

2012

COMPANY OVERVIEW

Silvergums

CARING FOR YOUR PROPERTY

Trevor Tate

Silvergums Property Services

SILVERGUMS PROPERTY SERVICES

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SILVERGUMS OVERVIEW

Silvergums Property Services has been providing services in all aspects of horticulture to our clients since 1998, originating in Sydney Australia. Silvergums key client base, is predominantly made up of Strata Plans, Industrial complexes, Retail outlets, Rental properties, Corporate Business and Government Contracts.

Offering complete landscape management, from initial clean ups, to long term management, tree management and landscape construction and building maintenance. We are a young vibrant company with a vast array of knowledge, with a team of enthusiastic qualified staff that thrive on meeting and exceeding each clients' specific needs and expectations. We aim to give our clients their individual desired result.

Silvergums Property Services is committed to professional, efficient, friendly and reliable service that is carried out to the highest standard at all times.

Silvergums Property Services employs and contracts qualified Horticulturalists, Arborists, Green keepers, Landscape trades people, Fencers and trained field staff

At Silvergums our motto is *"Proud to care for your property."*

Kind Regards,

Trevor

Trevor Tate
Proprietor

Silvergums Property Services ABN 27 263 846 803

P.O. Box 500 Redcliffe 4020

P 07 3293 4473

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SERVICES PROVIDED

Silvergums Property Services provides complete landscape and building management programs to Government departments and private enterprise. Following is a detailed list of services provided by our qualified staff and associated contractors.

GARDENS

- ✿ Pruning of Plant Materials for Shape, Flowering and Vigour of Growth
- ✿ Weeding
- ✿ Pest and Disease Control
- ✿ Composting
- ✿ Mulching
- ✿ Fertilisation Programs
- ✿ Transplanting
- ✿ Planting
- ✿ Hedge pruning and planting

LAWNS

- ✿ Mowing / Edging
- ✿ Broad Acre Mowing
- ✿ Slashing
- ✿ Cylinder mowing
- ✿ Fertilisation Programs
- ✿ Selective Herbicide Treatment to Eradicate Weeds
- ✿ Aerating
- ✿ Coring
- ✿ De-Thatching
- ✿ Top Dressing

TREE MANAGEMENT

- ✿ Directional Pruning / Crown Lifting
- ✿ Tree Assessments
- ✿ Removal of Hazardous Trees
- ✿ Planting and Staking of Trees
- ✿ Removal of Dead Fronds and Seed Pods from Palms
- ✿ Dead Wooding

LANDSCAPE CONSTRUCTION

- ✿ Landscape Construction and Design
- ✿ Excavation
- ✿ Concreting/Paving
- ✿ Retaining Walls
- ✿ Water Features
- ✿ Garden Beds
- ✿ Turf Areas
- ✿ Planting
- ✿ Mulching
- ✿ Timber Decks and Screens
- ✿ Irrigation Systems

POND MAINTENANCE

- ✿ Pond Cleaning
- ✿ Monitoring Water pH and Clarity
- ✿ Cleaning of Filtration Systems
- ✿ Maintenance to Water Plants
- ✿ Fish Management

FENCING

- ✿ Metal/steel fencing
- ✿ Timber fencing
- ✿ Pool fencing (new installations)
- ✿ Pool fencing upgrades for compliance with AS 1926.1 2007 and QDC 3.4

BUILDING MAINTENANCE

- ✿ Emergency glass repairs
- ✿ Air-conditioning installation and maintenance
- ✿ Deck restoration
- ✿ Painting internal and external
- ✿ Handyman services, flyscreens, carpentry, repairs et

SERVICES OVERVIEW

Silvergums Property Services cares for and manages the landscapes of numerous strata complexes, rental properties, government departments and commercial properties, from smaller complexes where our mobile crews service the gardens and lawns on scheduled visits, to broad acre properties. Maintenance visits to these sites are varied from, weekly, fortnightly and monthly visits.

We pride ourselves on open and honest communication regularly with Strata Managers, Building Managers and Executive Committees, to keep communication channels open at all times, allowing Silvergums to meet each client's specific needs.

Landscapes are constantly changing, due to a number of factors, including environmental conditions, maturing of plant materials, plants coming to the end of their lifecycle to name a few, making it critical for our management team to build solid on-going relationships with our clients, thus enabling us to plan for the future requirements of the landscape and subsequently execute those plans, over many future years. Silvergums' staff understand the importance of keeping landscapes in pristine condition. This not only improves the quality of living for the residents, it also keeps owners' assets at their maximum potential, giving prospective buyers peace of mind when they are investing in the purchase of a quality property.

CLIENTS

Silvergums Property Services provides services to a range of clients that include, but are not limited to;

CLIENTS (Past and Present)	
<p><u>Government Agencies</u></p> <ul style="list-style-type: none"> ✿ Department of Environment, Economic, Development and Innovation (DEEDI) <p><u>Strata Title Management Organizations</u></p> <ul style="list-style-type: none"> ✿ Body Corporate Services (via Waratah LGM) ✿ Clisdells Strata Management ✿ Ashgrove Body Corp Services 	<p><u>Corporate Businesses</u></p> <ul style="list-style-type: none"> ✿ Ray White Commercial Toowoomba ✿ GJ Gardner Homes ✿ Holman Developments ✿ Inchcape Automotive <p><u>Real estate Property Managers</u></p> <ul style="list-style-type: none"> ✿ Professionals Redcliffe ✿ Kindred Property Group ✿ Ray White Ascot ✿ LJ Hooker Kallangur

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MACHINERY / EQUIPMENT RESOURCES

The Silvergums team has a vast array of tools and machinery specifically suited to the type of works being carried out. Tools and machinery are constantly being maintained and updated to provide our clients with the very best outcome with the highest level of efficiency possible.

POWER TOOLS	HAND TOOLS	MATERIALS
<ul style="list-style-type: none"> • Push mowers (Honda) • Ride on Mowers <ul style="list-style-type: none"> ○ Toro 16/38 midmount (2007 model) ○ Toro G3 60inch cut (2010 model) ○ Walker MT20 42inch cut (2011 model) • Cylinder mower • Whipper snippers • Blowers • Petrol vacuum • Petrol hedgers • Extension petrol Hedgers • Power Extension Pruner • Chainsaws • Brush Cutters • Brick Saws • Angle Grinders • High Pressure Gurneys • 600L Spray tank • Various carpentry tools 	<ul style="list-style-type: none"> • Spades • Shovels • Mattocks • Steel rakes • Plastic rakes • Secateurs • Hand shears • Loppers • Toolbox with spanners etc • Toolbox Irrigation bits/parts • Garden hose + fittings • Watering can • Hand sprayer 2L • Backpack spray pack 15Lt • Plastic bins • Green waste bags • Tarp to suit vehicle • Fuel Containers • Laser level 	<ul style="list-style-type: none"> • Liquid Herbicide • Granule Herbicide • Liquid Pesticide • Liquid Fertilizer • Slow Release Fertilizer • Fuel

ENVIRONMENTAL POLICY

Silvergums Property Services implemented an environmental policy back in 1998 when we began business. Since this time the Environmental Policy has been reviewed several times with changes being made when and where appropriate, to ensure that our views on environmental issues are treated with the utmost importance & respect.

WASTE MANAGEMENT

All litter & debris that is collected from each site is to be sorted into 3 separate compartments being, green waste, recyclable packaging bottles, plastics paper etc & non-recyclables. This is then taken to waste transfer stations, green waste is deposited for composting & or mulching, recyclables are deposited for recycling & non recyclables are put to land fill.

USE OF CHEMICALS

The most common chemical group used is Glyphosate; this chemical is used for weed management. At Silvergums we limit the use of chemicals such as Glyphosate with correct Horticultural techniques, mulching of gardens to correct depth & mulching around the base of trees, Etc. Organic (non chemical) fertilizers are used in most instances for lawn and garden nourishment.

Safety data sheets are supplied to employees & sub-contractors for each chemical used.

NOISE CONTROL

All machines are serviced & maintained to original specifications & are not to be modified. Additionally all machinery is used within the guidelines for working hours.

EROSION & SEDIMENT

All sediment is removed from dish drains & drainage sumps to prevent blockage. Advice is given to customers on erosion control to embankments, bare soil areas etc, by the use of plant materials or mechanical means. Kerb & gutters are cleaned of debris & litter, to stop waste being washed into stormwater.

AIR QUALITY

Our largest problem for air quality is dust due to use of mowing equipment. This is minimised by keeping lawns in a healthy state, limiting exposed areas etc. Exposed areas are seeded or if areas are unsuited for lawn they can be changed into gardens etc. Mowing is not carried out in adverse conditions eg. high wind.

OCCUPATIONAL HEALTH & SAFETY

SAFETY POLICY

It is the policy of this company to provide a safe and healthy work place. We require that all employees and contractors abide by all safety regulations. Unsafe work practices will not be tolerated.

Never under any circumstances is the employee to perform work without proper personal protective equipment (PPE) & other related equipment, and never perform work that the employee is not trained and/or qualified to do or that is in violation of any safety regulations.

Silvergums Property Services is committed to safety & health in the work place.

SAFE WORK METHOD STATEMENTS

Silvergums Property Services has in place Safe Work Method Statement (SWMS) for each work task carried out within our personnel's daily work activities. Copies of SWMS are provided with the Silvergums Property Services Occupational Health and Safety Manual, with each staff member being inducted and signed off on each item of machinery and for each task they are to perform as part of their daily works.

Appropriate copies of task specific SWMS are carried within all vehicles and can be made available upon request.

INSURANCE

Silvergums Property Services maintains required Workers Compensation insurance and Public Liability Insurance as legally required and maintains Insurance certificates of currency at all times. Insurance details are listed below and copies of certificates of currency are available upon request at any time.

INSURANCE POLICY	
PUBLIC LIABILITY	
Public Liability Insurer	Vero Insurance Limited ABN 48 005 297 807
Policy Number	SMX013817695
Expiry Date	18/11/2011 to 18/11/2012 at 4:00pm

EXPERIENCE

Silvergums Property Services provides customised landscape, garden and lawn maintenance programs to a range of clients, who require varied levels of service and frequency. Upon direct liaison with clients a specific tailored program is provided with daily, weekly, fortnightly, monthly or quarterly services provided as needed. Below is a snapshot of clients as examples of common service programs Silvergums provides;

EXPERIENCE				
CLIENT	WORKS	FREQUENCY	No. STAFF	CONTRACT PERIOD
QLD Government DEEDI, Simtars	Broad acre mowing and vegetation control around Explosive storage magazines	Monthly	1 x Staff	Ongoing since 2004
Inchcape Automotive	Landscape management for 4 of their retail car yards, including turf management, hedging, pruning, fertilizing, weed spraying, pest control	Weekly	1 x Staff	Ongoing since Jan 2011
Professionals Real estate Redcliffe	Building maintenance/handyman jobs, Lawn and garden cleanup and care, property improvements	Daily	3 x Staff	Ongoing since Nov 2010

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RayWhite ASCOT	Building maintenance/handyman jobs, Lawn and garden cleanup and care, property improvements	Daily	2 x Staff	Ongoing since Feb 2011
Kindred Property Group	Building maintenance/handyman jobs, Lawn and garden cleanup and care, property improvements	Daily	2 x Staff	Ongoing since Dec 2010
Flourish Child Care Management	Child care grounds improvement and clean ups	As needed	2 x Staff	Ongoing since 2010
Private Executive Residence Ascot	Lawn- mowing, edging, fertilizing, pest/fungal control. Garden- pruning, hedging, minor tree maintenance, mulching, weed management	Weekly	1 x Staff	Ongoing since 2011
Gold Coast Pool Fencing Inspections	Pool fence upgrades to conform with AS 1926.1 2007 and QDC 3.4	As needed	2 x Staff	Ongoing since 2011
Ashgrove Body Corporate	Strata units lawn care and garden management	Fortnightly	1 x Staff	Not defined 2000 - 2001
"Chappel Lane" Clisdells Strata Mgt	Full Common Area Maintenance; Lawn: mowing, edging, fertilizing, pest/fungal control, pruning, hedging, minor tree maintenance, mulching, weed management, rubbish removal Landscaping Works; timber retaining walls, paved surfaces, installation of gardens, turf, plants, trees	FULL TIME (2 days per week)	2x Staff	3 Year Contract 1998
"Excelsior Grove" Castle Hill Clisdells Strata Mgt	Excecutive estate Grounds maintenance works: mowing, pruning, lawn maintenance, mulching	32 visits per year	2 x Staff	2 Year Contract 1999

REFERENCES

Silvergums Property Services strives to achieve and maintain a good working relationship with our site contacts/managers, to ensure that our work is carried out to a high standard and all goals are achieved, keeping our clients satisfied with our work. Below are the names and contact details of a few of our valued clients who can be contacted to confirm and discuss the quality of Silvergums Property Services' work.

REFEREES			
ORGANIZATION	CONTACT	POSITION	Contact Info.
Professionals Redcliffe	Shauna Fitzpatric	Property Manager	07 3283 1300
DEEDI	Martin Land	Principle Officer	07 3238 3776
Flourish CCM	Ruth Woollett	Director	0414 018 469