

BRETT'S

PROPERTY MAINTENANCE

Grow it, mow it, love it

Thank You for choosing Brett's Property Maintenance (BPM) as your preferred Landscape Maintenance provider.

Our goal is to provide our Customers with an Efficient, Reliable & Consistent Garden Maintenance Service.

Listed below are some important points that will help BPM provide you with a consistent high level of service.

What we do

At BPM, we specialize in providing a regular ongoing service, however we do on occasions take on "one off work" if we have a vacancy.

For our Mowing service - our main focus is maintaining a service every two weeks - at a minimum from September to May & every four weeks for the remainder of the year.

For our Gardening Service – this is provided as required.

Communication of Special Requests

Please communicate special requests directly to me before or after your service. Time and job schedules are worked out in advance, which means that extra requests on the day may not be possible on that occasion.

If you think of something after we have completed a service please send an email to me directly brett@brettspm.com.au or give me a call on **0412 173 850** and I will promptly respond.

Requests will be noted on your job card to ensure your requirements are met. (Please note that some requests could attract additional charges).

Communication is key, so please feel free to ask and I'll let you know.

**CALL BRETT ON:
3289 6659 or 0412 173 850**

Weather & Service Delays

BPM provide a Consistent, Convenient, High Level of Service all year round - Weather Permitting, however consecutive days of rain **will** create delays.

If we have experienced occasional Showers our team will endeavour to work through this.

If we have experienced heavy rain or consistent wet weather over a few days we are often unable to resume service until conditions improve. Issues of property damage and O.H.& S need to be considered when the ground becomes saturated.

Service Delays and booking interruptions (normally only experienced in wet weather)

All of our Customers bookings are systematically maintained and managed on our computer database. Jobs are arranged in date order and our company policy is that the longest waiting is the first to be serviced. This is fair to all customers.

Unfortunately wet weather places a strain on our business as it does for all businesses that are outdoors.

During wet weather our team recognises that as a high priority we need to work through the backlog so we are able to resume normal service times as quickly as possible.

Unfortunately during this time I cannot predict when your property will be serviced, as the weather conditions are changing constantly and forecasts are rarely accurate.

SMS Notifications

During times when we are experiencing service delays an SMS message will be sent to the primary mobile number we have on our customer database. This message will contain details regarding timeframes that relate to service delays.

SMS Notifications and Service delays are normally only needed in times of consistent wet weather.

If your primary mobile number changes please remember to let us know so we can update our records.

BPM Calling Cards

We take pride in our work and are focused on quality. At the end of every job the team members who maintained your property will leave a calling card with their name on it to let you know who conducted the work.

Payment

Please note the following to help us reconcile our accounts and record your payment

- Please pay your invoice within Seven Days of the service.
- Please use the correct Invoice Number and your BPM Account Name as the reference of payment when paying the account.
- Failure to attach a recognisable reference of payment will result in the account not being recorded as PAID.
- We often mow up to 80 lawns a day and find that most our customers use "mowing" as the reference of payment – unfortunately this makes it difficult when we are reconciling the accounts.
- An invoice is emailed to you on the same day we provide a service. If you have not received it within 24 Hrs, please check your email "Junk Mail" first before contacting us.



COMMONLY ASKED QUESTIONS



Q. What does a basic mowing service include at BPM?

A. A BPM Mowing Service consists of

- Edges trimmed
- Grass Collection Mowing
- Blowing Down of Hard Surfaces
- Removal of Grass Clippings
- Poisoning of Weeds in the Cracks of the Concrete, Pavers & Gravel.

(Poisoning is only applied when there is no wet weather expected for 24 Hrs) this service is provided at a min. of every Two Weeks from September to May & every Four Weeks for the remainder of the year, approx. 20 Services per year.

Q. Why do I have to pay for Rubbish Removal if I supply you or your staff with B.C.C. Vouchers?

A. The vouchers or the cost that we pay at the tip is the smallest component of the Rubbish Removal Fee (five Vouchers are worth approx. \$16.00). Many of our customers give us their vouchers if they have no use for them. We greatly appreciate this kind gesture as it does help to keep our costs down.

Q. What are your hours of operation?

A. I am available for contact from 6am- 6pm Monday to Friday
Our Staff roster is:

Mon - Wed	7am - 5pm
Thur	7am - 3pm
Fri	7am - 2pm

All Gardening Services will be provided within these hours.

Q. Why does my Lawn have to be mown on a particular day?

A. BPM services most of the Northern & Western Suburbs of Brisbane. To keep costs down we service all of our clients properties in each Suburb on the same day, trying to avoid Bin Collection Day.

Q. Why do you charge for Rubbish Removal?

A. Unfortunately Rubbish Removal takes considerable time out of the day and involves taking a trip to the tip at Ferny Grove. We join the queue on both arrival and departure for the weighbridge charge and also queue when at the tip face.

Q. Why do you have a Seven Day Account & not a 30 Day Account?

A. We prefer to be paid on the day our service is provided, but do understand that this is not convenient or practical for everyone. BPM is a small business however our biggest costs are staff wages – these are paid weekly.

Please help us by paying your invoice "Within Seven Days". Some customers pre-pay a lump sum to save the hassle of paying after every service. Feel free to discuss this option with me at any time.

Q. Why can't your staff do an extra job for me when they arrive, without giving you any notice?

A. Please send all work requests to me so I can allow enough time in their day to complete your request.

During peak times it is not unusual for us to be booked out for 4 to 6 weeks in advance. Days are normally fully booked from start to finish so any unscheduled requests may not be able to be accommodated on that occasion.

Q. Why don't you check every Job that your staff complete?

A. On a normal day it is not unusual for BPM to service up to 80 properties. Like most businesses I rely on my staff to complete their tasks to the standard that I set and have trained them to. I personally conduct random spot checks everyday when I am on the road providing quotes & purchasing supplies. I do this to ensure quality standards are being met.

Occasionally we may make mistakes, so please contact me directly if you believe your property is not being maintained to the BPM standard. You can email me at brett@brettspm.com.au and I'll make sure it is sorted and rectified on the next service. Many thanks and if you wish to discuss any further requirements for your property, please don't hesitate to contact me at anytime. Please keep this introduction as a reference, it may be useful for future queries you may have.

Brett Anderson