



Preventative maintenance:

The why, what and how

PR  **WATER**

— P L U M B I N G —

It pays to be proactive

From flooding and leaks to bursts and blockages, plumbing emergencies are complicated – and costly. Even if you catch the warning signs early, the damage might already be done.

Preventative maintenance stops plumbing problems before they arise. And you'll sleep easy knowing your systems are in perfect working order.

So stay on the front foot and save with regular maintenance.



Gutter cleaning and roof inspections



Tapware inspections



Appliance servicing



Valve inspections



Sewer and stormwater drain inspections



Flexible water connection checks (required every 5 years)

The price of inaction

It's cheaper to *prevent* plumbing issues than it is to fix them. Still, so many homeowners fall into the trap of only calling a plumber once trouble turns up.

All too often, we see problems that simple maintenance could have prevented.



ALL THAT FUSS FOR A FOOTBALL?

Problem	A plaster ceiling underneath an awning collapsed during a storm.
Cause	A stray football blocking the box gutter outlet.
Cost	\$6,500 in damage + \$2,300 in labour.
Was this preventable?	Yes – with a \$190 inspection (plus call out fee).



A GARAGE GOES UNDERWATER

Problem	A garage full of valuable property flooded during heavy rains.
Cause	Silt and rubbish blocking an external pit.
Cost	\$2,800 in damage + \$495 in labour.
Was this preventable?	Yes – with a \$390 inspection and clean (plus call out fee).



BAD MAINTENANCE, BIG BILLS

Problem	Unusually high water and gas bills.
Cause	A hot-water unit's PTR line leaking water and bumping up gas usage.
Cost	A quarterly bill increase of \$650.
Was this preventable?	Yes – with an \$80 valve (plus call out fee).

Keep your owners corporation up to code

The plumbing on your owners corporation's common property needs maintaining, too.



Pit cleaning



Trench grate cleaning



Drain cleaning



Drain CCTV inspections



Gutter cleaning and roof inspections



Downpipe inspections

Preventative maintenance protects your common property against flooding. And soon it won't just be recommended. It will be required.

New obligations – for owners corporations

From December 2022, the Victorian Government will require owners corporations to have an approved maintenance plan in place.

Your requirement will depend on what 'tier' your owners corporation comes under.

TIER 1: More than 100 occupiable lots	Must prepare and approve a plan by 1 Dec 2022
TIER 2: 51 to 100 occupiable lots	Must prepare and approve a plan 1 Dec 2023
TIER 3: 10 to 50 occupiable lots	Encouraged to start preparing a plan
TIER 4: 3 to 9 occupiable lots	Encouraged to start preparing a plan
TIER 5: Two-lot subdivision	Encouraged to start preparing a plan

Our maintenance plan process

Here at Prowater Plumbing, we don't cut corners. So you can be confident that your common property's plumbing is safe and up to standard.



1
We inspect your common property



2
We tailor your maintenance plan to your common property's needs



3
You discuss and approve the plan at your next meeting

How your maintenance impacts your insurance

It's cheaper to *prevent* plumbing issues than it is to fix them. Still, so many homeowners fall into the trap of only calling a plumber once trouble turns up.

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Common property

If you can't prove ongoing maintenance on common property, any insurance claim concerning that property will be rejected.

Personal property

Maintenance is not mandatory for property owners – *yet*.

But soon, insurance companies will likely consider whether homeowners making an insurance claim have met maintenance requirements. (Like replacing flexible hoses every five years as prescribed.)

Plumbers who keep their promises

You'll never be left wondering about the quality of our work.

Our team members are fully licensed, experienced and police-checked professionals. And our job isn't finished until you say so.

Our automated job management system empowers us to provide seamless service. It keeps you in control – and keeps us accountable.

Here's how it works:

1	We give you a heads up when we're on the way to your job.
2	We notify you when we arrive.
3	You sign off on the job when you're satisfied.



"So helpful, friendly and professional. All communication was excellent, and the standard is faultless."

Carolyn, Ferntree Gully



"Responsive, professional, and timely. Couldn't have asked for a better service."

Lisa, Mont Albert



"The whole team took pride in their work and executed the plan perfectly – on time and on budget."

James, Croydon Hills

The Prowater story

Determined to do things differently

In 2014, directors Grant Cochrane and Jason Harris founded Prowater Plumbing around dual principles: quality work and customer service.

We're not the first plumbers to make these promises. Many will swear by their work. Many will claim their clients come first. But many won't follow through.

The difference with us is simple: we deliver.

How? By keeping you informed and in control throughout the job. And getting it right – the first time.

It's what has let us grow into a 14-strong team that has helped thousands of thankful clients. And it's why you'll be no exception.

Putting people first

In our early days, we contracted solely to builders. All the while, too many plumbers strung along unsuspecting occupants with dodgy jobs.

So we shifted our focus.

Now, we've set out to solve homeowners' problems – without adding to them.

Always learning, always growing

Even with 30 years of combined experience, we don't rest on our laurels.

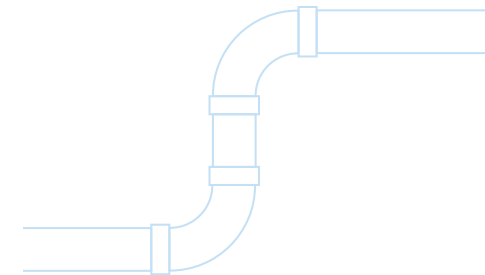
We're always on the lookout for the latest knowledge and equipment to bring you the best possible plumbing solution.


Our most powerful tool, though? How we listen to you.

From enquiries to feedback, we treat every interaction as a chance to learn and improve.



Grant Cochrane Jason Harris





Don't wait for disaster to strike

Let the pros at
Prowater Plumbing
protect your property.

Our team is on call 24/7.



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