

Job Readiness Checklist

Five minutes of prep keeps your call-out short, your quote accurate, and your job done in one visit.

1. Access points

- Clear a path to the affected area (under sinks, around hot water units, meter box, drain pits).
- Move stored items, bins or planters away from access lids and inspection points.
- Unlock side gates, garages, basements and any internal doors we'll need.
- Secure pets in another room — even friendly ones can spook around tools.
- If it's a unit/strata, confirm whether common-property access (risers, roof, basement) is needed.

2. Appliance & fixture details

- Brand, model and approximate age of any appliance involved (hot water unit, dishwasher, gas cooktop).
- Locate manuals/warranty docs if available — even a phone photo of the data plate helps.
- Note which taps, toilets or drains are affected and when the issue started.
- Flag anything you've already tried (plunger, drain cleaner, isolation valves turned off).
- For gas work: confirm bottle vs natural gas, and whether you have a current compliance certificate.

3. Photos & history (optional but speeds quoting)

- Snap 2–3 photos of the problem area, including a wide shot for context.
- Photo of the water meter and any visible isolation/stop valves.
- Photo of any previous repair work, patches or recent renovations near the issue.
- If there's a leak, a short video of the drip rate or water flow is gold.
- Note the date and outcome of any previous plumber visits for the same issue.

4. Parking & gate access

- Reserve a legal parking spot within ~20m of the property if possible (driveway preferred).
- Note any permit zones, clearways, or time-restricted parking on your street.
- Provide gate codes, intercom numbers or key-safe combos in advance.
- For apartments: book the lift/loading bay if your building requires it.
- Flag low driveways, narrow laneways or weight limits — we run a 1-tonne van.

5. Decisions ready before we arrive

- Who is the decision-maker on price? Make sure they're contactable on the day.
- Budget ceiling — tell us upfront so we can scope options that fit.
- Repair vs replace preference (especially for ageing hot water units and tapware).
- Preferred parts brand if you have one (otherwise we use Australian-standard quality fittings).
- Payment method ready: card, bank transfer or cash on completion.

Our promise: \$55 weekday call-out · \$165 after-hours & weekends · written quote on site before any chargeable work · call-out fee credited to the job if you proceed.