value most.

WHAT MAKES US DIFFERENT

There are many reasons why we continue to have strong relationship with our long-standing commercial clients. Since 2002 we have gained trust through our friendly, prompt and approachable service.

We are business owners too. We understand the importance and need for your plumber to be flexible, accommodating and understanding in all situations.

We thrive on problem solving. There is often more than one way to handle a plumbing issue. Once we thoroughly investigate the problem, we provide all of our clients with expert advice and then present a range of solutions. We are a result driven business so we strongly consider all the factors including time, and cost when delivering our services.

Our goal is to be
YOUR Plumber for Life.

Michael Swan

DIRECTOR
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CAPABILITIES OVERVIEW



GENERAL PLUMBING

- Sanitary & drainage
- Hot & cold water
- Blocked drains
- Gasfitting & appliance installation
- Repair of Leaking Toilets & Tapware



BLOCKED DRAINS

- Pressure Jet Machines
- CCTV Camera Equipment
- Pipe Location Equipment Excavators
- Repair and or Replacement of Broken Sewer Pipes (Pipe relining)



GASFITTING INSTALL & MAINTENANCE

- Gas Line Sizing, Upgrade & Renewals
- Hot Water Service Repairs & Replacement
- Gas Leak Detection & Repairs
- Carbon Monoxide Testing
- Install & Service of Gas Appliances



COMPLEX PLUMBING

- Backflow Prevention Valves Installation & Testing
- Pipe location equipment



BURST / LEAKING WATER PIPES

- Hydrant and Hose Reel Systems
- Irrigation Systems
- Domestic Water Supply
- Gas Pipes



ROOF PLUMBING & MAINTENANCE

- Roof Leaks - Location & Repairs
- General Maintenance

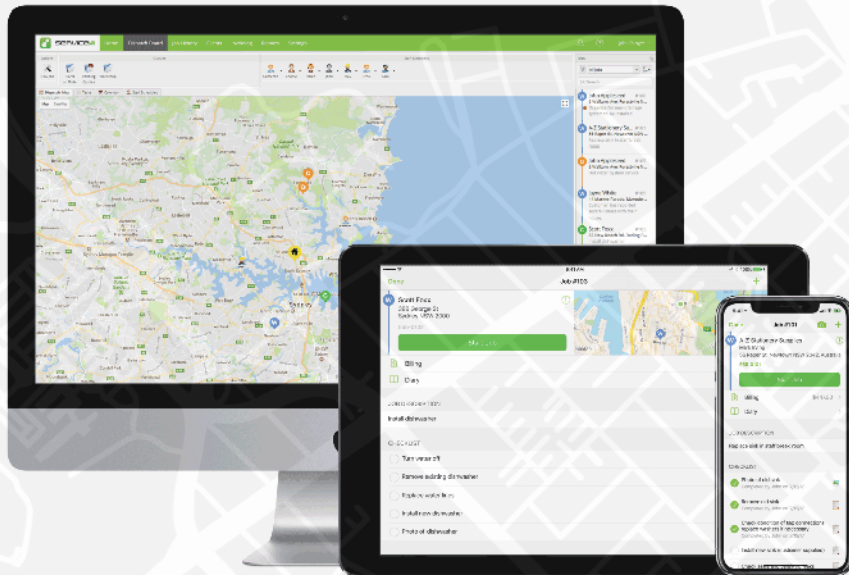


Swan's Professional Plumbing has the **experience, expertise and resources** to ensure we provide quality, professional & efficient plumbing and gas services 24 hours a day, 7 days a week.

We strive to ensure exceptional customer service throughout the organisation **building trust, loyalty and long term relationships.**



SERVICE M8



Swan's Professional Plumbing use the latest mobile & cloud technology.

Service M8 allows us to improve our productivity & provide even better service to you.

- Manage jobs & staff
- Online booking
- Tracking
- Quote & invoice on site
- Record notes, photos & videos
- Accept credit card payments
- Job history



SERVICE M8

There is no
compromising
when it comes
to onsite
health &
safety for
Swan's
Professional
Plumbing





HEALTH & SAFETY

We are dedicated to OH&S compliance and policies and are committed to -

Providing a safe working environment and safe systems of work at all times - including effective safety management policies.

Provision of information, training, instruction and supervision to ensure safety is key to all of our works and operations at every level, with regard to the avoidance of injury and risk to health.

ACCREDITATIONS

- Plumbing licence PL8402
- Gas licence GL014121
- White card
- Working at heights
- Excavator ticket
- Working with children

INSURANCES

- Public Liability
- WorkCover
- Vehicle, plant & equipment

OUR LONG STANDING COMMERCIAL CLIENTS

We have great working relationships with our clients. We ensure we are very familiar with our clients sites. By doing this we are able to save time and in turn our clients also save money.

Our clients in the Building and Real Estate Industry rely on us to look after their clients directly. This is something we take very seriously and take pride in the level of trust that is put in us.



Realmark



“Michael has a great knowledge of our school layout which enables him to communicate and problem solve at a high level.

Not only does he fix our everyday problems straight away he also does bigger jobs like adding gas points in our science building.

The quality of work can not be faulted.
Michael's positive and happy attitude makes it very easy to work with him.”

ADAM COOPER

**MAINTENANCE SUPERVISOR
ARANMORE CATHOLIC COLLEGE**

“Excellent service. Have used Swans' for over a decade now and wouldn't use anyone else. Best maintenance plumbing out fit in Perth.”

KYLE BUCHAN

SUPERVISING PLUMBER - NICHE LIVING

Nicheliving.



CLIENT SATISFACTION



LIVE TRACKING

We notify our clients of our estimated time of arrival and let them track our progress toward them in live map view.

“Booking process is friendly and easy, **live tracking arrival updates are genius**, and work always done to a high standard. Eric and Michael have done numerous jobs at my property and are always polite and efficient. And the little touches, like wearing slip-on shoe covers while in the house to prevent tracking dirt inside

BEN GILLARD”

“Great communication, **I knew exactly when to expect Michael**, No sitting around. Michael was great very helpful, and knowledgeable and practical about plumbing matters. Highly recommend :)”

VICTORIA OH



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YOUR Plumber
for Life.



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