



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

CLIENT:

[REDACTED]

Project Coordinator

[REDACTED]

Phone: [REDACTED] | [REDACTED]

Email: [REDACTED]

PROPERTY:

[REDACTED]

Balwyn North VIC 3104

REFERENCE:

Re-mortar / re-bed end gable masonry (approx. 3.5m section) and install missing quad timber following tree branch impact on powerline. All other make-safe and rectification works completed by others. Assessment and site photographs provided.

[REDACTED]

Thank you for your time on the phone and for entrusting HolyMess Repairs with this important repair. We have carefully reviewed your assessment, the two site photographs provided, and the property context.

This quote improves and expands upon your assessment into a fully compliant, transparent, and client-protective document. We have added significant detail on methodology, risk management, evidence requirements, and our unique operational advantages so you can see exactly what we will do, why, and how we protect your interests at every step.

Any additional or unforeseen works identified on site (e.g. more extensive loose brickwork, hidden timber rot, colour-matching challenges, or structural concerns) will be immediately notified to you in writing with photos and a variation quote before any extra work proceeds. No surprises, no hidden costs.



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

Why HolyMess Repairs? (Your Assurance of Best-Interest Work)

HolyMess Repairs is Melbourne's modern, technology-enabled repairs specialist. We are **not** a "one-trick pony" roofing company limited to tile replacement or a small handyman operation. Our model gives us unmatched flexibility and quality control:

- **Largest network of fully vetted, licensed tradespeople** across roofing (tile, Colorbond/Zincalume metal, slate), masonry/brickwork, carpentry, plumbing, electrical, and full renovations.
- **Agentic AI + experienced Project Managers** in the office: Real-time oversight, material optimisation, weather-risk prediction, scheduling, and compliance checking.
- **We advise what is genuinely best for you**, not what fits a narrow service menu. Because we can do **everything** (repair, restore, replace, paint, seal — any roof type, any scale, 24/7 emergency), our recommendations are unbiased.
- **Happy tradies = superior quality**: Fair pay, minimal admin burden, proper tools and time allocated.
- **Full company-backed warranties** — even if the individual tradesperson moves on, HolyMess honours it.
- **10% Price Beat Guarantee** and **\$99 Satisfaction Promise**.
- **Data-driven from thousands of jobs**.
- **Full transparency & evidence**: Mandatory before/during/after photo log, signed SWMS, material receipts, supervisor QC sign-off, and digital job pack supplied on completion.
- **24/7 support** and rapid response capability.

Choosing HolyMess means you get a **licensed company (32176)** with \$20M+ public liability, workers' compensation, and the resources to do the job right — safely, compliantly, and with complete accountability.

Scope of Works Primary Works – Fixed Price:

1. **Re-bedding & Repointing of End Gable Masonry** (approx. 3.5m section / affected joints) – **\$980.00 + GST** Includes: Safe plank-on-trestle access, raking to sound bed, cleaning, compatible mortar mix matched to existing, layered application, tooling to original profile, protection during cure, full cleanup.



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

2. **Supply & Install Missing Quad Timber Molding** (approx. 3.5m at roofline/gable edge)
– **\$280.00 + GST** Includes: Measurement & supply of treated pine quad (size to match existing, typically 19–25mm), mitred cuts, mechanical + adhesive fixing, and sealing.

Total Fixed Price: \$1,260.00 + GST = \$1,386.00 inc. GST

Included at No Extra Cost:

- Full site-specific Safe Work Method Statement (SWMS) & Job Safety Analysis (JSA)
- Certified access equipment (trestles + planks rated for load)
- All PPE, dust extraction, weather protection
- Before / progress / after high-resolution photographs (minimum 20 images)
- Dedicated Site Supervisor / Project Manager oversight (QC + H&S)
- Final walkthrough with you or your representative
- 5-year workmanship warranty + manufacturer material warranties
- Digital job completion pack (photos, specs, invoice with ABN/licence, satisfaction survey)

Exclusions (will be quoted separately if required after notification):

- Full gable repainting or application of breathable masonry sealer/paint
- Structural engineering assessment or major brick replacement
- Gutter/quad gutter replacement
- Electrical work or powerline-related (already made safe)

VERY DETAILED STEP-BY-STEP PROCEDURE

(So detailed you could theoretically follow it yourself)

Phase 1: Pre-Start & Safe Access Setup (Plank on Trestle)

Step 1.1 – Site Induction, Documentation & Risk Assessment (15–20 min)

- Complete site-specific SWMS/JSA. Identify all hazards (height, powerline proximity, uneven ground, wind exposure).
- **What could go wrong:** Incomplete hazard ID. **Mitigation:** Dual-person sign-off, photo of completed form uploaded before tools unpacked.



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

Step 1.2 – Establish Exclusion Zones & Signage (10 min)

- Cone off work area + 2m buffer. “Caution – Working at Height” signs.
- **Risk:** Public/vehicle impact. **Mitigation:** High-vis barriers.

Step 1.3 – Assemble & Test Certified Access (20–30 min)

- Use only AS compliant trestles (≥450kg rating) and scaffold planks. Position on level ground, install toe-boards, load test.
- **What could go wrong:** Trestle collapse or fall. **Mitigation:** Pre-use inspection checklist with photos, anti-slip pads, supervisor physical check. Never use domestic ladders.

Step 1.4 – Pre-Job Dilapidation & Baseline Photos (15 min)

- 360° photos of work zone, adjacent areas, existing mortar, quad location.
- **Risk:** False damage claims. **Mitigation:** Timestamped, geo-tagged photos uploaded immediately.

Phase 2: Mortar Removal (Raking & Cleaning)

Step 2.1 – Identify & Mark Defective Joints (30 min)

- Visual + rake test. Mark areas needing re-bedding.
- **Common shortcut:** Rake only 5–10mm. **HolyMess:** Full depth to sound bed (min 15–25mm). Photo evidence.

Step 2.2 – Raking Out Old Mortar (1.5–2.5 hrs)

- Hand tools first, then low-vibration grinder with dust extraction if needed. Work in 1m sections.
- **Risks:** Over-cutting bricks, dust inhalation, eye injury, vibration damage. **Mitigations:** Depth stop, full PPE (P2 respirator, goggles, face shield), dust extraction running at all times, stop if any brick movement.

Step 2.3 – Thorough Cleaning (30–45 min)

- Brush + vacuum. “White glove” test – joints must be completely clean.
- **Risk:** Poor adhesion. **Mitigation:** Photo evidence of clean joints.

Phase 3: Pre-Wetting, Mortar Mixing & Application



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

Step 3.1 – Pre-Wetting (20–30 min, repeated)

- Light mist 2–3 times.
- **Risk:** Rapid drying on exposed gable. **Mitigation:** Strict timing logged, moisture meter if needed.

Step 3.2 – Mortar Batching & Mixing (Small batches only)

- Match existing (typical 1:1:6 cement:lime:sand or pre-mixed NHL). Test patch first. Small batches (max 5–7L) used within 30–45 min.
- **Risks:** Wrong strength, colour mismatch, voids. **Mitigations:** Test patch approved by supervisor, record proportions + photos.

Step 3.3 – Re-Bedding Loose Bricks (if found)

- Remove, clean, re-mortar bed, re-seat, level, temporary prop.
- **Risk:** Brick falls. **Mitigation:** Props + ties, one at a time, supervisor present.

Step 3.4 – Pack Mortar in Layers (2–3 hrs)

- Press firmly full depth in 2–3 thin compacted layers. Tool to original profile.
- **Common scam:** Butter only face 5mm. **HolyMess:** Sequential photos of full-depth packing + thumb-print test.

Step 3.5 – Initial Finishing (30 min)

- Sponge/brush when firm. Immediate clean of any smears.

Phase 4: Protection, Curing & Monitoring

Step 4.1 – Basic Protection During Cure (10 min)

- Cover with plastic sheeting secured against wind.
- **Risk:** Rain or sun damage. **Mitigation:** BOM monitoring, basic cover, do not leave completely unprotected overnight.

Step 4.2 – Curing Regime (24–48 hrs minimum)

- Mist lightly if hot/dry. Keep covered minimum 48 hrs.
- **HolyMess:** Mandatory cure log with photos at 24hr and 48hr; supervisor approval before next phase.



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

Phase 5: Quad Timber Supply, Installation & Finishing

Step 5.1 – Material Selection & Preparation

- Supply H3 treated pine quad (19x19mm or 25x25mm to match existing).
- **Risk:** Wrong size or untreated timber. **Mitigation:** Exact match, photo of new vs old for approval.

Step 5.2 – Installation (1–1.5 hrs)

- Measure, dry-fit, mark, apply construction adhesive + galvanised/stainless screws/nails at 300–400mm centres.
- **Risk:** Movement or water ingress. **Mitigations:** Pilot holes, adhesive backup, clamp while curing; sealant in all gaps.

Step 5.3 – Sealing (15–20 min)

- Caulk all junctions with paintable exterior sealant.
- **Risk:** Water tracking behind quad. **Mitigation:** Full perimeter seal; final moisture meter check.

Phase 6: Final QC, Cleanup & Handover

Step 6.1 – Supervisor Final Inspection (30 min)

- Macro photos every 500mm, 15-point checklist, tap test. AI cross-check of photos.

Step 6.2 – Site Restoration (20 min)

- Remove protection, sweep/vacuum all debris, low-pressure hose if needed.

Step 6.3 – Handover (15–20 min)

- Walkthrough (or video), explain maintenance, issue full digital pack (photos, SWMS, specs, warranty, invoice, feedback link).
- **Our promise:** Return at our cost until 100% satisfied — or we pay you \$99.

Comprehensive Risk Assessment & Mitigation



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

1. Working at Height / Fall Risks

- **Injury/Property/Financial:** Serious injury, death, property damage, claims, prosecution.
- **Controls:** Certified trestle/plank only, full SWMS, supervisor presence, weather monitoring (no work >25km/h gusts), first-aid qualified team.

2. Manual Handling, Tool & Dust Hazards

- **Controls:** Team lifting, full PPE (P2 respirator mandatory during raking), dust extraction, regular breaks.

3. Property Damage

- **Controls:** Pre-job dilapidation photos, protective sheeting, soft-soled boots, immediate clean-up, barriers.

4. Weather & Curing-Related Failures

- **Controls:** BOM + on-site monitoring, basic plastic sheeting, 24–48hr minimum cure, daily photo checks, we absorb re-work cost if protection fails.

5. Financial / Reputational Risks

- **Controls:** Fixed-price contract, full evidence trail, company-backed 5-year warranty, \$20M public liability + professional indemnity, verifiable licence.

How Some Tradespeople & Companies Cut Corners – And How HolyMess Guarantees We Never Do

Mortar Removal: Common = rake only 5–10mm. HolyMess = full depth to sound bed + photo evidence every 1m.

Mortar Mix & Application: Common = wrong ratio, no pre-wet, single thick layer. HolyMess = tested match, small batches, layered compaction, logged pre-wet, supervisor-approved test patch.

Access & Safety: Common = cheap ladder. HolyMess = certified trestle/plank as you specified + full guard system.



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

Curing & Protection: Common = remove sheets next morning. HolyMess = 48hr minimum + weather monitoring. We delay rather than risk failure.

Quad Timber: Common = cheap untreated pine, minimal fixings, no sealant. HolyMess = H3 treated, adhesive + mechanical fixings, full perimeter seal.

Documentation: Common = no photos, no SWMS, unlicensed, ghost after job. HolyMess = full digital pack, licensed company, 5-year company-backed warranty, 24/7 support, \$99 satisfaction promise.

Our Unique Safeguards: Largest vetted network + agentic AI + dedicated Project Managers = we are **never** forced to cut corners. We have the resources to do it properly every time.

Terms, Payment & Acceptance

Payment Schedule:

- 40% deposit (\$554.40 inc. GST) upon written acceptance.
- 60% balance (\$831.60 inc. GST) on satisfactory completion and handover.

Variations: Any extra work outside this scope will be notified immediately with photos and a separate quote. No work proceeds without your written approval.

Warranty: 5 years on workmanship. Materials per manufacturer. Full company backing.

Insurance: Public Liability \$20,000,000 | Workers' Compensation | Professional Indemnity.

Kind regards,

Victor C
Compliance Manager

HolyMess Repairs Pty Ltd



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

This quote is provided in good faith based on photographs and your assessment. Final confirmation of exact scope will occur on site. Any material difference will be notified immediately.

Thank you for choosing HolyMess Repairs — we look forward to exceeding your expectations.