

General Information – Assistive Housing

Services we offer

Campbell Construction Co has an extensive range of tradesmen available for all modifications from minor to complex including full builds. We work closely with multiple funding providers including NDIS, DVA, NIISQ, CHSP and HCP.

Trades and services available include but are not limited to the following:

- ❖ Engineering and certification
- ❖ Carpentry
- ❖ Plumbing
- ❖ Painting
- ❖ Tiling
- ❖ Glazing
- ❖ Furniture Removal
- ❖ Roofing
- ❖ Sheds
- ❖ Brick Laying/Rendering
- ❖ Landscaping
- ❖ Specialist Lifts and Equipment
- ❖ Supervision and project management
- ❖ Cabinetry and Joinery
- ❖ Electrical
- ❖ Plastering
- ❖ Waterproofing
- ❖ Flooring
- ❖ Earthmoving
- ❖ Roofing (Metal and Tiles)
- ❖ Garage Doors
- ❖ Concreting
- ❖ Shade Sails

Our team

Our trades go through a complex audit/registration process where they are required to provide copies of compliant documentation such as licences, safety documents, insurances, safety cards and blue cards. This is completed to ensure that we have the very best tradesmen working with us guaranteeing project quality and professionalism.

We have our in-house project managers/supervisors, who all at least hold a Certificate IV in building and construction, managing every job regardless of the project size which ensures a smooth modification process. Generally, they will also complete the initial estimate and therefore the participant and client are dealing with the one person from start to finish which prevents confusion. They also ensure that all safety documentation, scope of works, contracts etc are completed and implemented before, during and after the project.

The project manager/supervisor is paired with a repair coordinator who assists with appointment scheduling, general updates, paperwork completion and general communication. Using this method ensures that the customer is dealing with the same people throughout the entire process, preventing any unnecessary confusion and stress for the customer or client.

What time frames are expected during the entire process?

Campbell Construction Co strive to ensure a smooth and timely service throughout the entire modification process.

As every job is different, it is hard to give timeframes however we strive to complete tasks in a timely manner and we all have time targets (KPI's) to meet.

Depending on availability, the following time frames are to be expected for an average sized project:

- ❖ The client contacts Campbell Construction Co and our repair coordinator sends out an information form/service agreement.
- ❖ Our assigned repair coordinator will contact the involved parties to arrange our project manager/supervisors attendance appointment the same day as receiving the modification request and service agreement where applicable.
- ❖ Generally, we aim to have a quotation completed within 1 – 3 business days from site attendance, providing there is no specialist quotes required.
- ❖ Once approval is received to proceed with the works, the assigned repair coordinator will contact the involved parties to arrange a pre-start meeting for the assigned project manager/supervisor within 1-2 business days. All documentation including a scope of works and a building contract (where applicable) are processed for the customer to review.
- ❖ The assigned project manager/supervisor will attend as per the arranged appointment and go through all documentation and discuss the approved scope of works.
- ❖ Once all documentation is signed and returned the assigned repair coordinator will finalise the associated paperwork within 1-2 business days and give the project manager/supervisor approval to proceed with scheduling in the works.
- ❖ The assigned project manager/supervisor will then complete a works schedule and send this to the customer for approval. This is aimed to be completed within 3 business days of receiving approval from repair coordinator.
- ❖ From here, works commence ASAP and are completed as per the approved works schedule providing all goes to plan.
- ❖ Once the assigned project manager/supervisor confirms with the customer that all works are completed satisfactorily, the repair coordinator will book them in for a completion meeting.
- ❖ The assigned project manager/supervisor will attend site as arranged and again go through the completed works with the customer. A completion certificate and customer survey are then signed by the customer confirming that all works are completed. Any certificates and documentation related to the works are also handed to the customer at this time.
- ❖ All paperwork is then processed by the assigned repair coordinator and an invoice is lodged for payment.