

26th July 2019

ABC Real Estate
123 Sydney Street
Sydney NSW 2000

Dear Mary,

Do you ever...

- Have challenges when dealing with your plumber?
- Get constant complaints from your tenants due to the lack of punctuality of your plumber?
- Have to follow up with your plumber about work?
- Have to get your plumber to return to a job?
- Have issues reading the handwritten invoice your plumber provides or understanding exactly what they have done?

How many of these did you say yes to?

NONE of this has to happen! In fact it won't happen ever again when you begin to deal with a **PROFESSIONAL** plumbing company!

Dr. DRiP is a **FAMILY RUN** and privately owned, maintenance plumbing company.

We have in excess of **25 YEARS** experience with Strata Companies, offering a **24 HOUR/7 DAY** Emergency Service.

With **6 FULLY STOCKED** vehicles on the road and a team of **HIGHLY QUALIFIED, KNOWLEDGEABLE** servicemen, we guarantee to arrive when we say we will!

Yes, it's that simple....

7 Great Reason's why you should contact Dr.DRiP TODAY for all your plumbing, gas and drainage issues;

- 1.** Our #1 Priority Is To Make Your Life Easier. We pride ourselves on our long-term relationships with property managers, just like yourself.
- 2.** You Can Get Us When You Need Us Most. Our Phones are manned 24 hours a day, 7 days a week, including Christmas and New Years! And there is no job too big or too small
- 3.** We Are Award Winning Tradesmen
- 4.** All Work Orders Are Booked Within 30 Minutes Of Receiving Them.
- 5.** We Give You A Guaranteed Price for all your plumbing needs BEFORE we even lift a spanner... So there's no nasty surprises!
- 6.** You Get A Lifetime Guarantee On Labour. We Guarantee Our Work 100%.
- 7.** You Are Protected. We are FULLY insured and licensed.

AND, we have a clear, concise procedure to place a job with Dr.DRiP... what more could you want!

Our Painless Workflow...

1. Complete a Work Order to include
 - Your company name and your contact details
 - Job address and contact on site
 - The nature of the work we need to complete (e.g. Clear blocked drain)
 - Advise if the job is urgent (needs attention today) or general (can be booked within the next few days)
 - Details as to invoice. Contact - return email or mailing address
2. Send the Work Order to email: drdrip@drdrip.com.au
3. We will book your job instantly into our job management system
4. We will contact the tenant within 30 minutes of receiving the work order to arrange an appointment time and allocate it to a tradesman
5. We will communicate with you throughout the whole process, but basically, no need to follow-up...we got this! - We GUARANTEE the work will be done when we said it would be!
6. We will send you the invoice via email the same day as the job was completed with a clear, easy to understand explanation as to what work was conducted.

A plumbing company you can rely on... YES, there really is one...

So, why not send us a work order TODAY - our Customer Service Team are waiting to help YOU.

Dr. DRiP Pty Limited (Dr. DRiP) is a privately owned, trusted maintenance plumbing company, based in Artarmon, with 15 years experience with Strata Companies & Real Estates, offering a 24hour/7day emergency service guaranteed. With 7 fully stocked vehicles on the road and a team of highly qualified, knowledgeable servicemen, we guarantee to arrive when we say we will!

YES, a lifetime guarantee is offered on labour... and you can reach us when you need us most - INCLUDING Christmas Day!!

So, why not SAVE YOURSELF TIME during the day to work on more important issues, and start dealing with a reliable maintenance plumbing company.

AND, if you want even MORE information about Dr. DRiP, we would be delighted to arrange a time to meet so that you see that we REALLY do what we say we do!

Who's Behind Dr. DRiP?

A dedicated, passionate and driven team, led by myself and my wife Angela, working in collaboration to deliver the standard of professionalism our customers expect. Dr. DRiP only employees those that share the same commitment to customer satisfaction and care as we (the owners) do.

We look forward to making your work day as stress free as possible knowing that you have one less tradesman to worry about!

Kind Regards,

Andy Smith

Andy Smith

Director & Owner of Dr. DRiP Pty Ltd

