



• Residential • Sales • Rentals • Land  
• Commercial • Industrial • Business • Retirement

## NOTES FOR SUPPLIERS AND TRADESPEOPLE

### OUR EXPECTATIONS

We expect a professional, ethical, honest and reliable service from you.  
We expect total communication throughout our dealings. This means regular updates on client/tenant contact or non-contact are reported on as well as status of job throughout the project. This may mean 1 or 2 calls in total or it may require 1 or 2 calls per day until the job is complete.  
We expect confidentiality and observance of the Privacy Act laws.  
We expect you to treat our staff/ clients and tenants in a respectful manner.  
Our clients demand the best from us, so we expect the best from you.  
We will only continue to use suppliers and tradespeople who have a high standard of workmanship as well as good communication.

#### As a minimum we require:

Client/ Tenant Contact within 24 hours of a general call-out.  
Client/ Tenant Contact within 1 hour of an urgent call-out.  
A comprehensive quote with competitive pricing for works required within 24 hours to our office.  
Work/s begun within 24 hours of an accepted quote unless otherwise agreed.

Communication with our office as soon as practicable whilst at premises on status of maintenance/ repair.  
Communication immediately if additional works are required or unforeseen events have arisen.  
Communication immediately when works have been completed.  
Our phone calls to be returned within 1 hour.  
A Certificate of Compliance where required.  
We expect you to clean up and remove your own refuse.  
Your work to be Guaranteed.

#### We require from you before starting:

A Photocopy of your Registration/ Licence.  
Evidence of Professional Indemnity Insurance.  
Your ABN Number.  
References from previous clients/ businesses/ customers.

### YOU CAN EXPECT FROM US

Full communication and details of client and/or tenant/ property address/ nature of repair or maintenance and urgency of job.  
Your phone calls to be returned within 1 hour.  
To be treated fairly and respectfully.  
To be paid in a realistic time-frame.  
Where Tax Invoices are received before the 24<sup>th</sup> of the month they will be paid by cheque/ direct debit in the same month unless advised otherwise.  
Where Tax Invoices are received after the 24<sup>th</sup> of the month will usually be paid in the following month.  
Ongoing work where the above is met.  
We adhere to the Privacy Act Principles and would anticipate that you expect your details to be passed on where it is relevant to your work situation.

In addition we will contact you to see if we can be of assistance in any Real Estate matters for yourself or friends, family or colleagues.

### TAX INVOICE & ACCOUNTS

The format or style of Tax Invoice is entirely up to you but it must include as a minimum.

Your Company Name/ Address/ Phone/ ABN/ Date of Invoice.  
Our Details; Plaza Real Estate,  
10 Kimberley Avenue, Modbury North SA 5092.  
Clients Name/ Property Address Attended.  
A Complete and Detailed Record of Works Performed, Dates of Works and Parts Used is Required.  
\$ Total Amount/ GST Amount Shown.

**If any details are incomplete we are compelled by law to send 48.5% to the tax office.**

We look forward to doing good business with you!

Notes for Suppliers and Tradespeople090616©.doc

Facsimile 8396 3589 Registered Agents: MREI, CPM  
Email [admin@plazarealestate.com.au](mailto:admin@plazarealestate.com.au)  
10 Kimberley Avenue, Modbury North, SA 5092

**8396 1100**