



Real Estate Services



Do you ever ?

- Have challenges when dealing with your plumber?
- Get constant complaints from your tenants due to lack of punctuality of your plumber?
- Have to follow-up with your plumber about work?
- Have to get your plumber to return to a job?
- Have issues reading the handwritten invoice your plumber provides or understanding exactly what they have done?

How many of these did you say 'YES' to?

NONE of this has to happen! In fact it won't happen ever again when you deal with a **professional** plumbing company! DCM Plumbing is a **family run** and owned maintenance plumbing company. We have in excess of 15 years experience with Real Estate & Strata Companies, offering **24 hour, 7 day a week** emergency service. With **fully stocked** vehicles on the road and a team of **highly qualified, knowledgeable** servicemen, we also guarantee to arrive when we say we will!



Dean & Gill Mathews.

7 Reasons to choose DCM Plumbing & Drainage

- 1 **Our #1 priority is to make your life easier.** We pride ourselves on our long-term relationships with property managers, just like yourself.
- 2 **There when you need us most.** Our phones are manned 24/7, including Christmas and New Year's.
- 3 **We Are TidyTradies™.** We leave every property clean and tidy by using CleanBoots and TidyTradie work mats on every job.
- 4 Work Orders are **booked within 30 minutes** of receiving them.
- 5 We can give you a **Guaranteed Price** for all your plumbing needs, BEFORE we even lift a spanner... no nasty surprises.
- 6 **Lifetime Guarantee** on labour. We guarantee our work 100%.
- 7 You Are Protected. We are **fully insured and licensed**.



Exceptional Customer Service



DCM Plumbing is committed to providing an exceptional customer experience and quality workmanship by viewing the business through our customers' eyes. The result of this outlook is implemented into DCM Plumbing as follows:

- ✓ A team of friendly, qualified tradesmen **available 24/7, 365 days a year.**
- ✓ **A friendly voice** on the phone - Answered quickly and with a smile.
- ✓ **Fleet of fully stocked vehicles** available for you today - no running off to the local supplier wasting customer time.
- ✓ **Announce arrival** with a call to the customer 30 minutes prior to arrival.
- ✓ **Punctual** - arrive when we say we will.
- ✓ **Recognisable** for peace of mind that we are who we say we are, we have branded vehicles and professional uniforms.
- ✓ **Protect carpet from dirty shoes** - CleanBoots are placed over work boots to protect flooring.
- ✓ **Protect floor from tools** - TidyTradie mat is placed on the floor for work tools and bag.
- ✓ **Servicemen are of the highest calibre** and are involved with continual training for personal development, plumbing advances and Workplace Health and Safety.



Our Painless Workflow








You complete Steps 1 & 2

- 1  Complete a Work Order
 - Company details
 - Job site details
 - Suspected issues
 - Urgency
- 2  Email Work Order to office@dcmplumbing.com.au

Designed with YOU in mind, our tried and tested workflow provides peace of mind and one less thing you need to worry about!

We know you have a lot to deal with, so save yourself TIME and start dealing with a RELIABLE maintenance plumbing company.

We do the rest

- 3  Your job is booked into our Job Management system.
- 4  We contact your tenant within 30 minutes to schedule an appointment.
- 5  Your tenant receives a text message, confirming their appointment time.
- 6  Your tenant receives a reminder call 30 minutes prior to appointment.
- 7  We arrive on time, as scheduled.
- 8  We will communicate with you throughout the whole process. No need to follow up, we got this.
- 9  Your invoice is emailed to you with clear, easy to understand details, the same day the work was completed

Not just taps & toilets!

- ✓ Clear blocked drains
- ✓ Water jetting
- ✓ CCTV inspections
- ✓ Drain replacement
- ✓ Hot TPR valves
- ✓ Tempering valves
- ✓ Pressure valves
- ✓ Water filters
- ✓ Gas service repairs
- ✓ Burst pipes
- ✓ Appliance installation
- ✓ Rainwater tanks
- ✓ Tap repairs and service
- ✓ Tap replacement
- ✓ Internal leaks
- ✓ Leak detection
- ✓ Leaking toilets
- ✓ Toilet repairs
- ✓ Toilet replacement
- ✓ Cistern repairs
- ✓ Hot water repairs & replacement
- ✓ Waste disposal repairs & replacement
- ✓ Storm water repairs
- ✓ Backflow prevention devices



Our 5 Star Service

- ✓ 24hr/7day emergency service GUARANTEED
- ✓ Experts in Strata, Real Estate and Body Corporate
- ✓ Latest equipment & technology to save YOU time and money.
- ✓ Member of Master Plumbers Association
- ✓ Fleet of fully stocked vehicles
- ✓ Fully licensed and insured
- ✓ All Gold Coast suburbs



There's nothing more annoying once a plumber has left, than your tenant reporting there's something else not working. That's why at DCM Plumbing we complete a FREE Plumbing & Safety Inspection Report each and every time we're onsite.

Our technician will do a walk through of your property and provide you with a valuable detailed written report of all the plumbing. This includes all taps, toilets, drains, hot water service & pipework. Plus we also make a note as to where the water & gas meters are located, which is super useful in times of an emergency.

If there is something we find that needs fixing whilst onsite, we will give you a call with your options. That way you know what's happening, and no surprise return call out.

PLUS whilst on site, our qualified tradesmen perform FREE reports on your property, giving you peace of mind !

In Queensland, owners can pass on water usage charges to the tenant, as long as the following criteria is met;



- The rental premises must be individually metered for water
- A signed Tenancy Agreement states that water usage can be charged
- The rental premises must meet required water efficiency standards:
 - All internal taps for kitchens, bathrooms and laundry have a maximum flow rate of 9 litres per minute
 - Showerheads have a maximum flow rate of 9 litres per minute
 - There are no leaking taps or pipes on the premises

Whilst onsite, our tradesmen can complete a Water Efficiency Report and sign off on the property, providing you with documentation needed to ensure your property is covered as water efficient.

BUSINESS PACK INSURANCE / CERTIFICATE OF CURRENCY

Policy Number: 02A771113BPK

This certificate acknowledges that the policy referred to is in force for the period shown.
Details of the cover are listed below.

Policy Number: 02A771113BPK
Period of Insurance: From 08/06/2019 to 08/06/2020 at 4.00pm
Insured Name: DCM PLUMBING & DRAINAGE PTY LTD
ABN Number: 67 062 591 402

Liability Section	Sum Insured	Excess
Location: UNIT 3 - 24-30 DOVER DRIVE BURLEIGH HEADS QLD 4220	Liability: \$10,000,000	
Type of Business: PLUMBER, DRAINER & GASFITTER	Property Owner: No Property Damage Excess:	\$1,000
Interested Party: None Noted		

Issued by: QBE Australia
Date Issued: 14. June 2019

End of Certificate.

QM1567-0607

**CONTRACTOR
LICENCE**

NAME DCM PLUMBING &
DRAINAGE PTY LTD
LICENCE NUMBER 1197459 EXPIRY DATE 23/11/21
LICENCE CLASS PLUMBING AND DRAINAGE
GASFITTING



COMPLETE DETAILS OF THIS LICENCE ARE
AVAILABLE ONLINE WWW.QBCC.QLD.GOV.AU

Build better.

**NOMINEE SUPERVISOR
LICENCE**

NAME DEAN CHARLES MATHEWS
LICENCE NUMBER 1098772 EXPIRY DATE 23/06/21
LICENCE CLASS PLUMBING AND DRAINAGE
GASFITTING



COMPLETE DETAILS OF THIS LICENCE ARE
AVAILABLE ONLINE WWW.QBCC.QLD.GOV.AU

Build better.

Certificate of Currency



1. Statement of coverage

The Accident Insurance Policy covers the full amount of the employer's liability under the Workers' Compensation and Rehabilitation Act 2003.

Your workers' compensation insurance is current to 30 September 2020.

This Certificate is valid from: 01 July 2019 to 30 September 2020

The information provided in this Certificate of Currency is correct as at: 31 July 2019

2. Employer's information

Policy number: WNA070263915

Employer name: DCM Plumbing & Drainage Pty Ltd ttee

Trading name: DCM Plumbing & Drainage

ABN: 67062591402

ACN / ARBN: 125581580

3. WorkCover industry classification

Plumbing Services - 323109

For more information
please contact us on
1300 362 128
or visit our website at
worksafe.qld.gov.au.

Testimonials

Here's what our customers have to say . . .

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Lisa

Body Corporate Manager, Coolangatta

In my dealings with DCM Plumbing I have found them to be prompt and thorough in their investigations. They have managed to find the problem, especially leaks, when other contractors have failed. They will fix the issue whilst onsite with competitive pricing and provide their recommendations to rectify any further issue they feel may occur. Unless directed otherwise by my body corporates, they are my first option for plumbing issues.

★★★★★

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Jason

Body Corporate Manager, Mermaid Beach

As a Body Corporate Manager of over 180 complexes, I need a very reliable plumber. DCM have always met and exceeded my expectations. They attend to jobs promptly and contact my clients swiftly to let them know when they will be attending. They will contact me while at a job to discuss the issue further if required. Many of my clients have commented on the great service and quality of workmanship. DCM are my number 1 plumber that I recommend to my complexes and will continue to do so. I highly recommend DCM for any of your plumbing and drainage issues, you will be impressed the first time and every time there after.

★★★★★

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Jessica & Nakeisha

Property Managers, Currumbin

DCM Plumbing are the main plumbing company that we use for our rentals and holiday properties. They act super-fast on work orders and ensure all parties (tenants, agent etc) are all kept up to date with the process. They provide detailed reports and quotes that also include photos. Office staff and plumbers are also very friendly. Thanks team !

★★★★★

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Daniel

Our property management team has worked with DCM Plumbing for a number of years now. We keep using their services because they're reliable and get the job done without hassle while being respectful to our tenants. Finding tradies who respond to job orders in a timely way and having a back office team who can actually answer any follow-up questions we have isn't always easy to find on the Gold Coast, but DCM has been a great partner in helping us deliver excellent service for our landlords and tenants.

★★★★★

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Michelle

Property Manager, Nerang

As a Property Manager with a very busy portfolio on the Gold Coast, I am happy that I never have to worry about my plumbing needs. DCM Plumbers are fast, reliable, reasonably priced, clean and tidy. All the tradies know to call me for any additional expenditure, quotes are completed promptly as is all invoicing. I have received many compliments from my tenants and landlords about how lovely the boys are, and how swiftly their repairs have been dealt with. Highly Recommend.

★★★★★

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DCM Plumbing & Drainage Pty Ltd

- ✓ Same day service
- ✓ Peace of mind
- ✓ Excellence
- ✓ Value for money

Happy tenants, happy agents !

*We look forward
to hearing
from you soon.*



Dean & Gill Mathews

07 5576 5305

office@dcmplumbing.com.au

3/24 - 30 Dover Drive
Burleigh Heads
Gold Coast Q 4220