

TRAINING

All training is applicable to MMD employees and subcontractors alike.

All MMD employees and subcontractors complete an induction process which includes:

- MMD's Code of Conduct
- Occupational Health & Safety
- Company Policies & Procedures

Ongoing and refresher training sessions are conducted for OH&S to ensure current work cover regulations are met. Trade specific training is conducted when required.

DOCUMENTATION

All MMD employees are required to have a Working With Children Check and a current Police Check.

All sub-contractors are required to provide the insurance certificates annually and their registration / qualification license.

Should you find our range of managed services are of interest to you, we would be delighted to assist. Please contact Mark Rowe - Managing Director on (03) 5222 6022 to discuss your requirements.

MMD - MANAGEMENT MAINTENANCE & DEVELOPMENT

Providing property maintenance services throughout Geelong, the Bellarine Peninsula, Colac and Ballarat.

OFFICE LOCATION

7 Dowsett Street

South Geelong VIC 3220

PH. (03) 5222 6022

EM. enquiries@mmdmaintenance.com.au

OFFICE HOURS:

Monday - Friday 8.00am - 4.30pm

For after hours emergencies please call
(03) 5222 6022.

After hours service available 24 hours,
7 days a week, 365 day a year.

MMD is registered with Victorian Building Authority.



CAPABILITY STATEMENT

*Specialists in Trade & Property Management,
Maintenance & Project Management*

GEELONG | COLAC | BELLARINE PENINSULA | BALLARAT

www.mmdmaintenance.com.au

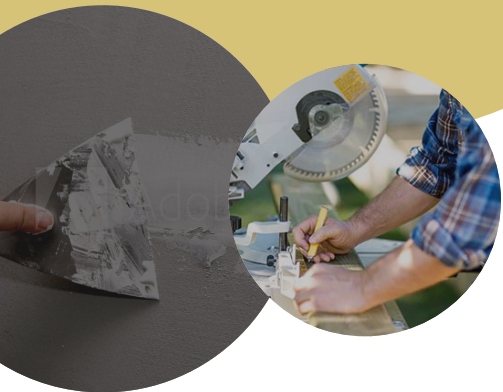


WHO WE ARE

Management Maintenance & Development (MMD) is a local Geelong company that has been in operation since 1995. MMD was formed to tender as Head Contractor to the Department of Human Services – Office of Housing. We were awarded the contract to complete housing maintenance on both tenanted and vacant properties in the Geelong/Colac region (approx. 4500 properties). During this time the company was recognised by the Department of Human Services for our continuing service record and quarterly KPI results.

We currently hold the local contract for Aboriginal Housing in Geelong and Ballarat and we are a registered NDIS Provider. MMD work with a number of local real estate agents, property managers and facility managers, from basic maintenance and repairs of tenanted properties to preparing a house for sale and full renovations and make goods of commercial tenancies.

We employ a team of local tradespeople and administration staff as well as having access to the services of an experienced and trusted set of local subcontractors.



OUR CAPABILITIES

In the past 25 years, as MMD's infrastructure has grown, we have been able to take on additional work from the private sector. We have a comprehensive range of tradespeople available to deliver the following services:

- Electrical*
- Plumbing*
- Gas plumbing*
- Carpentry & joinery
- Glazing
- Painting
- Rubbish removal & lawn mowing
- Brickwork & concreting
- Carpet cleaning
- Vacate & general cleaning
- Pest control
- General maintenance

All of the above services are available by ongoing arrangement, which would include the following:

- Urgent need – attended to within 24 hours
- Routine maintenance – attended to within 7-14 days (depending on the priority of the work)

*For key services - We provide after hours emergency call out assistance (Call 5222 6022 which diverts to emergency mobile.)

We have been working under the guidelines of the 'Residential Tenancy Act' since the formation of the company and are aware of the landlord's obligations with regards to property maintenance.

OUR PURPOSE

We are driven to excel and deliver each of the following to our clients:

- We supply individuals and businesses with a single point of contact to coordinate trade based property and maintenance solutions.
- We provide our clients with exceptional service and skills from qualified and experienced tradespeople.
- We provide an honest solution to ensure our clients have peace of mind.

QUALITY MANAGEMENT

MMD is committed to providing quality based services to all our clients.

We understand the range of client needs and expectations for service delivery, timeframes, products, dependability, price and KPIs.

We ensure a balanced approach and constant communication to include clients and other stakeholders needs and expectations are met.

We analyse customer satisfaction and act on the results, to manage and maintain quality customer relationships.

MMD CAN BE CONTACTED 24 HOURS A DAY, 7 DAYS A WEEK, 365 DAYS A YEAR.