



SERVICES BROCHURE

2024



About Us

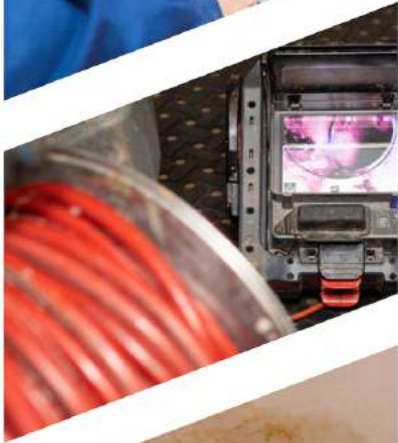
How it started..

Vic City Plumbing offers licensed plumbers to clients all over Melbourne. We are available 24 hours a day, 7 days a week. We are a small - medium, family run business based in Abbotsford, known for providing quality plumbing services in commercial and residential settings. At Vic City Plumbing, providing a positive customer experience is central to what we do. Our seamless and professional approach is tailored to meet the needs of property and facility managers as well as owners corporations.

Our Difference

- 24/7 Emergency services available
- Fixed cost
- [More information here](#)
- [More information here](#)
- [Final piece of information here](#)

OUR *Services*



Emergency Services

- 24/7 Emergency services available
- Fixed cost
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Scheduled Maintenance

- 24/7 Emergency services available
- Fixed cost
- [More information here](#)
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Burst Pipes & Blocked Drains

- 24/7 Emergency services available
- Fixed cost
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Leaks & Investigation Works

- 24/7 Emergency services available
- Fixed cost
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We offer FREE quotes and full investigation works

OUR *Services*

CONTINUED



Compliance Checks & Reporting

- 24/7 Emergency services available
- Fixed cost
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Backflow Valve Testing & Servicing

- 24/7 Emergency services available
- Fixed cost
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- [More information here](#)
- [Final piece of information here](#)

Gas Installations and Issues

- 24/7 Emergency services available
- Fixed cost
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- [More information here](#)
- [Final piece of information here](#)

Fire Service Repairs

- 24/7 Emergency services available
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All of our services come with a LIFETIME guarantee!

OUR VALUE

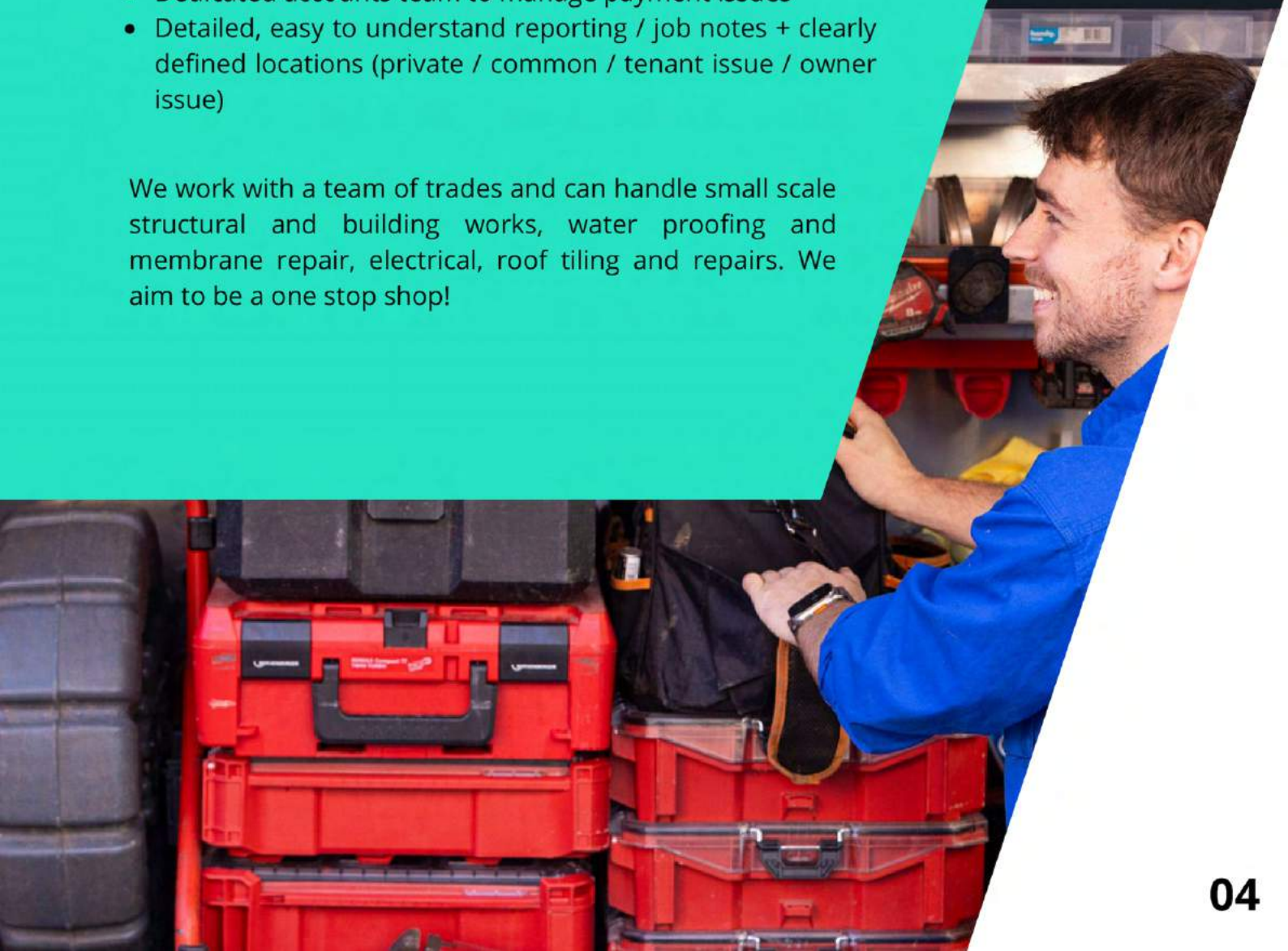
Commitment

Where you will find our value:

Our business and its processes have been designed to make your job easier. Whether its clear and detailed reports, or a simple phone call update, we understand that communication is key so aim to be as transparent and available as possible to you, your team and your client.

- Free quotes + fast turn around on quotes
- On site meetings / discussion
- Dedicated accounts team to manage payment issues
- Detailed, easy to understand reporting / job notes + clearly defined locations (private / common / tenant issue / owner issue)

We work with a team of trades and can handle small scale structural and building works, water proofing and membrane repair, electrical, roof tiling and repairs. We aim to be a one stop shop!



OUR

Reporting & Compliance

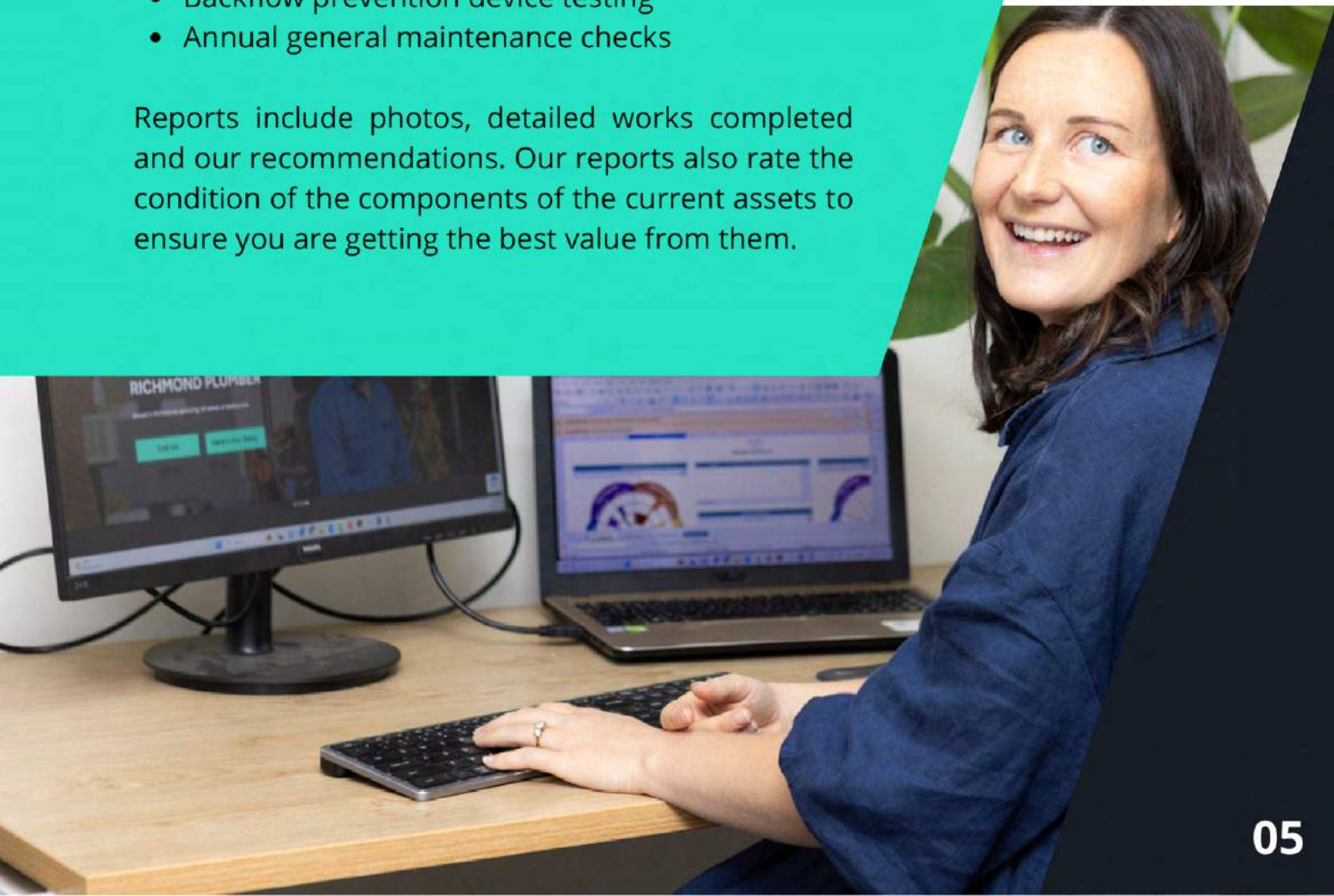
We provide a number of different service reports outlining the testing procedure, condition and performance of each individual asset. These reports are informative and are designed to comply with insurance standards.

We don't use plumbing jargon. We ensure all our reports are clear and easy to understand. We include marked photos of the locations so there is no need for you to visit site.

Vic City Reports:

- Pump inspection reports
- Drainage inspection / condition report
- Roof inspection / condition report
- Balcony / terrace leak inspection
- Backflow prevention device testing
- Annual general maintenance checks

Reports include photos, detailed works completed and our recommendations. Our reports also rate the condition of the components of the current assets to ensure you are getting the best value from them.





Quality Assurance & OH&S

Vic City Plumbing commits to best practice standards across all facets of the business, and remains at the forefront of change. This is upheld by:

- Regular staff meetings
- On-going training covering a wide range of topics
- Structured supervision protocol
- Quarterly performance reviews
- Quarterly review of safety systems and processes
- Annual reviews of policy and procedures
- Regular supplier meetings

Reviews

“Great Operator. Michael and his team always get the job done no matter the time or place you can always rely on them to get the job done. They look after all our properties in Melbourne and take great pride in all they do”
- Nicholas Zayat

Vic City Plumbing

5.0 ★★★★★ 45 Google reviews

Plumber in Abbotsford, Victoria



"He offers a prompt **service** at a **fair price** and his **work** has been first class."



"VIC City **offer** competitive **price** with excellent **service**."



"Michael provides a responsive, **quality service** at reasonable rates."




A photograph of the viccity plumbing team standing in a parking lot with several white utility vehicles. The team members are wearing blue shirts and dark shorts. The vehicles have the viccity plumbing logo on them. In the background, there is a modern building under construction.

OUR *Contacts*

 **0409 401 628**

 ***info@viccityplumbing.com.au***

 ***www.viccityplumbing.com.au***

 ***1 Duke St, Abbotsford VIC 3067***