



Timeframe Group Pty Ltd

Strategic Solutions of Trades

Building Maintenance | Painting | Electrical | Plumbing



Company Profile



Company Profile

Timeframe Group' is known throughout New South Wales and Queensland region for its dedicated professional building and facilities management. Founded on a reputation of quality, service and integrity, Timeframe Group' has continued to deliver premium services since 1992. Timeframe Group' is an independent owned Australian registered company that has flourished and grown significantly.

Timeframe Group' is a dynamic commercial building maintenance contracting business long established as a leader across a range of industries and in the key areas of Commercial building & Repainting, New Construction building maintenance & Painting, Building Maintenance and Multi-Site projects. In sectors such as education, health, property and facilities maintenance, government, hospitality, industrial and commercial buildings; Timeframe Group' are the experts. We provide individually tailored New Construction Painting and Building Maintenance & Painting Programmes, whilst forging a reputation for excellence in managing some of the Southern Hemisphere's most significant new civil and construction projects. Servicing all areas of Queensland and New South Wales with a particular emphasis on OH&S,

Timeframe Group' company motto "Our services will surpass all expectations from, concept to completion" "penetrates every facet of the business from maintaining lasting partnerships with clients and close relations with affiliates and suppliers to investing in the continued development of our highly skilled staff and ensuring the finished product is one of supreme quality. To know more about the Building Maintenance & Painting Programmes and New Construction Painting please contact us. Our Head Office is based in Stanmore, located at 4-74 Parramatta Road, and has the latest; fully equipped Management System and Emergency Operations Centre. Timeframe Group services are a complete one stop company to facilitate your services and needs With Timeframe Group our Project Managers, Account Managers and Site Foremen, report daily cost, plans, budgets and deadlines from inception to completion, so you, the Client, can enjoy a customer/client relationship liaising with one Contractor from start to finish, Timeframe Group has an operator on standby waiting for your questions to be asked.



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Award of Excellence

Commercial project of the year

CUSTOMER SERVICE

Timeframe Group is committed to excellence in customer service and all of our employees are expected to perform to our high customer service standards. You are required to project a positive, friendly and helpful service on behalf of our client, while at the same time provide an efficient and effective service.

Customer Service Objectives of Timeframe Group;

- Protect the health and safety of staff, clients, contractors and the public,
- Consistently satisfy clients by ensuring projects are completed on time, are fit for purpose, and are cost effective,
- Act openly and honestly in all matters ,Foster a stimulating and considerate working environment,
- Work diligently and safely to achieve client objectives,
- Focusing intently on client requirements, and emphasise the need for the entire organisation at every level to be responsive to these requirements
- Maintain the continuity of existing client contact and the involvement of personnel well qualified and experienced in the relevant industry.
- Ensure that contracts are well managed, and utilise Timeframe Group technologies and systems to the best of our ability to ensure client satisfaction.

To achieve these objectives we expect our employees to;

- Observe high ethical standards in their professional behaviour,
- Act openly and honestly in all matters,
- Respect the dignity of the individual, and show a generosity of spirit in their relationships,
- Take the well being of the community and the environment into account in exercising their professional skills.

OPERATING GOALS

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- Timeframe Group Conduct all corporate relationships according to the highest moral and ethical standards.
 - Timeframe Group Seek long-term relationships with our clients, based upon quality of service, not lowest price.
 - Timeframe Group Continue to improve the quality of service to all our customers.
 - Timeframe Group Establish and retain a skilled work force, using high standards of selection.
 - Timeframe Group Respect the dignity, rights and contributions of our employees and ensure equal opportunity and affirmative action at all staffing levels.
 - Timeframe Group Continue to improve the workplace environments

QUALITY MANAGEMENT POLICY

The primary objective of **TIMEFRAME GROUP PTY LIMITED** is to maintain a leading position as a supplier of Building, Consultant Services, and Trade Services.

Associated with this objective is the recognition that our clients expect these services to be supplied to the highest levels of quality, at a reasonable price, within an acceptable and agreed time period and that compliance with relevant standards and specifications have been achieved.

To ensure that these requirements are achieved with discipline and consistency, and to create an environment of continuous improvement, we are committed to the implementation and maintenance of an Integrated Business Management System which, as a minimum, meets the requirements of internationally Recognised Quality Management System standards.

- In doing so we will ensure that our documented system is appropriate for the purpose of the organisation,
- Establishes and maintains a continuous improvement work environment,
- Provides a framework for the regular review of objectives,
- Is communicated and understood at all levels in the organisation and
- Is reviewed for continuing suitability and effectiveness.

STANDARD OPERATING PROCEDURES

Timeframe Group treats each project with a strong focus on Workplace Safety, Occupational Health and Safety Guidelines.

In addition to our services with Building Maintenance works, we also offer Procurement, Consulting Anti Graffiti Removal, and Installations of Boom Gate & Gate Automations with repairs and servicing to suit any situation.

We offer all services in a timely manner and delivered at the most vast knowledge of exceptional standards, we have the team and expertise to see each and every job through to completion.

All trades people are experienced and qualified in their respective trade and have received up to date skills in compliance with the Occupational Health & Safety Act.

Our standard hours of operation are 7;00am - 5:00pm Monday to Friday, however we offer a 24hour, 7 day per week emergency service to all of our clients.

Timeframe Group is very flexible. We are able to meet any specific work or reporting requirements for our clients and always offer personalized service.

TIMEFRAME GROUP STANDARD OPERATING PROCEDURES

1. Receive Service Order Forms from client via email or facsimile.
2. Clarify works to be completed.
3. Contact client if additional information is required prior to site visit.
4. Allocate job to trades people specific to work requirements.
5. Contact tradesperson specific to work requirements.
6. Attend site and make contact with client representative.
7. Identify and record any site specific risks or hazards.
8. Implement appropriate safe work place activities and provided tradesperson with a job file with program of works.
9. Carry out works as requested in compliance with regulations and standards.
10. Have works signed off as per job file as completed to satisfaction of client representative.
11. Contact client and advise completion of works within 24hours.
12. Tradesperson to electronically email Timeframe Group the 'Sign Off' with completed works with client's signature of works completed.

SYSTEMS MANAGEMENT OF SERVICES

Issue identified on site



Work requested lodged with TFG



TFG respond to site request



TFG notify customer & client on completion



TFG complete work or escalate issues to client



TFG allocate request & update client on progress

BUILDING MAINTENANCE

Building maintenance is vital, not only to keep your building in top condition, but also to pick up problems early before they become larger and therefore more difficult and expensive to correct.

Timeframe Group will do the jobs that you need a specialised professional to do. Timeframe Group will also be able to do more than one maintenance task around the building in the same visit, where if you hire a specialised professional, you may need to hire two or more. Building maintenance is vital, not only to keep your building in top condition, but also to pick up problems early before they become larger.

Timeframe Group can carry out a wide variety of building maintenance tasks including

- Building Works
- General Building Repairs
- Carpentry & Joinery
- Demolition
- Concrete Work
- Brickwork
- Make Goods
- Fitouts
- Handyman
- Plasterboard Partitions & Ceilings
- Suspended Ceilings
- Render & Plastering
- Fencing
- Metal Work
- Waterproofing
- Glazier/Windows Repair/Replacement
- Skylight Installers
- Floor & Wall Tiling Maintenance
- Pest Control
- Consultants
- Grease Trap Cleaning & Removal
- Exhaust Filter Cleaning



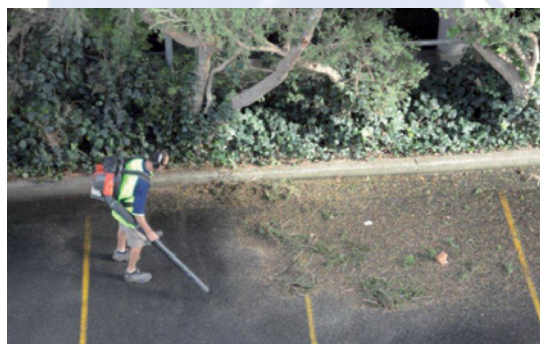
GROUND MAINTENANCE

Timeframe Group Number 1 Choice For Grounds Maintenance

Depending on your Ground Maintenance needs Timeframe Group can set up a detailed Garden/Property Maintenance report or program and set up a detailed garden maintenance program, or simply turn a run down facilities into the best looking property in the street. Depending on your maintenance needs.

Time frame Group services we offer are:

- Lawn Mowing
- Asphaltting
- Brick Paving
- Concrete Paving
- Fencing & Gates
- Gardening
- Gutters & Downpipes
- Landscaping
- Level Ramps
- Oil Spill Treatment
- Paver Cleaning
- Site - Litter Pick
- Tree Removal & Trimming
- Walkways



ALL DOORS

Timeframe Group provides a complete specialist service solution for all types of doors including, installation, compliance, repairs, & upgrades.

Timeframe Group can carry out a wide variety of all access doors with maintenance tasks including.

- Access & Intercom Systems
- Adjustment Repairs & Maintenance
- Bi-Fold Doors
- Boom Gates
- Compliance Check
- Door Closers
- Door Handles
- Electronic Access
- Exit/Egress Doors
- Roller Doors
- Panel lift doors
- Roller Shutters
- Revolving Doors
- Sliding & Swing Gates (Manual & Motorised)
- Installation, Supply & Service
- Locksmith Services
- Replacement & Service
- 24 Hours / 7 Days Emergency Repair



PLUMBING

Timeframe Group services is geared to provide rapid and efficient 24 hour service covering additions, with alterations and preventative and breakdown maintenance from Small to Medium Size Projects, and State wide and also Timeframe group look after the needs of our direct customers both small and large.

- Blocked Drains
- Backflow
- Prevention Control Devices
- CCTV Survey/Inspection & Reports
- Chilled/Boiling Water Units
- Clean Water Storage
- Confined Spaces
- Current Toilet Retrofits
- Filtered Water Systems
- Flush Systems & Conversions
- Furniture Repair & Replacement
- Gas Fittings Installations & Repairs
- High Pressure Water Jet Cleaning
- Hot Water Heaters
- Hot Water Systems
- Hot/cold Water Tanks
- Recycle Water Systems
- Recycling Systems
- Sinks
- Storm Water
- Taps
- Thermostatic Mixing Valves
- Trade Waste
- Trade Waste & Grease Traps
- Washer Replacement
- Water Saving Devices
- Water Saving Tap Fittings & Mixers
- Water Saving Toilets
- Water Tanks



CONCRETE & REMEDIAL REPAIRS

Timeframe Group offer our remedial services address with current building degradation and assist in counteracting future issues. Remedial building works to rectify building damage caused by such issues as age and environmental elements.

Timeframe Group Services include

- Waterproofing
- Concrete cancer repairs
- Render repairs
- Structural repairs
- Salt damp rectification
- Façade upgrades
- Restorations



RUBBISH REMOVAL & RELOCATIONS

Timeframe Group provides specialized moving equipment with trained removalists & qualified technicians under the supervision of a dedicated projects manager. Procedural checklists for planning provide assurance that reinstatement of items at new location will be carefully sited as per agreed floor plan.

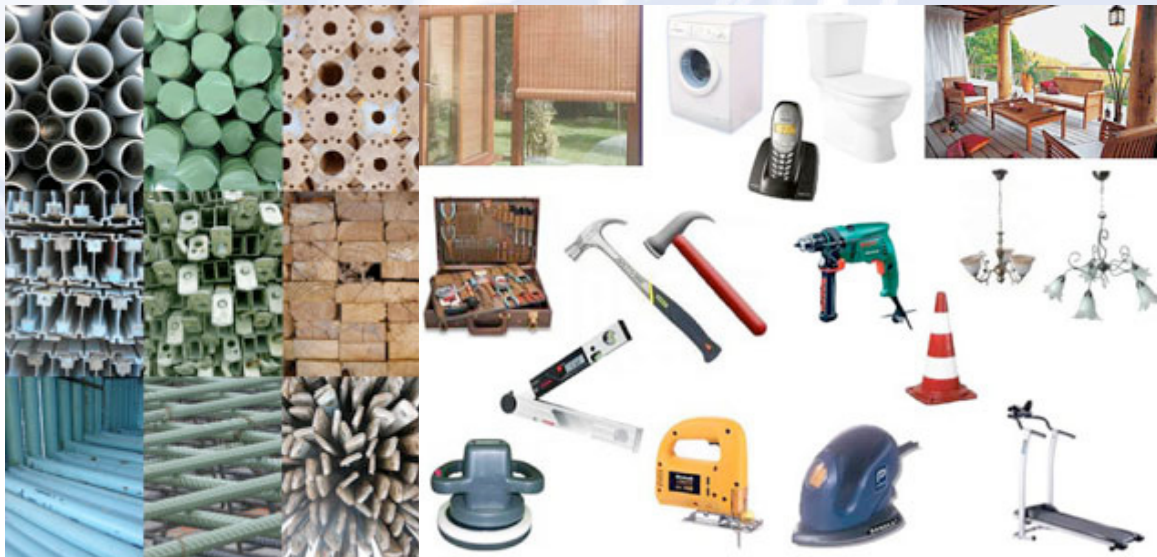
- bin supplies
- bulk waste
- Office planning
- Pack & unpacking services
- recycling
- Relocations & Removals
- Rubbish Removal
- small & large moves
- Storage & long term storage
- Storage systems, packing supply & hire
- Supply labour & building clean up
- Workstation allocations
- Workstations



PROCUREMENT

Timeframe Group Provide a competitive outsourcing program for scouring products. Our competitive purchase power & national supply chain affiliations deliver quality products at the right price

- Office
- Poster Holders
- Workstations
- Lockers
- Furnishings Equipment
- Brochure Stands
- Customized Signage & Advertisements
- White Goods
- Water Tanks
- Customized Manufacture of Specialty Products
- All Electrical Products
- All Plumbing Products
- Vent Installation



GUTTER & ROOF REPAIRS & SKYLIGHTS

Timeframe Group specialist of guttering, downpipes, roof ventilators and skylights- domes allowing you to have all your roofing issues completed all at once. **Timeframe Group** the best when it comes to big jobs or small jobs. And styles make that's why it's so important to get **Timeframe Group** the job done right the first time. Our large range of options

- Gutter Cleaning
- Guttering
- Leaf guards and gutter mesh
- Roofing & Downpipes
- Roofing Systems
- Roof Conversions
- Roof Plumbing renovation work
- Skylights
- Timber fascia repairs
- Rainwater Tanks
- Waterproofing
- Stormwater



BUILDING REFRESH

Timeframe Group provides a solution to maintain & enhance the customer's corporate image.

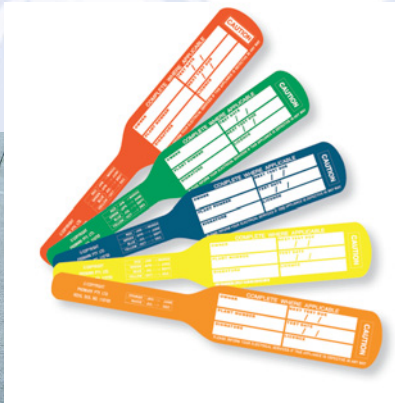
- High Pressure Wash
- Soft Wash
- Maintenance Service with Pressure washing
- Window Scratch Removal
- Protective Film Replacement
- Solar Resistant Tinting
- Glass Tinting
- Graffiti Removal
- Footpath Cleaning
- Windows



COMPLIANCE & INSPECTIONS

Timeframe Group works in accordance with BCA & Australian standards.

Timeframe Group also provides a complete service to ensure compliance of a building as regulated by law in accordance with BCA & Australian standards.



- Auto Entry Doors Compliance Reports
- Building Inspections
- Client Site Condition Reports
- Door Maintenance
- Electrical Equipment & Tool Tags
- Equipment Testing
- Essential Safety & Compliance
- Exit Signage & Lighting
- Fire Blankets
- Fire Doors & Windows
- Fire Exit Signs
- Fire Extinguishers
- Handrails
- Ladder Compliance
- OH&S Inspections
- Performance Audits
- Roof Harness Anchor Points
- Roof Safety
- Security Systems & Intercoms
- Smoke Detectors
- UPS Backup System
- Walk Platforms

OFFICE FURNISHINGS & FLOORS

Furnishings

If you are looking to give your office furniture a fresh new look or your existing furniture is in need of repair Timeframe Group is here to find the solution to your problem. Timeframe Group can help you establish a furnished tenancy scheme or develop a pilot scheme by using our expertise.

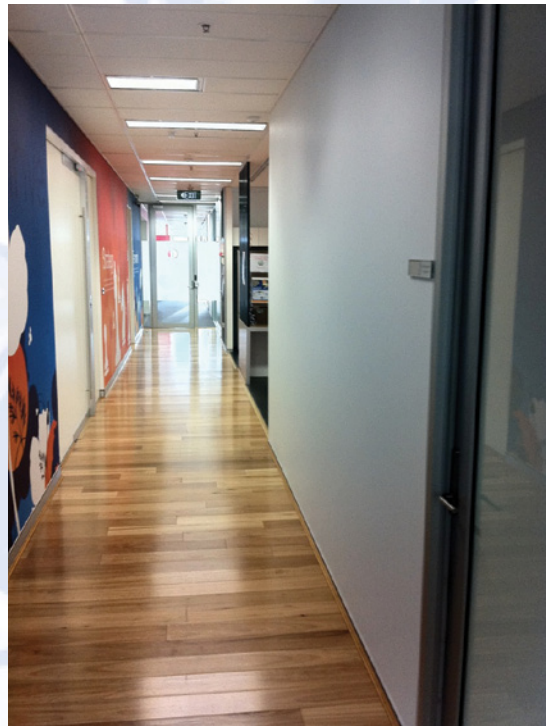
Floors

Timeframe Group understands that floors are a significant part of a building, from style and colour to materials, performance and guarantees; every aspect of a floor needs to be considered.

Timeframe Group is experienced in all facets of the flooring services.

All Furnishings

- Anti Slip Surfacing
- Bench Installations
- Brochure Holder/Stand
- Carpet
- Carpet Cleaning
- Carpet Laying
- Carpet Tiles
- Cash Drawer & Cabinet Repairs
- Ceiling & Wall Repairs
- Chair Repairs
- Coin Safes
- Desk & Work Station Adjustment
- Entry Mats
- Floor Repair & Replacement
- Floor Sanding
- Floor Sealing
- Flooring
- Shelves, Brackets & Cupboards
- Slip Mats
- Slip Treads
- Tactile Indicators
- Teller Footrest
- Tiling
- Timber Flooring & Polishing
- Toilet Partitions
- Vinyl Flooring
- Whiteboards & pin up boards



PAINTING & DECORATING

Timeframe Group offer professional and ensuring agreed deadlines are achievable and contract requirements are met in a timely manner within budget. All levels of customer management are an essential part of the business.

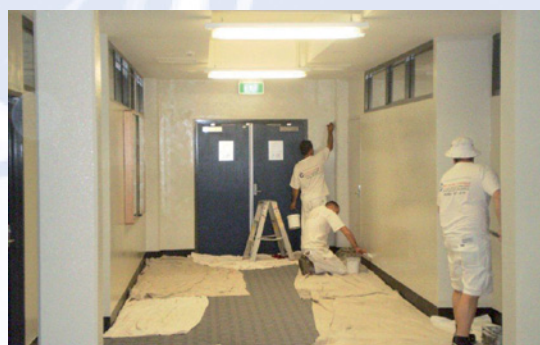
We aim to ensure each project achieves the client's objectives. Our Company's levels of structure you will find are qualified and well experienced in all aspects required.

All personnel employed under Timeframe Group are licensed and hold all appropriate indemnity cover. Our company Timeframe Group holds a high level of OH&S requirements and guidelines, with this in place we work in conjunction to the Building Industry Act.

Timeframe Group works in close with collaboration with our site supervisors and management teams, which this means that you, the clients need only to deal with one person from, start to finish. Our administration team is on hand to facilitate client's enquiries.

Timeframe Group will help you restore any needed repairs, or paint the whole building. Timeframe Group offers the following services:

- Painting & Decorating
- Master Painters Accredited
- Patch & Paint Damaged Walls
- Exterior
- Fence Painting
- Interior
- Line Marking
- Roof Painting
- Wall Papering
- Protective Coatings- Abrasive Coatings
- Decorative paint special finishes
- Wall Papering & line papering
- Texture coatings
- Waterproof membrane coatings
- Spalling concrete repairs
- Airless Spray Painting
- Certified Lead Awareness and Removal
- Anti-graffiti coatings
- Rope Access



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LIGHTING & POWER

Timeframe Group services Small to Medium Size Projects, State and National Rollouts, and also look after the needs of our direct customers both small and large. This division is geared to provide rapid and efficient 24 hour service covering additions, alterations and preventative and breakdown maintenance.

- Alterations
- Cabling
- Circuit Installation
- Data
- Design & Construct Services
- Emergency Lighting
- Energy
- Energy Audits
- Energy Efficient
- Energy Maintenance Systems
- Energy Saving Retrofits
- Generator Installation
- Globe Retrofits
- Globe/Lamp Replacement
- Installations & Repairs
- Light Fitting Retrofits
- Lighting
- Lighting Control Systems
- Lighting Protection
- PABX Systems
- Phone
- Power
- Power Point Installation
- Power Point Relocation
- Power Supply
- Retrofit
- Solar Installations
- Supply, Installations & Repairs
- Switchboard & Metering
- Test & Tagging
- Uninterruptible Power Supply (USP)
- Walkways



Timeframe Group have undertaken and successfully completed Building Maintenance on a diverse number of sites, from the smallest projects to million dollar complexes.

TIMEFRAME GROUP BUILDING MAINTENANCE AND PAINTING SOLUTIONS FOR:

- EDUCATION
- HEALTH & AGED CARE
- PROPERTY & FACILITY MANAGEMENT
- RETAIL MULTI-SITES
- SPORTING FACILITIES
- HOTELS & HOSPITALITY PROVIDERS
- BODY CORPORATE & STRATA MANAGEMENT
- INDUSTRY & MANUFACTURING



Timeframe Group Vision

The most important people in our business are our clients.

They are not dependent on us – we are dependent on them.

They are not outsiders in our business but are part of it.

We are not doing them a favour by serving them... they are doing us a favour by giving us the opportunity to do so



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