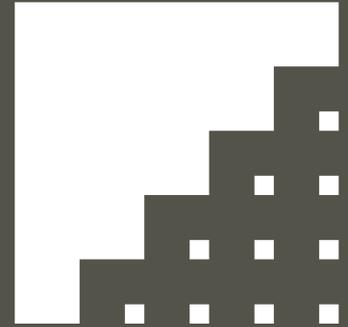


**24 HOUR INSURANCE CLAIMS
HOTLINE - 02 8904 1200**

EMAIL: andre@elliottprojects.com.au

FAX 02 9923 2994



**ELLIOTT
projects**

COMMERCIAL • RESIDENTIAL • CIVIL • REFURBISHMENT



**INSURANCE
DIVISION**



Who are Elliott Projects Insurance Division?

ELLIOTT PROJECTS Pty Ltd is a registered building company with an unblemished trading record of nearly 12 years. It is owned and operated by Hugh and James Elliott with the support of their dedicated and professional staff as well as a wide network of highly skilled, efficient, clean and capable subcontractors and suppliers.

We provide a service as an insurance builder in the Greater Sydney Region, Newcastle, Wollongong the ACT and Victoria.

We continue to work for many major corporations such as AMP Capital, ING Real Estate, Sydney Harbour Foreshore Authority, Sydney Olympic Park and numerous private clients conducting maintenance, repairs and general building works.

We have experience in the residential, commercial, retail, industrial and civil sectors of the construction industry.

Our fully staffed office is located in North Sydney and is equipped with a 24 hour hotline, email and fax lines so that your enquiries are streamlined and always promptly responded to.

We maintain a computer system with the capability to integrate the requisite pro formas and insurers and loss adjusters methodologies so that our quotes, reporting, programming and invoicing are readily integrated to each firms systems and procedures. This computer system can easily be updated to new client proformas and requirements.



TRADES SERVICES AND CAPABILITIES

As licensed builders we provide a full spectrum service for residential, commercial, retail and industrial buildings. Our services and capabilities range from minor emergency and maintenance repairs through to renovations, refurbishments, fitouts and complete construction projects up to a value of \$5M.

We include a list of just some of the more likely trades we are licensed for and capable of engaging to assist in repair works.

Emergency services repair	Tree Loping	Garage Doors & Roller Shutters	Security screens
Demolition	Roofing (tiles, steel & membranes)	Steel & metalworking	Shopfronts
Waterproofing	Glazing	Commercial fitouts	Retail fitouts
Plastering & interior linings	Painting	Industrial plant repair and installation	Traffic control
Brickwork	Concreting	Road works	Civil Works
Concrete cancer	Carpentry	Electrical light and power	Fire & Emergency services
Carpet repairs & replacement	Floor sanding	Plumbing	Drainage
All tiling and paving	Fencing	Gas	Air Conditioning
Landscaping	Pool works	Lift & escalator works	Communications & telephony
Locksmith works	Windows & Doors	Computer systems	Antenna & Satellite Dishes

How Elliott Projects Insurance Division can help you:

- We provide a superior quality building works and services
- Our competitive pricing and rates ensures costs are kept to a minimum
- A seamless, prompt response to the initial enquiry via our 24 hour hotline mobile fax and email services
- We guarantee to provide on site inspections for all quotes with a 72 hour turnaround
- Our high quality, easy to read reports and digital photographs of the inspection ensure insurance companies can quickly and accurately evaluate the claims circumstances
- A competitive quotation tailored to your system requirements
- Monitoring of Client/Customer contact. Prompt and accurate programming of works
- Weekly , Fortnightly or Monthly photographic and written progress updates to assessors and insurers
- Invoicing in compliance with your system requirements and timeframes
- Our systems and policies are a proven benefit to insurance companies with centralised claims departments
- Elliott Projects ensure that our staff subcontractors and suppliers work to our strict protocols of service which require of all of us professionalism and attention to providing a quality service delivery, punctuality, cleanliness and safety. This ensures a timely and qualitatively superior job turn around from commencement to completion of each and every repair claim regardless of size and scope of work.



Occupational Health and Safety

Mindful of the necessary vigilance required and the changing nature of OH&S practises and legislation we insist all personnel engaged by us are appropriately qualified, licensed, certified, and engaged in continuing upgrading of qualifications to ensure they are utilising best practise on all our works. All our staff and subcontractors are required prior to commencement to read, understand and sign our stringent OH&S manual which provides a practical and useful guide to safe work methods in compliance with current guidelines and legislation.

Competitive Pricing and Efficient Service

Elliott Projects competitive pricing and rates ensures costs are kept to a minimum. We concentrate on domestic and industrial commercial works from under \$500 up to \$5,000,000. We employ multi skilled trade persons for smaller reinstatement's and construction supervisors to manage larger works. Our staff wear clean attire and company approved dress when attending site.

Emergency Relief

With the increasing risk of sudden disaster striking, Elliott Projects have developed rapid response protocols and emergency relief teams to make temporary repairs to ensure that your clients properties are made safe and secured. Our employees and standby tradesmen can guarantee that such works reduce further damage and loss and are carried out quickly and expertly.

The scope of activities prior to complete assessment reporting includes roof tarping, electrical gas and water terminations/repair, reinstating essential services, hazard and risk reduction, leak repairs, roof repairs, reglazing/hoarding, carpet and contents removal and if required fencing and security services. Our staff are trained and prepared to deal and allay the anguish, grief and trauma associated with emergency repairs and strive to carry out the repairs and restore order to the clients living and working conditions in a polite, courteous clean and efficient manner whilst ensuring accurate reporting and appraisals of the extent of damage are provided to the insurer in a prompt, clear and precise format.

GUARANTEED REPAIR EVENT SEQUENCE



Day No 1	Claim request sent to Elliott Projects • Insured contacted by Elliott Projects with 1 hour • Inspection booked with client/customer
Day No 2	Inspection carried out onsite (or within 48 hours)
Day No 5	Claims report/recommendation /quote submitted to Insurer within 3 days of inspection (unless agreed otherwise)
Day No 10	Works commence after acceptance of quotation within 5 days & upon receipt of excess payment
Progress	Accurate recording and prompt reporting of progress
Completion	Obtain sign off from insured's satisfaction of completed works
Payment	Works invoiced & itemised within 7 days of completion or as per agreed progress payments schedule



ELLIOTT
projects

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ABN 34 098 739 836
Address 7/9 Myrtle Street
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Fax 02 9923 2994
Email andre@elliottprojects.com.au
Website www.elliottprojects.com.au
Postal Address PO Box 801
Crows Nest NSW 1585
Directors Hugh Elliott – B.Applied Science (Building)
James Elliott – B.Sc. Arch
Accountant Dubaras & Co
Operations Managers Andre Bittencourt (Ass.Dipl.Bld)
Sydney and Southern NSW,ACT
Robert Williamson (Ass. Dipl. Bld)
Newcastle and Hunter Region
Nicholas Donohue (Ass. Dipl. Bld)
Victoria
Builders Licence Nos. 130936C
Home Warranty Insurance Vero
Workers Compensation Policy GIO Policy number WC404542157
Contract Works & Public Liability AMP Policy number AP0058254 \$10,000,000

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