



**CAPABILITY
STATEMENT**



ABOUT US



Urban Plumbing, Adelaide's leading commercial plumbing solutions provider.

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Urban Plumbing's goal is to make our clients' lives easier by providing the highest level of customer service and support. Our maintenance division offers a preventative maintenance schedule that ensures peace of mind and reduces the risk of expensive callouts.

Our team can work with you on future projects from the design documentation stage, through to handover and beyond. We engineer and implement plumbing systems that increase efficiency and save on costs, both during construction and as an ongoing solution.

All of our local trades are directly employed by Urban Plumbing, rather than subcontractors. This ensures superior quality control and efficient communication on site.

- ▶ We offer the highest level of customer service
- ▶ We deliver top quality solutions on time, and on budget
- ▶ Our service vans are fully equipped with the latest in plumbing technology
- ▶ Our team is qualified and experienced
- ▶ We offer 24/7 emergency callout service
- ▶ Our design solutions can maximise efficiency and save on costs

OUR HISTORY



Urban Plumbing was founded in 2010 by Director Tyson Odgers in response to a growing demand for plumbing services in commercial and corporate industries. Urban Plumbing has since grown into a thriving organisation with more than 80 staff.

We are now one of the largest and most agile commercial trade service businesses in South Australia.

Urban Plumbing's reputation has been built on our ability to provide the highest level of service to our clients.

OUR CLIENTS INCLUDE:

LEADING
SUPERMARKET
CHAINS



PROPERTY
DEVELOPMENTS



BUILDERS



PROPERTY
AND STRATA
MANAGERS



We deliver top quality plumbing solutions for supermarket chains, educational facilities, medical and aged care facilities, new apartment complexes, and residential properties.

COMMUNITY AND PEOPLE

Urban Plumbing are committed to fostering an inclusive and diverse work environment.

By championing equality, providing support, and breaking down barriers, we ensure that women have equal opportunities to succeed, contribute, and thrive in trade roles.

WHAT MAKES US DIFFERENT

Urban Plumbing are proud members of key business and industry associations. We are committed to maintaining membership with these key professional associations to ensure we continuously seek relevant and current information to guarantee the advice and services we provide is up-to-date and complies with legislative requirements and standards.

Our aim is to be better than industry best practice.

INDUSTRY BODIES URBAN PLUMBING ARE INVOLVED WITH INCLUDE:

BUSINESS SA



MASTER PLUMBERS SOUTH AUSTRALIA



MASTER BUILDERS SOUTH AUSTRALIA



NATIONAL ELECTRICAL AND COMMUNICATIONS ASSOCIATION (NECA)



SERVICES



Service is always at the forefront of everything we do.

Urban Plumbing is always just a phone call away. Our fully equipped vans are available 24/7 as part of our emergency callout service. We also offer flexible preventative maintenance scheduled designed to suit your needs.

Our vans are equipped with the latest in plumbing technology, including drain cameras and hydro jets, to ensure we can resolve our client's service requests as quickly and economically as possible.

Urban Plumbing will tailor a preventative maintenance schedule to suit your needs. Our service team will attend your sites on an agreed roster to undertake the maintenance requirements. By taking a proactive approach, such a preventative maintenance schedule reduces the risk of emergency callouts and allows us to rectify issues before they escalate.

THE BENEFITS OF OUR PREVENTATIVE MAINTENANCE SERVICE INCLUDE:

- ▼ Our schedules are designed to reduce the need for emergency callouts
- ▼ Our service vans are fully equipped to respond to all service enquiries, including any unforeseen issues that may arise while we are on-site
- ▼ 24/7 emergency callout service, if needed

We offer the highest level of customer service.

SERVICES WE PROVIDE INCLUDE:

PLUMBING



GAS FITTING



PREVENTATIVE MAINTENANCE



EMERGENCY CALLOUTS



CRACKED TILES AND GROUT



APPLIANCE INSTALLATION AND REPAIRS



LEAKY TAPS AND TOILETS



BLOCKED DRAINS



HOT WATER SYSTEM UPGRADES, MAINTENANCE AND REPAIRS



The complex technology and contemporary state-of-the-art plumbing work carried out by Urban Plumbing added to the very satisfying completion of this prestigious project. Their attention to detail and time management has contributed to the success of these very demanding luxury apartments. Appreciation is expressed by Consultants and Builder, as well as ourselves.

Deane Treloar, Deane Treloar and Associates Pty Ltd Architects, Adelaide.

OUR EXPERIENCE



Urban Plumbing has built an extensive portfolio of experience since its inception in 2010.

DETAILS OF SPECIFIC CLIENTS WHO UTILISE A SIGNIFICANT NUMBER OF OUR SERVICES, ARE HIGHLIGHTED BELOW:

 ALDI FOODS PTY LTD	 SARAH CONSTRUCTIONS	 MAGAIN PROPERTY MANAGEMENT
Urban Plumbing are the preferred plumbing contractor for Aldi Foods Pty Ltd. We carry out the preventative and reactive maintenance on all central and regional Aldi Stores in South Australia. SERVICES PROVIDED AT THESE LOCATIONS INCLUDE, BUT ARE NOT LIMITED TO: Annual testing and service of thermostatic mixing valves Storm water, drainage and roofing maintenance Hot water replacements, tapware maintenance and all plant items	Urban Plumbing was engaged by Sarah Constructions for several Woolworths and Coles refurbishments throughout Adelaide. Working with head contractor Sarah Constructions, we have been engaged to undertake the plumbing and gas works at these refurbishments. LOCATIONS HAVE INCLUDED: Woolworths Marion Woolworths Marryatville Coles Findon Coles Kurralta Park All works on these sites are carried out after hours to minimise interruptions to traders and the public	At Urban Plumbing we offer comprehensive plumbing services to Magain managed properties, covering both proactive preventive maintenance and reactive maintenance. Urban Plumbing provides consistent, proactive preventive maintenance and plumbing system inspections for Magain-managed properties, identifying potential issues before they escalate. We ensure plumbing systems are in optimal condition, extending their lifespan and reducing the need for emergency repairs. Additionally, our reactive maintenance service quickly addresses any unexpected plumbing issues to minimize disruptions.

OUR CAPACITY



INSURANCE

Urban Plumbing has always maintained a high level of insurance to protect our company and our clients.

INSURANCE POLICIES WE MAINTAIN, INCLUDE:



**PUBLIC AND
PRODUCT LIABILITY**



**WORKERS
COMPENSATION**



**PROFESSIONAL
INDEMNITY**



**VEHICLE, PLANT
AND EQUIPMENT**

Copies of our certificates of currency for the above insurances can be provided upon request

LICENSES AND CERTIFICATIONS

To meet our commitment to our clients to offer the highest level of customer service, we believe training and continuous learning is essential to achieve this.

Not only are Urban Plumbing and our workers licensed plumbers, electricians and gas fitters, as per South Australia's mandatory requirements, we continually provide additional, ongoing training to our staff.

CURRENT LICENSES AND ACCREDITATIONS HELD BY URBAN PLUMBING INCLUDE:

- ▼ Plumbing, Gas & Electrical Contractors License (PGE 278488)
- ▼ Builders License (BLD 303892)

URBAN PLUMBING ALSO SOUGHT RECOGNITION
OF OUR QUALITY SERVICES AND SAFETY MANAGEMENT
PRACTICES AND ARE:

CM3 CERTIFIED



**ISO 9001
CERTIFICATE**



**ISO 14001
CERTIFICATE**



**ISO 45001
CERTIFICATE**





Urban Plumbing would appreciate the opportunity to discuss this proposal and any of your needs further.

Please do not hesitate to contact the team on:
(08) 8133 1040 or admin@urbanservices.com.au

Yours sincerely,



Tyson Odgers
Director/ Urban Plumbing



**For more information about
the services we provide:**

Phone (08) 8133 1040

Email: admin@urbanservices.com.au

HEAD OFFICE

35 Fullarton Rd,
Kent Town SA 5069

urbanplumbing.com.au