



Website: www.holymessrepairs.com.au
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19 Chivers Rd, Templestowe VIC 3106
10/238 Edwardes St. Reservoir VIC 3073

HolyMess Repairs Pty Ltd

Licence No. 32176 (Building and Plumbing Commission Registered Roof Plumber)

ABN 31 666 327 813

Unit 10, 236-244 Edwardes Rd, Reservoir VIC 3073 | 19 Chivers Rd, Templestowe VIC 3106

Phone: 0426 204 244 | Email: info@holymessrepairs.com.au

Website: <https://www.holymessrepairs.com.au>

Facebook: <https://www.facebook.com/holymessrepairs.com.au>

YouTube Company Story: <https://youtu.be/4GoaRAOMo2o>

Google Reviews: <https://g.co/kgs/ezuh8bk>

Quote prepared by: Victor C – Compliance Manager

Date: Monday, 30 March 2026

Quote valid for 14 days

Client:

Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Property: [REDACTED] Glen Waverley VIC 3150 (2-bedroom, 2-bathroom single-level unit on 214 m² land, Monash City Council)

Quote Reference: HM-ROOF-GLENWAVERLEY-250330

Job Description: Concrete Tile Roof Repair & Waterproofing – Boral Tiles (Unit Roof)

[REDACTED]

Thank you for allowing HolyMess Repairs onto your roof at [REDACTED] Glen Waverley for the detailed inspection. As a fully licensed roof plumber operating under the Building and Plumbing Commission (BPC), we conducted a thorough assessment of your Boral concrete tile roof and identified multiple areas of deterioration that, if left unaddressed, will lead to leaks during heavy rain, pest entry, and potential structural damage inside your roof cavity.

We have considered every stakeholder affected by this work: you as the pensioner homeowner seeking peace of mind and value; the occupants wanting safe, quiet, disruption-free repairs; our vetted tradespeople and project manager requiring safe access and proper tools; neighbours and passers-by protected by full barriers and noise/dust control; Monash City Council through like-for-like repairs with no permit required; the Building and Plumbing Commission via mandatory compliance; your insurer with fully documented, warrantied work; and HolyMess Repairs itself delivering transparent, accountable service.



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All work will be carried out in full compliance with the Plumbing Regulations 2018 and Building and Plumbing Commission requirements. Upon completion we will issue you with an official BPC Compliance Certificate lodged with the BPC within 5 working days as legally required for all roofing/plumbing work valued over \$750. Non-compliance can result in heavy fines, loss of licence, or even jail time – you can rest assured HolyMess Repairs follows every regulation to the letter.

Visual Evidence from Site Inspection (Every Photo Analysed)

Every recommendation is directly supported by the photos taken on your roof:

- Photo 1 (close-up of lifted tile underside): Shows the porous, degraded concrete core and delamination typical of aged Boral tiles. This allows water to wick through and justifies replacement of all broken tiles rather than patching.
- Photo 2 (cracked tile on ridge line): Clear failure of existing bedding/pointing with a deep crack and lichen growth. Water is already penetrating here.
- Photo 3 (severe fracture with yellow lichen): Demonstrates long-term weathering and cracking that will worsen rapidly in Melbourne's rain.
- Photo 4 (Boral embossed tile removed exposing cavity): Confirms genuine Boral concrete tiles and shows the open roof space – without proper sealing, birds and small animals can easily enter.
- Photo 5 & Photo 6 (wide and close-up of existing white sealant line): Previous “quick-fix” silicone has cracked and lifted. This is the exact location of the current valley join that is leaking.
- Photo 7 & Photo 8 (ridge/hip tile cracks and gaps): Bedding has completely failed; ridges are lifting and will allow water straight into the cavity.
- Photo 9 (ridge cap with heavy lichen and misalignment): Typical sign of 15+ years without proper flexi-pointing – needs full repointing.
- Photo 10 (misaligned and cracked tiles across slope): Multiple tiles out of alignment and fractured, creating a domino effect of leaks.
- Photo 11 (overview of widespread cracking): Confirms extensive slope damage requiring systematic tile replacement.
- Photo 12 (vent pipe area): Shows poor sealing and ponding risk at penetrations, supporting the need for full ridge work.
- Photo 13 (debris-filled crack): Blocked drainage and potential pest entry points.
- Photo 14 (deep cross-crack at hip): Structural weakness that flexi-pointing will resolve.
- Photo 15 (fragmented tile): Imminent failure in the next heavy rain.
- Photo 16 (misaligned tile near vent): Ponding guaranteed without proper realignment.
- Photo 17 (debris & lichen in valley): Animal entry point that the add-on valley work addresses.



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- Photo 18 (hairline crack propagating): Will worsen rapidly without intervention.
- Photo 19 (overall slope view): Confirms full repointing of all ridges is essential.

Why undertake this exact scope of work?

As a roofer with decades on Melbourne tile roofs, this scope is the minimum required to restore full weather-tight integrity. Replacing all broken tiles stops immediate water entry, while flexi-pointing to all ridges replaces the brittle old mortar that has already failed in your photos. Flexi-pointing moves with the tiles through heat/cold cycles and lasts 10+ years in our climate.

Why might someone choose not to do this scope?

Some homeowners opt to patch only the worst cracks with cheap silicone or ignore it until the next storm, thinking it will “hold for now.” In my experience that approach almost always leads to the same tiles cracking again within 12–18 months because the underlying mortar and alignment issues remain.

Why is this scope necessary for you right now?

Your photos already show water paths into the cavity and lichen growth that only appears after years of penetration. Doing nothing lets those paths widen every rain event. This scope closes every documented leak path with proven materials and methods that match Boral tile performance.

If no action is taken, what could happen to the property?

Water will continue to wick through the cracked cores and failed ridges you photographed. In Glen Waverley’s heavy downpours this leads to saturated insulation, ceiling stains, mould in the roof space, and eventual damage to parquet floors and walls. Insurance claims become harder without documented repairs, and resale value drops because buyers and inspectors spot the same issues we have highlighted.

Scope of Works

- Remove and dispose of all broken/cracked tiles (supply & install matching Boral concrete tiles).
- Full ridge repointing using high-quality flexi-pointing (complete removal of old mortar and re-application to all ridges).
- **ADD-ON (included in higher scenarios):** Open all valleys by removing 1 metre of tiles each side, check & clean debris, supply & install new valley seals/flashings, reinstall tiles with proper alignment and falls to prevent ponding.



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- All debris removed from site.
- Final clean and inspection.
- BPC Compliance Certificate issued and lodged.

Labour Rate: \$160 per hour (all hours tracked and shown on final invoice).

Material Pricing: All materials sourced at trade cost, marked up 25% for handling/warranty, plus delivery fee.

3 Repair Scenarios (you choose what best fits your budget and needs)

Prices shown below are **before** the 10% Pensioner Discount you requested.

Scenario 1 – Essential Repair (Minimum Code-Compliant Fix)

Total ex GST: \$3,150 (original) → After 10% Pensioner Discount: **\$2,835 ex GST**

Scenario 2 – Recommended Repair (What I Quoted You On-Site)

Total ex GST: \$3,800 (original) → After 10% Pensioner Discount: **\$3,420 ex GST**

Scenario 3 – Comprehensive Repair (Best Long-Term Protection)

Total ex GST: \$6,550 (original) → After 10% Pensioner Discount: **\$5,895 ex GST**

Very Detailed Step-by-Step Procedure for Scenario 1 – Essential Repair (12–14 labour hours)

1. Site setup: Erect WorkSafe-compliant edge protection, harness points, debris netting, and public barriers. Cover all downpipes & gutters with tarps. Notify neighbours (we phone them 48 hrs prior). What could go wrong: Falls, falling tiles hitting cars/people, dust in unit. Our mitigation: Full PPE, daily safety brief, AI project manager checks via photos. How others cut corners: Skip barriers to save time → injury or insurance denial. We never skip.
2. Roof inspection & marking: Walk entire roof, mark only visibly broken/cracked tiles with chalk, photograph each. What could go wrong: Missed damage leading to future leaks. Our mitigation: 360° drone + manual check; photos sent to you same day.
3. Remove & dispose only visibly broken/cracked tiles + critical ridge sections (est. 15–20 tiles). Bag and remove same day; no landfill fee passed to you. What could go wrong: Tiles falling inside or damaging gutters. Our mitigation: Netting + tarps everywhere; before/after photos.
4. Clean bedding mortar from ridges only where tiles replaced. Scrape old mortar, vacuum debris, low-pressure wash. What could go wrong: Damage to sound tiles. Our mitigation: Low pressure and targeted cleaning only.



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5. Supply & install matching Boral concrete tiles (exact colour/texture, pre-soaked). What could go wrong: Colour mismatch or poor bedding. Our mitigation: Source exact Boral match from supplier and pre-soak.
6. Apply flexi-pointing to repaired ridge sections only (high-grade flexible mortar). What could go wrong: Incomplete seal. Our mitigation: Full removal of old mortar before application.
7. Final clean: Remove all debris, sweep gutters, magnetic sweep for nails. What could go wrong: Leftover nails causing future punctures. Our mitigation: Magnetic sweep + visual check.

Very Detailed Step-by-Step Procedure for Scenario 2 – Recommended Repair (20–22 labour hours)

1. Site setup: Erect WorkSafe-compliant edge protection, harness points, debris netting, and public barriers. Cover all downpipes & gutters with tarps. Notify neighbours (we phone them 48 hrs prior). What could go wrong: Falls, falling tiles hitting cars/people, dust in unit. Our mitigation: Full PPE, daily safety brief, AI project manager checks via photos. How others cut corners: Skip barriers to save time → injury or insurance denial. We never skip.
2. Full roof marking: Chalk every cracked tile across all slopes (est. 40–50 tiles). What could go wrong: Missed damage leading to future leaks. Our mitigation: 360° drone + manual check; photos sent to you same day.
3. Remove & dispose all broken/cracked tiles + any loose mortar (we bag and remove same day; no landfill fee passed to you). What could go wrong: Tiles falling inside or damaging gutters. Our mitigation: Netting + tarps everywhere; before/after photos.
4. Clean ridges completely: Scrape old mortar, vacuum debris, low-pressure wash (low pressure to protect tiles). What could go wrong: Damage to sound tiles or incomplete clean. Our mitigation: Targeted low-pressure method.
5. Supply & install new Boral concrete tiles (exact match, pre-soaked for proper bedding). What could go wrong: Colour mismatch or poor bedding. Our mitigation: Source exact Boral match from supplier and pre-soak.
6. Flexi pointing to all ridges (full repointing): Apply high-grade flexible mortar to all ridges (removes all old pointing, new 10-year warranted seal). What could go wrong: Incomplete seal or brittle future failure. Our mitigation: Full removal of old mortar before application.
7. Final clean: Remove all debris, sweep gutters, magnetic sweep for nails. What could go wrong: Leftover nails causing future punctures. Our mitigation: Magnetic sweep + visual check.



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Diagrams for Scenario 2 (what you will see):

Cracked old mortar
lets water in



New Boral tile
with flexi-pointing





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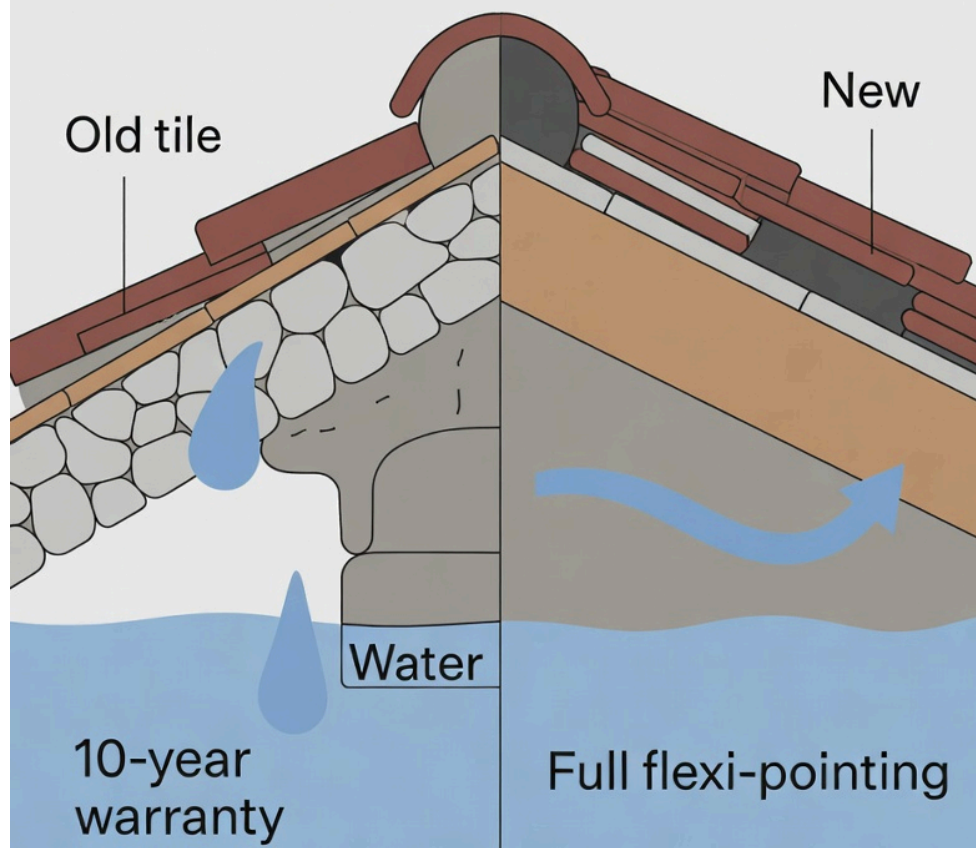
Boral

Crack allowing
water ingress

After

Scenario 2

No more leaks



Before
Scenario 2

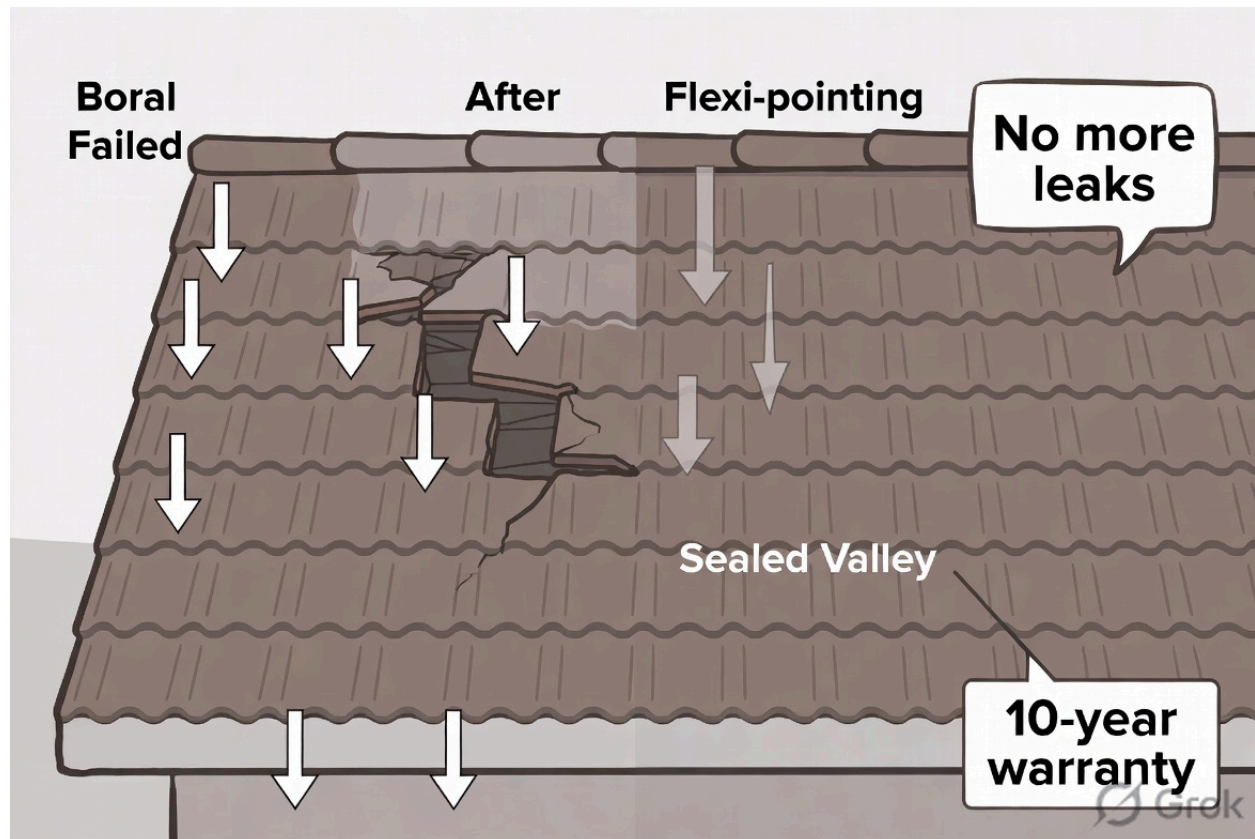
After
Scenario 2





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Very Detailed Step-by-Step Procedure for Scenario 3 – Comprehensive Repair (26–28 labour hours)

1. Site setup: Erect WorkSafe-compliant edge protection, harness points, debris netting, and public barriers. Cover all downpipes & gutters with tarps. Notify neighbours (we phone them 48 hrs prior). What could go wrong: Falls, falling tiles hitting cars/people, dust in unit. Our mitigation: Full PPE, daily safety brief, AI project manager checks via photos. How others cut corners: Skip barriers to save time → injury or insurance denial. We never skip.
2. Full roof marking: Chalk every cracked tile across all slopes (est. 40–50 tiles). What could go wrong: Missed damage leading to future leaks. Our mitigation: 360° drone + manual check; photos sent to you same day.
3. Remove & dispose all broken/cracked tiles + any loose mortar (we bag and remove same day; no landfill fee passed to you). What could go wrong: Tiles falling inside or damaging gutters. Our mitigation: Netting + tarps everywhere; before/after photos.
4. Clean ridges completely: Scrape old mortar, vacuum debris, low-pressure wash (low pressure to protect tiles). What could go wrong: Damage to sound tiles or incomplete clean. Our mitigation: Targeted low-pressure method.



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5. Supply & install new Boral concrete tiles (exact match, pre-soaked for proper bedding). What could go wrong: Colour mismatch or poor bedding. Our mitigation: Source exact Boral match from supplier and pre-soak.
6. Flexi pointing to all ridges (full repointing): Apply high-grade flexible mortar to all ridges (removes all old pointing, new 10-year warranted seal). What could go wrong: Incomplete seal or brittle future failure. Our mitigation: Full removal of old mortar before application.
7. Open valleys: Remove 1 metre of tiles each side of every valley, check & clean debris, inspect for timber damage (report any to you immediately). What could go wrong: Damage to valley timber or ponding. Our mitigation: Careful removal and full inspection before sealing.
8. Supply & install new valley flashing/seals (butyl-backed aluminium, proper falls for heavy rain). What could go wrong: Poor falls causing future ponding. Our mitigation: Install with correct slope and overlap.
9. Reinstall tiles with perfect alignment & 50 mm overlap. What could go wrong: Misalignment causing leaks. Our mitigation: Measure and level each tile.
10. Extra flexi-pointing along valley edges. What could go wrong: Weak valley edges. Our mitigation: Continuous flexi-pointing.
11. Final clean: Remove all debris, sweep gutters, magnetic sweep for nails. What could go wrong: Leftover nails causing future punctures. Our mitigation: Magnetic sweep + visual check.

Risks & How We Eliminate Them

- Injury risk (falls, back strain): Full harnesses, 2-person teams, daily WorkSafe checklists.
- Property damage: Netting + tarps everywhere; we photograph before/after.
- Financial loss (hidden damage, future leaks): We document everything; 10-year warranty.

Market Comparison – Why HolyMess Stands Apart

Criteria	Base-Level / HiPages Leads	Typical Premium Local Roofer	HolyMess Repairs
Licensed & BPC Registered	Often not	Yes	Yes + certificate lodged
Warranty Response Time	Weeks or none	7–14 days	24-hour guarantee



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Tradesperson Vetting	Unknown	Basic	Full background & character vet
Price Locked	Rarely	Sometimes	Always
10% Pensioner Discount	No	Rare	Standard
BlueScope Warranty Registration	Almost never	Sometimes	We register it for you
Profit Margin	30–77%	25–40%	Lean 12%
Customer in Live 24/7 Company Chat	No	No	World-first – you see every message
Financial Records Available	No	No	Public on request
Any Roof Type / Emergency	Tile only	1–2 types	All types, any time
Post-Job Dye / Thermal Leak Test	No	Rare	Included

Why HolyMess Repairs is the only choice that truly protects you

80% of roofing companies fail in the first two years and 96% are gone after five – yet your 10-year warranty must still be honoured. At HolyMess we have built a system that survives because we use agentic AI to run the office work of 50 people with only five, passing every cost saving straight to you. Our 12% profit margin is deliberately lean so you pay less while we still deliver premium work.

We are the world's first repairs company to include the customer inside our live company communication portal. You can open the free app on your phone 24 hours a day and literally watch every message between the project manager, office staff and the tradesperson assigned to your roof. You can comment, ask questions and have full visibility.

We vet every single tradesperson before they ever step on your property: licence check, police check, work history and character references. Only the best from the entire Melbourne market get chosen for your job. Because we operate like an Uber-style platform for the trades – with none of the limitations – we select from thousands of qualified roofers instead of the handful any



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single company has on the books. That means no waiting, the perfect person for your exact job, and prices below market because of our ongoing volume relationships and AI-driven efficiency. If anything ever goes wrong you deal with one accountable company.

We perform a post-repair coloured-dye water test (or thermal imaging if preferred) so there is zero guesswork – you see the roof is 100% sealed before we leave. This stops the classic dispute that ruins relationships with ordinary roofers.

Payment Details

Bank: Commonwealth Bank

Account Name: Holymess PTY LTD

BSB: [REDACTED]

Account Number: [REDACTED]

Payment Terms (for your chosen scenario – prices plus GST)

- 50% deposit on acceptance • Scenario 1: \$1,417.50 deposit • Scenario 2: \$1,710 deposit • Scenario 3: \$2,947.50 deposit
- 50% balance on completion (same amounts as above) If you would like to change payment terms, contact us. We also offer humm and/or interest-free payment plans.

Insurance Protection

If we ever give bad advice or cause damage, Professional Indemnity insurance steps in to cover your financial loss.

Click to view HolyMess Repairs full insurance documents:



Next Steps

1. Reply or call Victor on 0426 204 244 with your chosen scenario.
2. Pay the deposit to lock in your date.
3. We will protect your unit and deliver peace of mind.

[REDACTED] your roof is one heavy Glen Waverley storm away from interior damage. Choosing HolyMess means choosing the only company that gives you full transparency, the best tradesperson from the entire market, and a repair that lasts.

We look forward to getting this sorted for you.



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Best regards,

Victor C

Compliance Manager

HolyMess Repairs

0426 204 244

P.S. All photos, diagrams, and your BPC certificate will be emailed the day we finish.