

Ken Hall working for you

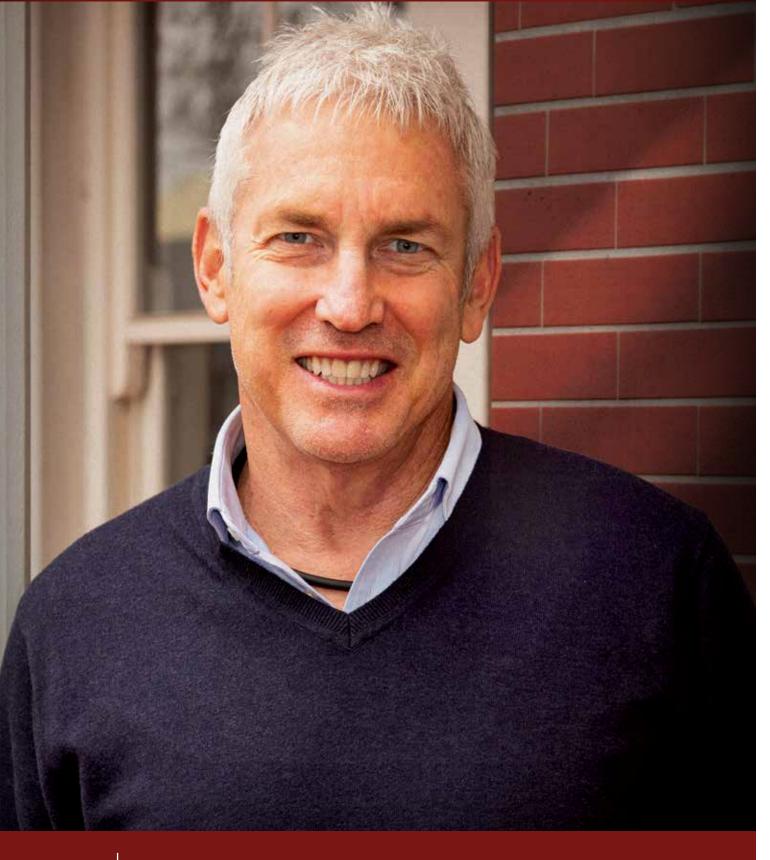
a fresh look

why trust start anyone else?

Trust is at the heart of the matter, the key to any long lasting relationship...
We aim to get it right the first time. We have been doing just that for over 37 years.

For domestic repairs or maintenance, property and facilities management, commercial projects or insurance jobs, working for you is the most important work we do each day.

Kentfall



How can we help you?

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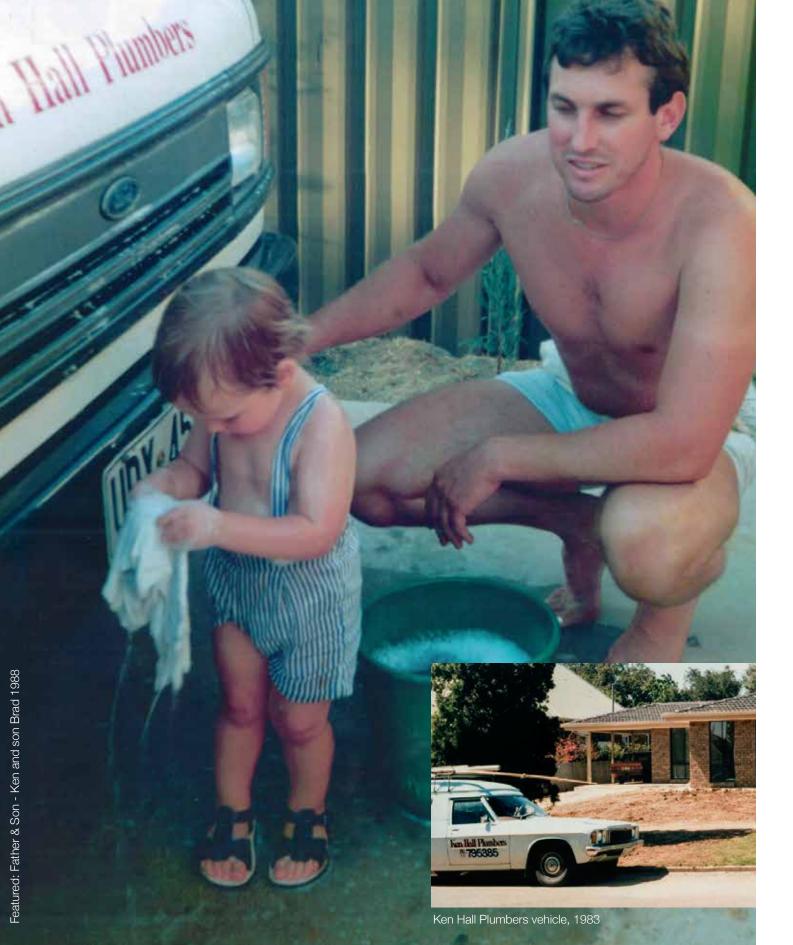
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Ken Hall are Licenced Builders, Plumbers, Electricians, Gasfitters, Roofers, Tilers and Bathroom Renovators.

Ken Hall proven experience and expertise.



Ken Hall Plumbers Adelaide's leading Plumbing company.







OUI story

From a very young age Ken simply wanted to be a plumber. His dream came true in 1983 when Ken started **Ken Hall Plumbers** from the family home, determined to build a team of industry leading tradespeople.

Today Ken operates Adelaide's leading plumbing company offering services in **plumbing**, **electrical**, **gasfitting**, **roofing**, **tiling** and **bathroom renovations** to all areas of trade including domestic, commercial, property management, insurance and construction.

With considerable expertise and vast experience, **Ken** is constantly pushing industry barriers with high quality management, internal training & personal development to provide the best outcome for our customers.

Ken is a licensed general builder, master plumber and gasfitter, Vice–President of The South Australian Master Plumbers Association (MPA), board member of the Family Business Association and a current Trustee of the Pulteney Foundation.

Over the past years he has built a large, loyal client base with reliable tradespeople. It seems only natural with plumbing in the blood that son Brad would also join the ranks.

Brad combines a Bachelor of Commerce International Business, Marketing & Management with his Certificate 4 in Plumbing and Gasfitting.

As General Manager he leads the company's technology strategies and development for greater efficiency and presents a new era for this continuously evolving and innovative company.

Ken's third child **Madeline's** approach to ensuring customer satisfaction has seen **Ken Hall** set the industry standard for customer service. In her role as Client Services Manager, she represents the ongoing commitment to exemplary after sales service which is the cornerstone of the company's success.

From our **Ken Hall Plumbers QLD Pty Ltd** office on the **Gold Coast**, **Ken Hall** have taken our quality services to a new region; all with the same experienced personnel and values of professionalism and integrity.

600% growth happy customers 1999

20062020

Ken Hall

has the numbers to deliver on promises.

Over 110 Highly Skilled Employed Staff

+

Innovative Management

Committed to Training & Development.

Industry experts supervising every job.

Strength in numbers

Why Choose Ken Hall

Quality and service, value to the customer, trust and reliability have remained at the heart of the business for over 37 years. From humble beginnings with one vehicle in 1983, **Ken Hall** now employs over 110 staff and has a fleet of 90 vehicles on the road.



Ken Hall since 1983

Our ongoing success is driven by exceptional customer service, a dedicated workforce and demonstrating respect of our customers trust.



On time, every time

We know you're busy which is why we offer a one hour appointment window and are on time, every time, at a time that suits you.



All areas 24/7

Greater Metropolitan
Adelaide, we've got you
covered with someone
on call 24 hours a day,
365 days a year. Same
day and emergency
services available.



More than just a plumber

As licensed Plumbers, Electricians, Gasfitters, Roofers, Tilers and Bathroom Renovators, we can handle any job big or small.



Best price, best service

Our jobs are completed on time and to the highest standards we demand from our team at a price you can respect.



Our guarantee

We are industry leaders and trusted advisors. The best tradesman backed up with the best warranty - we guarantee you will be 100% satisfied.



now have over 90 service vehicles on the road.

1MOI'e... than just a plumber

Ken Hall was founded on a practice of prompt, reliable home service, which to this day remains a key aspect to our service success.

Today we offer a wide range of domestic and commercial services to suit your needs and budget that extend beyond simply plumbing. Our team of fully employed tradesmen include qualified **Plumbers, Electricians, Gasfitters, Roofers, Tilers and Bathroom Renovators.** We ensure our tradesmen are trained to not

only get the job done, but to also uphold professionalism, safety and quality standards, no matter the task; so that you can always feel secure whilst a job is undertaken within your business site or home.

Our company is structured to provide considerable support and expertise to each core division within our business. Our management group provides leadership and are supported by our Office, Field and Estimation teams.





Owner

General Manager



















7 the Ken Hall Way

We pride ourselves on continuous incremental improvement so that what we do today is better, faster and more reliable than what we did yesterday.

We live by The Ken Hall Way every day. It's what makes us a strong, happy and passionate business.



1 D values

that make up The Ken Hall Way

We have further defined the Ken Hall Way into 10 core values which our staff strive to uphold across all areas of our business. These are what have defined our business to date and what will ensure our continued success and growth in the future.

- 1. Customer First
 Acknowledge, listen and understand the customer.
- 2. Be Proud

 Present yourself professionally and take pride in your work.
- 3. Integrity Matters
 Work with honesty and integrity always.
- 4. First, Time, Right
 Find ways to be better
 everyday and aim for
 excellence.
- 5. Set the Standard
 Be service focussed and values driven.

- 6. Be Positive
 Love what you do and
 do it with passion, drive
 and determination.
- 7. Communicate
 Clear and simple,
 be a trusted advisor.
- 8. Learn
 Grow, upskill and evolve.
- 9. Team Work
 Support, empower and inspire your colleagues.
- 10. Own It

 Take the lead, be bold, be accountable.



Plumbing Experts

let us give you hand

At Ken Hall, we offer services to meet all plumbing needs to thousands of homes and facilities each year. If you want it fixed, fitted, flushed, build, replaced, cleared or repaired...we're here for you 24/7.

General Plumbing Repairs and Maintenance

Burst Pipes
Tapware Servicing
Toilet & Cistern
Leak Detection
Water Conservation
Water Filtration

Dampness Detection and Waterproofing Irrigation System Repairs and Installation Rainwater Tank Installation & Connection Installation of toilets, basins, tapware, vanities & baths.

We'll service the tap, clear the blocked drain, repair the hot water heater, stop the leak... The day you need it, at a price you can respect. There is no job too big or small for our team of qualified tradesmen.

Blocked Drains

Drain Cleaning for Sewer and Stormwater, Electric Drain Cleaning, Hydrojet Drain Cleaning, CCTV Camera Inspection, Pipe Relining.

Hot Water

Hot Water Service Repair and Replacement for Gas, Electric, Solar and Heat Pump. All makes and models.

Specialist

Backflow Testing and Prevention, Pumps, Thermostatic Mixing Valves, Insurance Repairs, Grease Arrestors.

Other

Preventative Maintenance programs, Assistance with Recs, Rebates and Energy Certificates.

Convenient payment options and appointment times to suit you.



Emergency Service

Plumbers on call 24 hours a day, 7 days a week for emergency services within the hour.

Ken Hall a name you can trust Electricians

Electrical Experts

when safety matters most

Ken Hall Electricians service all domestic and commercial needs with the same family values and commitment to service you have come to expect from the Ken Hall team of trusted and experienced tradesmen.

Whether it's **electrical installations, repairs or electrical maintenance**, our team of local electricians provide a comprehensive range of electrical services 24/7 across all Adelaide Greater Metropolitan areas.

We ensure total peace of mind with up to date knowledge of Australian Standards, Fire Safety and Workplace Safety. You can be confident a skilled **Ken Hall** electrician will perform all work safely and complete your electrical job efficiently.

Domestic Services

Power Points (internal or external)

Light Fittings (repair or install)

LED Lighting

Smoke Alarms (install, inspect and certification)

Ceiling Fans / Exhaust Fans

Safety Switches / Surge Protection

Switchboard Upgrades

Appliance Installation & Servicing

Electric Hot Water (repair or replacement)

House Wring and Re-wiring

Bathroom Upgrades

Fault Finding

Telephone and Data Points

TV Points and Antennas

Commercial Services

Commercial lighting

Shop Fit Outs

Security Systems

Preventative Maintenance

Breakdown Repairs

Testing and Tagging

Safety Inspections



Emergency Service

Electricians on call 24 hours a day, 7 days a week for emergency service. Call 8364 5855.



Gasfitting Experts

why trust anyone else?

If your gas appliances aren't working efficiently, it could be a safety hazard. It is important gas appliances are operating in accordance with safety guidelines.

Gas appliances can cause household fires and can also pollute your home with dangerous fumes such as carbon monoxide.

We have a team of licensed Adelaide gasfitters that can assist with **installation, service or repairs** to any gas appliance.

Any make or model

Kitchen Oven
Cooktop
Gas Space Heater
Outdoor BBQ
Outdoor Heater
Swimming Pool Heater

Gas Appliance Installation

Whether its natural gas or LPG, our professional and qualified gasfitters can help. Our team can install any gas appliance and provide a Certificate of Compliance (COC) for peace of mind.

Service & Repairs

We can complete and connect new gas services, upgrades or gas pipework. We can complete safety checks, carbon monoxide tests and service or repair any make or model. If you suspect a gas leak, **our emergency gasfitters** are available 24 hours a day, 7 days a week.

Gas Hot Water

We are service agents for the trusted and reputable brands Rheem, Rinnai, Bosch, Solahart, Dux and Thermann. Our experts can install and commission a new hot water system at a time convenient to you, at a price you can respect.













Ken Hall no job too big or small.

roofing & guttering experts!

Whether you are looking to repair your existing roof or undergo a full roof replacement, roofing upgrades can protect your property as well as improve the look, energy efficiency and add value to your home.

Our team are experts in leak detection and solving your roofing and guttering problems. This includes more complex roof restoration work, with specialists on hand to complete re-bedding and re-pointing of tiled roofs as well as large scale commercial and insurance works.

Roof Repairs

Domestic & Commercial Roofing
Roof Leak Detection
Gutters
Box Gutters
Downpipes
Flashings
Roof Repairs & Restoration

Rebedding and Repointing Tiled Roofs

Roof Replacements

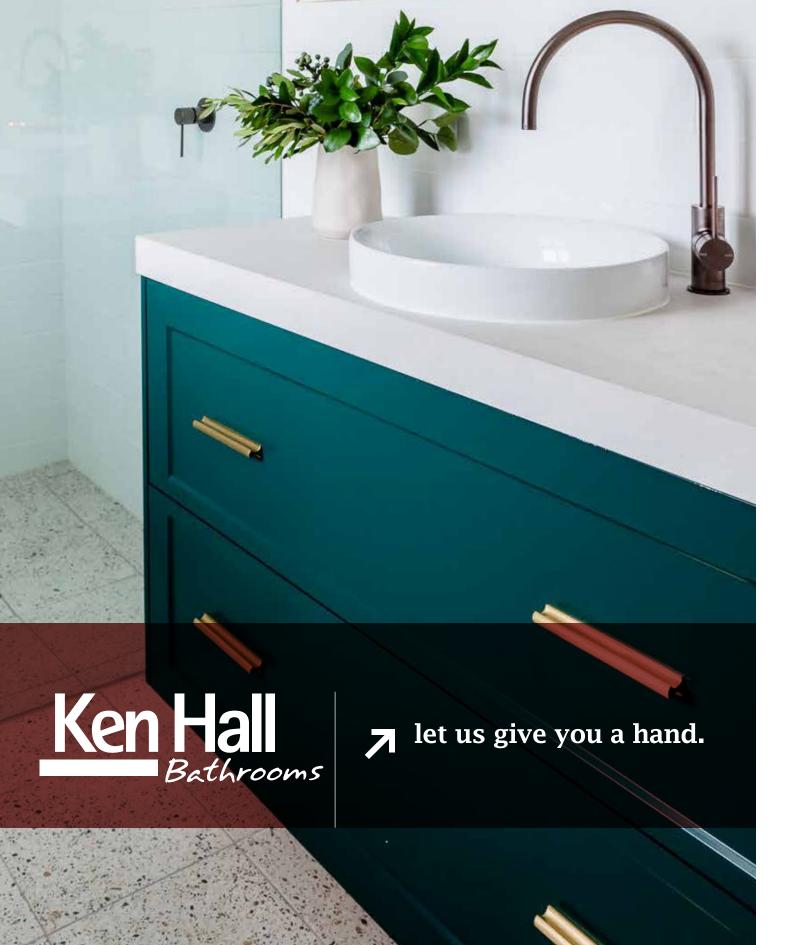
Iron
Tiled
Colourbond
Domestic or Commercial

Gutter Cleaning

The best way to avoid roofing issues is with a preventative maintenance schedule that includes regular gutter cleaning.

Our team provide gutter cleaning services (Domestic and Commercial) to all Adelaide Greater Metropolitan areas. Our service includes cleaning of all gutters, inspection of downpipes and roof for obvious leaks or defects, before and after pictures as well as rubbish removal.

Ken Hall Roofers offers a FREE measure and quote service without obligation for all domestic and commercial roofing work.



1010 your new bathroom! *

bathroom renovations from start to finish!

Ken Hall have a wealth of experience with Bathroom, Kitchen and Laundry renovations. We can renovate your whole bathroom or just the parts you'd like. We custom design and tailor the space to suit your needs and budget. Combining the best quality fixtures and workmanship we guarantee your satisfaction and provide a 7 year warranty on all bathroom renovations.

Give us a call and one of our specialists can visit your home to provide a **free** measure and quote.

Repairs and Upgrades

As a licensed plumber, electrician, tiler and general builder we can handle all bathroom maintenance and repair work including toilet problems, tapware, dampness and leak detection.

There are a number of cost effective ways to update your bathroom. As well as assisting with all plumbing needs, we can install new vanities, basins and tapware, baths, showers, replace showerheads and bath outlets to give your bathroom a brand new look and feel.

Considering a full Bathroom Renovation?

Our team can assist you with every part of the process, from start to finish, so you needn't stress about managing a dozen suppliers. You can simply sit back, relax and watch your new bathroom, kitchen or laundry come together come together, just the way you want it.

Check out our bathroom projects folio online to view our recently completed bathroom renovations and source ideas and inspiration. Visit www.kenhallplumbers.com.au/bathrooms

All your Tiling needs

Kitchens, laundries, bathrooms, hallways, living areas; if it's tiling you need, we'd love to tile for you! Our **team of fully employed tilers** can waterproof and tile floors, walls, shower bases as well as re-grout and repair broken tiles.





Tired of taking tenant phone calls after-hours? We're here to help... 24/7.

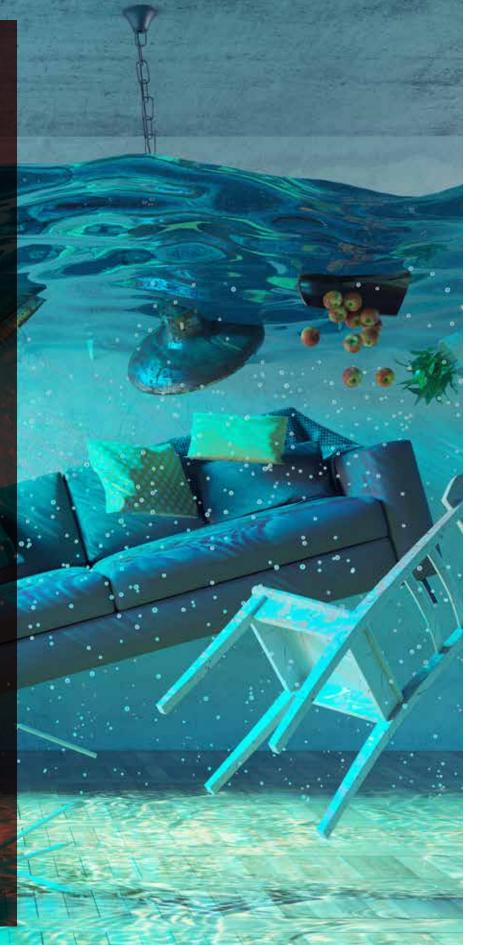
We value long term partnerships and when it comes to after-hours emergencies you can rely on us to look after your landlords and tenants.

Give your tenants our number for all Plumbing, Gas, Electrical, Roofing, Tiling or make-safe emergencies after hours and we will:

- Answer the call 24/7 all calls recorded
- Screen the call to ensure it's an emergency
- Send you an sms notification when the job
- Attend site promptly & solve the problem
- Adhere to work order limits for landlord's peace of mind
- Provide full report the next business day

Working for you 24/7. Have your tenants...

Give Ken a call! 8364 5855



Property Management Specialists

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As **Domestic & Commercial Property** Management specialists we consider your landlord as our client. With this thinking, we have looked after property managers for over 37 years.

We have a team specifically assigned to Property Management work, ensuring the best value for your landlord, and a satisfied tenant. No job is too big or small for our team of skilled, presentable Plumbers, Electricians, Gasfitters, Roofers, Tilers and Bathroom Renovators. We provide a prompt, hassle-free service.

Ken Hall is therefore proud to be the preferred Property Management service provider for many of Adelaide's leading Real Estate & Asset Management companies.

Tap into the experience and expertise. A local team with a proven track record.

Genuine know-how can't be substituted.

Capable A multi-trade team for any job big or small. Ken Hall are well equipped to handle whatever jobs come our way. If your client needs us today, we can be there today.

Prompt We get back to you

We receive your work order and get back to you right away. We provide detailed reports and quotes promptly.

Efficient On time, every time

At a time to suit you. Our tradespeople are scheduled for rapid dispatch, and are available 24/7.

Reliable Get the job done right

Our aim is to get the job done right, first time, every time. Our track record speaks for itself.

Precise Pricing that won't break the bank

Our estimators are efficient and precise with costing the big jobs and the small jobs are on a set price basis, no hidden fees, so you know exactly what to expect.

Professional Feedback loop

Our tradespeople are equipped with the latest technology to advise head office with details and images of the completed tasks as soon as they are done.



Facilities Management

programmed & emergency services

We set the standard in Facilities Management by providing competitive rates and unmatched service across our core areas of expertise

Plumbing, Electrical, Gasfitting, Roofing, Tiling and Bathroom Renovations.

We have worked in Facilities Management in South Australia for over 37 years providing proactive, reactive programmed maintenance and emergency services to many of Adelaide's leading organisations.

Tailored Maintenance Programs
Property Inspections
Priority Response
Recurring Maintenance – Gutter Cleaning,
Drain Cleaning, Hot Water Servicing
24/7 Emergency Service

Ask us how we can help with your business needs.

Priority Response 24/7

Our team are scheduled for rapid dispatch 24/7 and can attend to ALL works same-day as well as meet any Priority Response KPI's.

Detailed reports & prompt invoicing

Equipped with the latest technology we provide detailed reports & custom e-forms as soon as works are completed.

Dedicated FM Team

We have a FM team coordinating all jobs including a Service Manager and Service Coordinator available to answer any questions or meet on site to discuss your requirements.

Police checked / DCSI Clearance

Our team possess the necessary police checks and DCSI Clearance to complete Facilities Maintenance at any property or organisation.

Pictorial evidence

Pictorial evidence including before and after pictures of all completed works are provided with each and every job.

Completive rates & unmatched service

Our estimators are efficient and precise with costing the big jobs and the small jobs are on a set price basis, no hidden fees so you know exactly what to expect.

Our Process

For services, repairs or installations which may require technical, or more involved work, our experienced team will provide a free, no obligation quote for consideration and completion.

- Our experienced designer & estimator meets you on site.
- Specific requirements are confirmed and a quote is provided.
- We follow up to ensure you are informed and answer any questions.
- Upon acceptance and a deposit, we schedule your job at a time to suit you.
- We project manage the entire job including all trades
- All updates are communicated & we complete work to the highest standard.
- Rubbish is removed and property is left tidy.
- Pictures of the completed job are supplied.

Experienced Designers & Estimators

Our talented team of experienced designers, estimators and qualified tradesmen will turn your renovation dreams into a reality.

We plan, research, coordinate and manage your entire project and pride ourselves on delivering quality workmanship and adding value to your home. From minor cosmetic touches to complete renovations our aim is to exceed your expectations for concept stage through to completion.



Commercial Projects

7 for service excellence

Did you know we have extensive experience in major development works and construction plumbing?

Ken Hall have a proven track record spanning over 37 years delivering large scale commercial projects.

Hospitals, hotels, resort complexes, schools, service stations, & franchise networks; we work on regular maintenance programs, as well as one off construction management projects. With one of the largest teams in the state, we are well equipped with Quality Assurance, Industry Certifications, relevant Insurance and a wealth of expertise. You will find with no doubt that **Ken Hall** provide exemplary service standards for a price you can respect.

Construction

Ken Hall construction team are constantly tackling new, innovative and challenging construction projects. Headed by a strong management team, we are able to take on any construction project, large or small.

New Construction & Refurbishments
Disconnect & Reconnect
Suspended Underfloor Plumbing
Alteration of Hot & Cold Reticulation
Storm Water & External Drainage
Supply & Installation of tapware, sinks, toilets and appliances.

We have worked for some of the most prominent contracts in Adelaide. As we've demonstrated, our team meet expectations of service excellence and integrity and so we have subsequently built strong relationships with these organisations, spanning many years.

We are adept at handling annual contracts worth in excess of \$500k, with high service demands.

An emphasis on safety and productivity ensures our jobs are completed on time, on budget and to the highest standard we demand from our work team.

Please visit our website to view our commercial works portfolio and clients we have worked with.

Insurance We work with Australia's leading Insurance companies. As well as providing specialist plumbing services, we have an office team dedicated to Insurance work ensuring the back end support to deliver pictorial evidence, tailored reporting and prompt quotes. We are fully licenced and experienced with all portals. Our team of qualified **Plumbers**, **Electricians, Gasfitters, Roofers** and Tilers are available 24/7. Leak Detection Electrical Safety Inspections & Upgrades Make Safe Disconnect and Reconnect Detailed quotes Same day reports Roof audits and roof replacements Pictorial Evidence • 24/7 Emergency Service Contact us today to discuss how we can assist you.

Preventative Maintenance Specialists

protecting your long-term investment

Planned maintenance is a best practice and proactive approach to maintaining your property year-round.

The Ken Hall team can assist you with ensuring safety & compliance through an annual maintenance schedule. As experienced property management specialists, we pride ourselves on delivering excellent service with integrity... **every time**.

Our services include:



Gas Heater Service

Hot Water Service

Filter Tap

Gutter Cleaning

Air Conditioning

Pest Inspection

Irrigation Health Check

Image: section of the content of the

Compliance Maintenance

Smoke Alarms

Gas Safety Check

Pool & Spa

Safety Switch Checks

Demand Demand Duo Demand___ International recognition Ken Hall Plumbers created and commercialised the now international brand Demand Duo - DD. Today Ken Hall still lead the way with energy efficient hot water service installations.

Industry Leaders

innovation

A History Lesson

Using his **Ken Hall** knowledge base, Ken developed the commercial hot water service brand 'Demand Duo' for the national and international market. **Demand Duo changed the hot water industry Australia wide** by improving the performance of hot water delivery to large homes and commercial installations.

Demand Duo consisted of commercial products to suit all areas of industry, with single units through to large skid/pre-packaged units sent Australia wide including all major country towns. Demand Duo hot water services were also exported to the United Kingdom, China, Singapore, New Zealand, Taiwan, Fiji and the Cook Islands. Ken personally travelled the country to launch, educate and train the industry on the dramatic and innovative hot water system change. During this product development, Ken provided the inspiration to companies such as Rinnai and Beasley to enter development of continuous flow domestic solar hot water units.

Ken has since sold Demand Duo and his manufacturing facility to the Rinnai Corporation. Rinnai has since maintained that manufacturing base in Adelaide and has continued to grow the brand to make it one of its best performers internationally.

Ken's aim to produce energy efficient domestic and commercial hot water services and lead the change into the 21st century was fulfilled. Today **Ken Hall** still lead the way with energy efficient hot water service installations.

Latest Technology

Recognised as an industry leader in plumbing maintenance, **Ken Hall** uses the latest technologies to attend, record and report all maintenance work, with pictorial evidence of completion and clean up, in record time. This way we can be sure our excellent service standards are met every time. We can track our vans' movements across Adelaide, ensuring our on time promise and our feedback systems allow customers to give immediate feedback, which gives us a rapid, accurate gauge of performance markers for individual employees.

At Ken Hall our people do what we do... better everytime!

WE DO IT SO Well that our) **CUSTOMERS** can't resist telling others about us!

Our Greatest **Imaginable** Challenge

Our ongoing commitment to customers and exemplary after sales service is the cornerstone to our service.

I have dealt with your company for over 10 years and the service is second to none! A happy customer is the best reference!!! Constance Hooper

Ken Hall are reliable, professional and get the job done every time. Fantastic company who never disappoint.

The Salvation Army Australia Territory

The tradesman was on time, was very polite and explained the issue plus he offered an option of what we could do to resolve the problem. Yvonne Taylor

Friendly staff from the first person I spoke to when I called, to the tradesman that came out. I can't recommend them highly enough! Christina Penhall

I have used Ken Hall for a couple of different services and have always found them to be friendly, professional, punctual and well priced. Ray Pears

I trust this company. The staff are courteous and prompt in their dealings with me and I can rely on their trades people to do their best to fix any problem. I have used Ken Hall for several vears now and will continue to do so in the future. Paul Gross

our guarantee

Our Greatest Imaginable Challenge is that every customer contact, every job, every phone call, every interaction and action that we take results in us being recognised as the most respected, most professional plumbing and associated services company in Australia.

We take our reputation very seriously, and always aim to act in accordance with our core values of integrity, trust and service **excellence.** When a customer puts a job in our hands, it is the ultimate compliment.

The joy of providing our services is the opportunity to fix problems quickly, professionally and make sure it doesn't happen again. At Ken Hall our motto is 'first time right'. This is why we only partner with quality suppliers and guarantee our work with the best warranties. Visit our website for full warranty details.

Our service doesn't finish when we leave your home or office. Our ongoing commitment to customers and exemplary after sales service is the cornerstone to our service. It's our guarantee.







z Safe and sound Sound

The **Ken Hall** team are committed to the highest level of safety, quality and environmental standards through continual education, skill development, system improvement, management and accreditation.

Our aim is to be a leading provider of quality services. In order to achieve this, leadership, management and maintenance of key systems ensures we are training staff to be equipped and vigilant with not only exceeding customer expectations, but safety, environmental and quality standards also. Maintaining a professional, dedicated and educated team requires efficient planning, current technology and effective ongoing communication.

Our Management pride themselves in their ability to foster these qualities and take great care to meet the needs of the public.

Ken Hall is committed to taking all responsible measures necessary to prevent incidents and injuries to workers and to any other persons who may be affected by workplace activities.

Our management considers the health and safety of our workers and our customers to be of paramount importance at all times. We therefore have an ever evolving system of internal regulation for quality control and health and safety guidelines, adjusted to meet an ever evolving work environment.

Business systems in place for Safety: AS4801 and Quality Assurance ISO9001.

We are aware that all incidents and injuries are preventable, and ensure a strong company culture of safety, leadership and effective risk management.

ontime

every time, at a time that suits you.



Licenses

General Builders License: BLD283984 Ken Hall Plumbers QLD Pty Ltd License No.15025141

All Ken Hall Plumbers are fully licensed for all installations.

Master Plumber

DTEI Approved

nsurance

Registered with SafeworkSA
Public liability
Professional indemnity
Motor vehicle insurance

Industry participation

Master Plumbers Association
Housing Industry Association

Peer

TAPS

Construction Industry

Portable Long Service Leave Board Construction and Building Industry

Superannuation Fund

Australian Institute of

Petroleum Accreditation

Ken Hall Plumbers

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Ken Hall working for you

Give Ken a call! 8364 5855

www.kenhallplumbers.com.au