PROXIMITY PLUMBING
In The Community, For The Community

Proximity Plumbing Pty Ltd ATF Demirdonder Family Trust
ABN 22 729 887 835 · NSW Contractor Licence 285594C
0420 102 394 · proximityplumbing.com.au

Capability Statement

Commercial and strata plumbing, drainage, gas and roof plumbing for Sydney's buildings, from a licensed, family-owned contractor.

5,183	1,488	71%	211
commercial and strata jobs since 2019	commercial customers since 2019	of commercial work for returning clients	Sydney suburbs worked in

Who we are

Proximity Plumbing is a family business, started in 2015 and run by Directors William and Emily Demirdonder. A team of more than 40 licensed plumbers, apprentices and office staff works from our Waverley base across the Eastern Suburbs, the CBD, the Lower North Shore and the Inner West, with 25+ fitted service vehicles. A dedicated commercial team runs strata, building management and business work: a Commercial Manager, a Commercial Dispatcher and a Contracts Administrator.

What we do

- Blocked drains, jetting and CCTV drain surveys
- Pipe and stack relining (Brawoliner), with no wall demolition
- Hot water, including central plant and flow and return systems
- Leak detection, burst pipes and make-safe
- Roof plumbing, gutters, box gutters and stormwater
- Backflow testing (Sydney Water registered backflow tester)
- Gas fitting and gas leak response
- Planned preventative maintenance and building health checks
- 24/7 emergency plumbing

Who we work for

- Strata managers and owners corporations (2,523 strata jobs since 2019)
- Real estate and property managers (1,530 jobs)
- Building and facility managers
- Offices, shops, retail and hospitality (803 commercial jobs)
- Schools and childcare (158 school jobs)
- Builders and insurers

Credentials

- NSW Contractor Licence 285594C (plumbing, drainage, gasfitting)
- Cm3 prequalified
- Member, Strata Community Association (NSW)
- Sydney Water registered backflow tester
- $20 million public liability insurance; certificates of currency sent with our compliance pack
- Lifetime labour warranty on our workmanship (see our Terms of Trade)

Service levels

Every enquiry and work order is answered within 15 minutes. One person owns each job from the work order to the invoice.

Priority	For example	Target
P1 Emergency	Burst main, sewer surcharge, no water to the building, gas leak	**Onsite within 30 minutes, 24/7**
P2 Urgent	Leak in a single lot, blocked stack, no hot water to the building	**Within 4 hours**

P3 Standard	Dripping taps, slow drains, minor repairs	**Within 24 hours**
P4 Planned	Quotes, inspections, maintenance	**As booked**

Reporting and invoicing

Every job ends with a report and photos. Invoices are headed Tax Invoice, match the fixed price approved, carry your PO or work order number and your strata plan number, and are emailed to your accounts payable address. Approved accounts pay within 14 days.

Recent work (suburb only, never a client name)

- Clovelly strata block: a rusted cast iron stack, found by CCTV, replaced in PVC with residents told in advance of a 2 to 4 hour water shutdown.
- Bellevue Hill strata: a hot water project for a residential block.
- Elizabeth Bay: commercial plumbing for a business tenancy.

Talk to our commercial team. Alex Letowski, Commercial Manager. Phone 0420 102 394 (24/7). Work orders: commercial@proximityplumbing.com.au. Online: proximityplumbing.com.au/commercial/log-a-job/

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