



Website: www.holymessrepairs.com.au
Email: customercare@holymessrepairs.com.au
Licence 32176 VIC
Licence 450570C NSW
ABN: 31 666 327 813
Phone: 03 8583 2640
Mobile: 0485 881 812
19 Chivers Rd, Templestowe VIC 3106
10/238 Edwardes St. Reservoir VIC 3073

Thank you for your email, the site addresses, and the productive phone conversation. I appreciate the details on Rapid Global induction requirements and the need for our SWMS.

HolyMess Repairs specialises in commercial and industrial roofing, gutter, and stormwater systems across Melbourne's west. We use industrial vacuum extraction units and targeted high-pressure flushing tools to deliver thorough, mess-free maintenance — critical for busy warehouse sites like yours in Derrimut where debris must not impact operations, tenants, or passers-by. All works will be scheduled after 4:00 pm (or as agreed) to minimise disruption.

Confirmed Sites (Large-Scale Industrial Warehouses – Brimbank Council Area)

- [REDACTED] **Derrimut VIC 3030** – Approximately 18,253 m² A-grade distribution warehouse on 3.29 ha (extensive roof/gutter runs typical of high-spec industrial facilities).
- [REDACTED] **Derrimut VIC 3026** – Substantial warehouse on 2.02 ha industrial land.
- [REDACTED] **Derrimut VIC 3026 (Warehouses 1–5)** – [REDACTED]'s 17,438 m² complex (office 1,330 m² + warehouse 16,108 m²) on 3.42 ha, with multiple interconnected warehouse sections.

Note on property data: Information drawn from public real estate records and Brimbank Council planning resources confirms these are modern, large-footprint industrial buildings. Exact gutter lengths and roof types (typically Colorbond steel with eaves or box gutters and external downpipes) will be verified on-site during the first visit. No recent public planning permits indicate major roof/gutter alterations, supporting standard annual maintenance scope. If internal box gutters, leaf guards, or specialised stormwater systems are present, we will note them immediately.

Comprehensive Stakeholder Considerations

Before detailing the scope, we have assessed every stakeholder to ensure the works deliver maximum value, compliance, and safety:

- **Client** [REDACTED] / [REDACTED] **Giles**): Reliable, documented maintenance that prevents water ingress, reduces future repair costs, and maintains asset value.



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- **Tenants / Warehouse Occupants:** Zero disruption to operations; no debris on floors or goods; continued stormwater functionality to avoid flooding.
- **Tradespeople & Crew:** Safe working conditions with full PPE, harnesses, and team support.
- **Public / Neighbours / Passers-by:** Containment of all debris and noise; traffic management where needed.
- **Brimbank City Council:** Compliance with local stormwater drainage requirements and environmental waste disposal.
- **WorkSafe Victoria:** Full adherence to height safety and construction site rules.
- **Building & Plumbing Commission (BPC – successor to VBA):** All roofing/stormwater work meets *Plumbing Regulations 2018*, AS/NZS 3500.3 (Stormwater Drainage), and National Construction Code (NCC) Volume 3.
- **Insurance Companies:** Photographic evidence before/after, SWMS compliance, and public liability coverage to protect all parties.
- **Project Manager (Victor C / HolyMess):** Clear, auditable records for future reference and continuous improvement.

This holistic view ensures the quote is not just “cleaning” but a professional, defensible maintenance program.

Detailed Scope of Works – Annual Gutter & Downpipe Maintenance

Option 1 (Recommended – Full Professional Maintenance Package) includes everything below. We do not offer cheaper “basic clean only” options because they expose clients to hidden risks (see corner-cutting section).

Very Detailed Step-by-Step Procedure (so detailed you could use this to brief any contractor or understand exactly what is being delivered):

Phase 1: Pre-Site Preparation (Office & Site-Specific Planning – 1–2 days before works)

1. Review site plans (from public records and client-provided info), confirm access points, and identify high-risk areas (e.g., near loading docks or busy internal roads).
2. Prepare and submit full crew details (names, emails, mobiles, company ABN/licence) for Rapid Global induction (Warehouse 1/3 priority or all as required).
3. Load vehicle with: industrial vacuum extraction unit, mini high-pressure flush hoses, PPE (harnesses, helmets, hi-vis, gloves, eye/ear protection), containment nets/tarps, waste skip/bin, cameras, measuring tools, and BPC-compliant documentation.
4. Conduct toolbox talk with crew covering site-specific risks. *What could go wrong:* Incorrect crew details delay induction → work postponed. *Mitigation:* Double-check portal



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submission 48 hrs prior; have backup non-inducted crew ready if needed. *Risks & controls:* Injury from poor planning (eliminated by pre-checks); financial loss from no-shows (covered by our large vetted tradesperson network).

Phase 2: Site Arrival & Setup (After 4:00 pm)

1. Park in designated low-impact area; erect temporary signage and barricades.
2. Deploy ground tarps/nets under all work zones to catch 100% of debris.
3. Set up industrial vacuum system with HEPA filtration. *What could go wrong:* Debris falling on vehicles/people → damage or injury. *Mitigation:* Full containment + spotters. *Corner-cutting risk by others:* Skipping barriers to “save time”. HolyMess never skips — our AI project managers and experienced supervisors enforce it.

Phase 3: Gutter Inspection & Debris Removal (Core Cleaning)

1. Access roof via certified ladders/scaffolding or elevated work platform (EWP) as per height risk assessment.
2. Manually remove visible leaves, silt, twigs, and bird debris using non-damaging tools.
3. Use industrial vacuum to extract all remaining material from gutters (including behind seams).
4. Measure and photograph gutter depths/widths for records (useful for future comparisons). *What could go wrong:* Missed blockages cause future overflows → water damage to warehouse contents (financial loss to client/tenants/insurers). *Mitigation:* Vacuum + visual + flush test. *Risk of damage to property:* Vacuum suction too strong → denting gutters. *Control:* Calibrated equipment + experienced operators. *Injury risk:* Fall from height. *Controls:* 100% harness tie-off, two-person teams, WorkSafe-compliant SWMS. *How others scam:* Quote only visible clean but skip vacuum (leaves silt behind). HolyMess provides timestamped photos + video evidence of before/after for every section.

Phase 4: Downpipe Flushing & Clearing

1. Insert mini high-pressure hose into each downpipe outlet.
2. Flush from top to bottom with controlled pressure to push out debris into contained ground skip.
3. Inspect outlets and stormwater pits for free flow.
4. Re-flush if required until clear. *What could go wrong:* High pressure damages joints → leaks (future repair cost). *Mitigation:* Pressure-tested hoses + low-start technique. *Financial risk:* Unreported damage leads to insurance claims. *Control:* Immediate photo report to you before leaving site.



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Phase 5: Final Inspection, Testing & Cleanup

1. Visual check of entire system + water-flow test (hose test where safe).
2. Collect and remove all waste off-site to approved facility (Brimbank Council compliant).
3. Remove all equipment, leave site cleaner than found.
4. Compile report with 50+ photos, measurements, and recommendations. *What could go wrong*: Incomplete cleanup → council complaint. *Mitigation*: Final walk-around checklist signed by supervisor.

Phase 6: Documentation & Handover

- Email you the full report within 24 hrs.
- Any additional issues (e.g., corroded fixings, sagging gutters) photographed and quoted separately — **no extra work performed without your written approval**.

Risks, Mitigations & Why HolyMess Does It Differently

Key Risks Identified & Controls

- **Injury (falls, slips)**: Eliminated via full SWMS, EWP preference, harnesses, and daily JSA.
- **Property damage (scratches, dents, water ingress during works)**: 100% containment + pre/post photos.
- **Financial loss (unreported issues, rework, insurance claims)**: Full transparency and evidence trail.
- **Non-compliance (BPC, WorkSafe, Council)**: Licensed roofing (stormwater) work only; current public liability insurance attached.

How Other Companies Cut Corners (and How HolyMess Protects You)

- Skip vacuum → silt remains → future blockages (we use industrial vacuums every time).
- Rush flushing → missed downpipes or damage (we test every pipe).
- No evidence → you can't prove work was done (we supply photo reports).
- Limited resources → only offer one solution (we have the largest vetted tradesperson network + agentic AI office support, so we can repair, replace, paint, or install guards on metal/tile roofs — large or small jobs, emergency or planned). We are not boxed into "clean only" because we handle full roofing, stormwater, and maintenance 24/7.

Pricing (ex GST – valid 30 days) – 35% uplift applied pro-rata across sites



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Site	Description	Price (ex GST)
██████████ Derrimut	Full annual gutter & downpipe maintenance	\$2,500
██████████ Derrimut	Full annual gutter & downpipe maintenance	\$2,500
██████████ – Warehouses 1–5	Full annual gutter & downpipe maintenance (5 units)	\$10,120
TOTAL		\$15,120

GST \$1,512 – Grand total \$16,632 inc GST

Important: Pricing assumes standard commercial gutter runs and safe access. Any additional or unforeseen work (repairs, replacements, guards, etc.) will be photographed on-site, reported immediately, and quoted separately before proceeding.

Attachments

- Comprehensive SWMS (BPC/WorkSafe compliant)
- Public liability insurance certificate
- Company profile & video
- Google reviews

We are ready to complete Rapid Global inductions today. Please send the portal link or process.

This quote reflects our commitment to doing what is genuinely in your best interest — thorough, transparent, and future-proof.

Please let me know if you would like any adjustments or a quick call today.

Looking forward to keeping your Derrimut warehouses protected and compliant.

Kind regards,

Victor C

Compliance Manager

HolyMess Repairs

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Phone: **0426 204 244**

Email: **info@holymessrepairs.com.au**

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