



**Proactive is  
not just our name**

**It's our promise to you**

Established in 2011, Proactive Cleaners is a leading provider of body corporate cleaning services for residential and commercial properties across Melbourne.



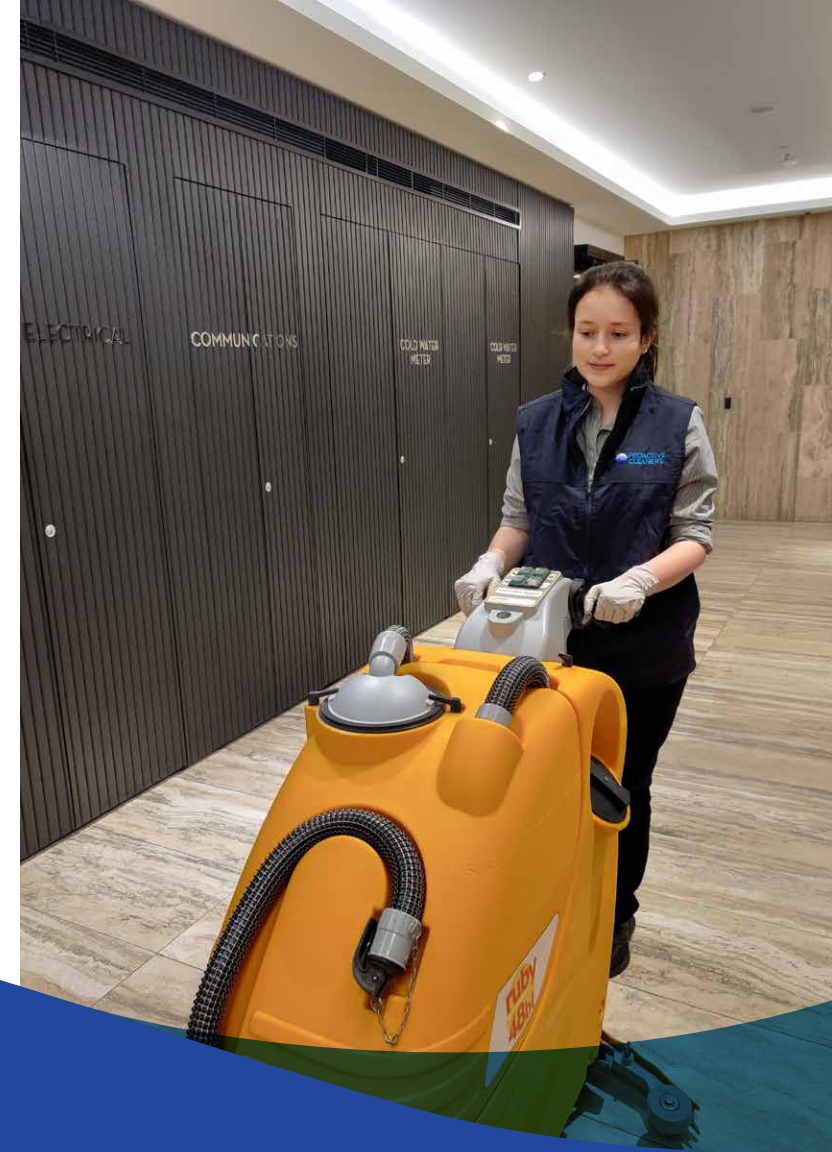
# OUR STORY

Proactive Cleaners was established by Bhavin Shah when he noticed a dearth of quality service providers in the Melbourne body corporate market. Poor staff training, a lack of accountability and unhappy residents and tenants was an all too common story.

So, Bhavin decided to flip the narrative – with a proactive mindset that truly sets his business apart. Today, he manages a loyal team of 30, including a contract services manager, supervisors, admin personnel and cleaning staff.

“ The staff at Proactive Cleaners are reliable and trustworthy. They receive thorough training and constant supervision. This means I can get on with my work without ever having to check on things. ”

Adnan Kumbaric  
Nolan Towers



# THE PROACTIVE PROMISE

## PROFESSIONAL STAFF YOU CAN COUNT ON

We believe our people are vital to our success. And yours.

Dressed in immaculate uniforms and with ID cards at all times, we pay our staff well above award wages. The result? Staff retention rates that far exceed industry standards – ensuring consistency in output and delivery.

But that's not all. Our strict supervision process adds even more edge.

As a protocol, our cleaners receive ongoing training and support to ensure they continually address day-to-day challenges with expert judgement.

## REGULAR IN-DEPTH REPORTING

As a building or owner's corporation manager, you understand the importance of keeping the committee informed about cleaning and maintenance activities onsite.

That's why we provide detailed reports about areas serviced, alongside before-and-after pictures. We do this periodically – initially during the first week, then fortnightly, monthly and quarterly.

## 24/7 EMERGENCY SERVICES AND SUPPORT

Whether you're dealing with a burst pipe, flooding or an after-hours incident, you can count on the Proactive team to deliver prompt, round-the-clock assistance.

With IICRC-trained flood restoration technicians on stand-by, you can expect a speedy and efficient response – typically within 1-4 hours. Plus, we'll ensure your issues are resolved on the same day.

## QUALITY CONTROL AND ASSURANCE VIA GPS TRACKING

We've developed a GPS-tracked phone application that takes quality control up a notch.

Thanks to the app's geofencing technology, our cleaners can only clock in and out when onsite. The app also has a dedicated client login area where you and your Facilities Manager can access timesheets and cleaning reports.

## SAFETY AND COMPLIANCE AS A PRIORITY

Safety has always been a priority at Proactive Cleaners. But even more so in light of COVID-19.

Since early 2020, we've been partnering with Zoono to add an extra layer of safety to your surfaces and spaces. Zoono products are approved by the Therapeutic Goods Administration for protection against COVID-19 – and we offer it at no extra cost to our clients.

We're also contracted with Employsure and provide WHS-compliant training to all our staff. Areas of training include chemical management and safety protocols while working in common areas.

## TRANSPARENT PRICING STRUCTURES

Say goodbye to hidden costs and nasty surprises come invoice time.

When we provide you with a quote, you'll have a detailed breakdown of actual service costs, profit margins, as well as salary details for our cleaning staff.

With our transparent pricing structure at your disposal, you'll always know exactly what you're paying for.

## ADVANCED AND SPECIALIST EQUIPMENT

At Proactive Cleaners, we continually invest in the most advanced cleaning equipment and technologies to ensure our cleaning staff work to maximum efficiency.

But how does this benefit you?

It means you never have to wait while we source the right kind of equipment for your property, especially when it comes to emergencies and unique cleaning requirements. And because we never need to subcontract specialist equipment, we can keep your cleaning costs down.



# WORKING WITH PROACTIVE CLEANERS

Providing an incomparable client experience is at the core of our brand ethos. We achieve this by investing in our people – and designing airtight systems and processes to maintain service quality and keep delivery timelines intact.

## 1

### SITE INSPECTION AND ESTIMATE

Our process starts with a careful inspection of your site where we learn about your cleaning requirements, priorities and budget.

We then provide you with a consultation on the scope of works along with a price estimate. Our clients love our transparent pricing structure because it leaves no room for guesswork or hidden costs.

## 2

### CLEANING SCHEDULE DESIGN

Next, we work with you to establish a cleaning routine.

Depending on the property we're servicing – residential or commercial – we'll design a schedule that ensures your stakeholders and tenants see our cleaners in action, without being intrusive.

## 3

### INTENSIVE SITE-SPECIFIC TRAINING

Our cleaning staff receive a 3-day intensive site-specific training program at the start of every project.

Then in week one, we typically supply additional staff for an extra detailed clean of the common areas and amenities. This sets the bar high from outset – and ensures our cleaners maintain the highest standards of service quality through the lifetime of your contract.

## 4

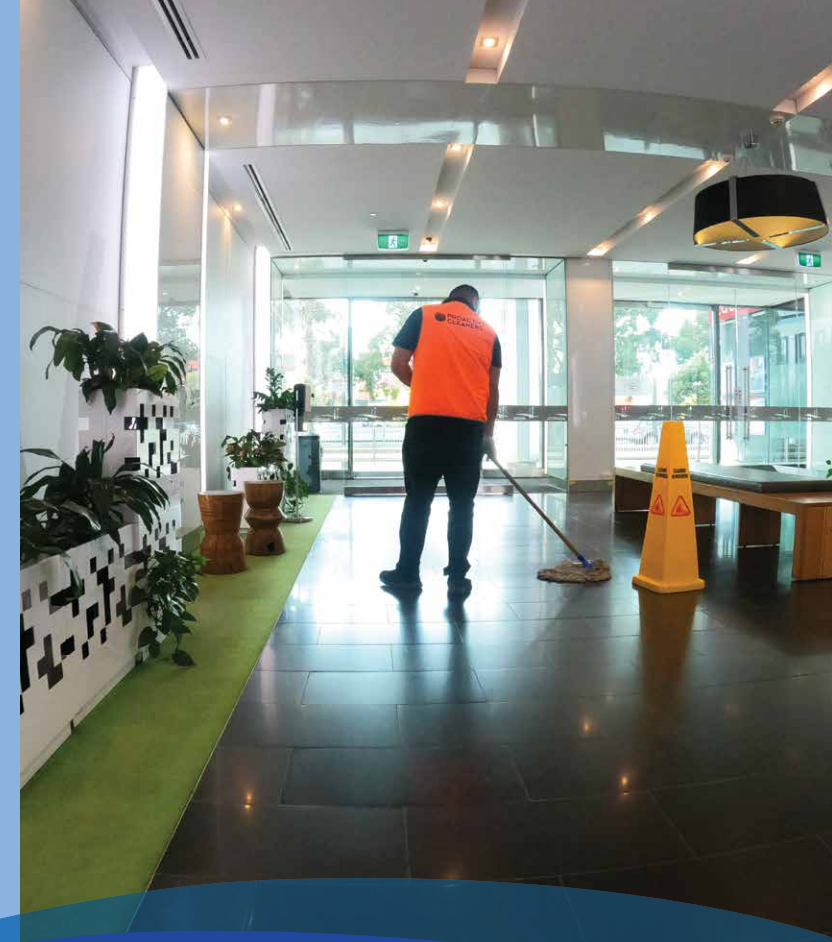
### ONGOING SITE SUPERVISION

Your dedicated Site Supervisor will be onsite on a regular basis to keep our cleaners accountable. The Site Supervisor, in turn, reports to our Contract Services Manager for your added assurance.

We also elevate the quality of supervision via our quality management app. The app tracks cleaning staff onsite – and gives your building manager 24/7 access to inspection and incident reports complete with pictures and a time stamp.

# OUR SUITE OF SERVICES

- ✓ Regular building cleaning
- ✓ Caretaking
- ✓ One-off or spring clean of building common areas
- ✓ High-pressure wash, tile and grout cleaning from IICRC-trained technicians
- ✓ Carpet cleaning and advanced stain removal from IICRC-trained technicians
- ✓ Carpark auto wet floor scrub (no risk of smoke alarm detector)
- ✓ Natural stone polishing (diamond pad polishing)
- ✓ COVID-19 deep cleaning
- ✓ Fire stairwell cleaning
- ✓ Plant room cleaning
- ✓ Handyman services
- ✓ Flood restoration
- ✓ General gardening



“ The staff at Proactive Cleaners go above and beyond and are highly professional in all they do. Attention-to-detail is paramount in my 5-star building, and thankfully, they excel at this. They also provide outstanding communication and supervision. I believe Proactive Cleaners can service anything. ”

Peter Taliambes  
The Fawkner Tower

# CLIENT STORIES

Since 2011, we've been the partner of choice for body corporate and building managers across Melbourne. The following projects are testament to the scope and scale of our capabilities – and our broad versatility.



## THE FAWKNER

This two-tower residential development comes with a multitude of common areas – including function rooms, a 12-seat cinema, swimming pool, sauna, wine cellar and gym.

When we came on board in 2017, we had to keep the residents' high expectations and tight budget in mind. By implementing our tried-and-tested processes, we delivered on every requirement without issue.



## HMAS APARTMENTS

We were engaged to clean this iconic beachfront development in Port Melbourne in 2018 after the client faced constant complaints and low-performance issues with its previous provider.

After assessing the situation, we identified that poor project management, a lack of staff training and general inefficiencies were to blame.

Our approach involved optimising the cleaning process by bringing in fewer but more highly trained staff who could perform well without cutting corners. To boost efficiency and service quality, we also introduced more advanced cleaning equipment and paid staff higher wages.

As result, the client enjoyed a massive boost in output and overall quality – even as the number of work hours reduced significantly.

# CLIENT STORIES



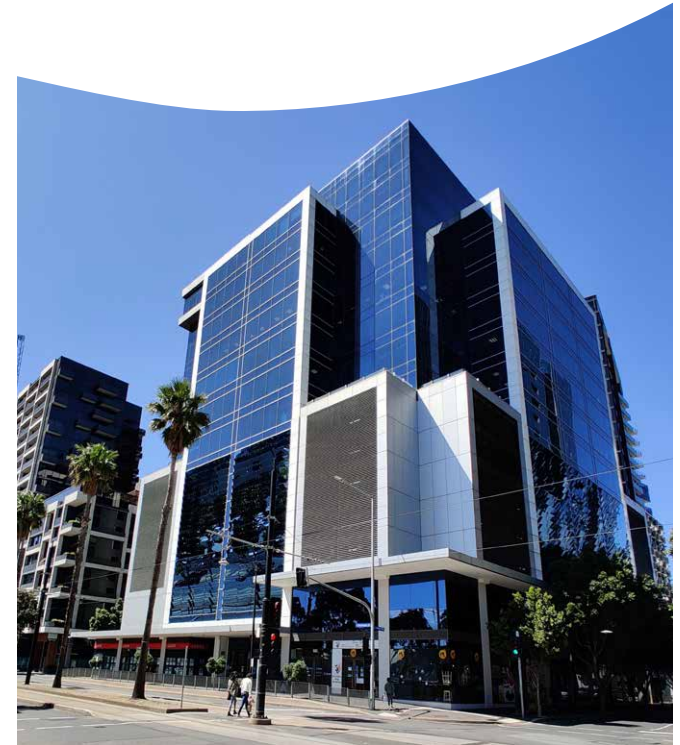
## GROSVENOR ON QUEENS

Flanked between scenic Albert Park and Fawcner Park, Grosvenor on Queens is a gorgeous 249-apartment tower offering a host of amenities including gyms and swimming pools.

We first began cleaning this property in 2010. But in 2013, the client decided to trial other providers – only to be disappointed with the quality of service they received, time and again.

It eventually became clear to the client that Proactive Cleaners really is a cut above the rest; on all fronts. Value for money, attention to detail, reporting, communication and professionalism.

So, we took the reins again in 2019 – and the client couldn't be happier.



## AQUAVISTA TOWERS

Aquavista Towers was our first body corporate client in 2011.

A commercial tower in Docklands, we were tasked by the owner's corporation to clean the common areas and facilities onsite.

Based on the client's requirements, we proposed a unique structure and cleaning routine to ensure we would not inconvenience employees and upper management during business hours.

Our customer-centric approach won the client's stamp of approval and continues to be highly appreciated.

# HOW TO GET IN TOUCH

For a reliable service and a polished clean every day, Proactive Cleaners is the partner you need.

**Call Bhavin on 0430 562 121**

Or phone the office on (03) 9070 3900



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