

Service
Quality
Value

ROSCON

ROSCON GROUP OF COMPANIES



Welcome to the new era of maintenance service providers!

The aim of the Roscon's 24/7 Emergency Property Maintenance Assistance is to better manage your properties after hours when you are no longer in the office.

We provide real time and prompt assistance to all our members and their tenants, landlords and occupants through our national call centre 1800 767 266.

The Real Estate and Strata Management industry is complex, and any Emergency services deployed to a property requires them to take appropriate command of the situation at hand including the need for qualifications in the building and construction industry and understanding of OH&S regulations.

It also requires a thorough understanding of Strata legislation including experience within the Strata Industry.

Our after-hours team operates 24 hours a day, 7 days a week, 365 days a year.

24 hours a day on weekends and public holidays

Some common property maintenance issues can't wait until Monday. Roscon is available 24 hours a day on weekends and during public holidays.

National call centre

From the moment your clients report an emergency incident with our 24/7 national call centre, Roscon takes command! Our 24/7 national call centre has the technology to facilitate multiple calls, ensuring your Owners Corporation calls is answered quickly and effectively.

All Roscon personnel are strategically located to service your properties around the state and receive a 'page' alerting them of the emergency. This ensures we make contact with the person logging the emergency incident immediately and arriving onsite within one hour on most occasions.

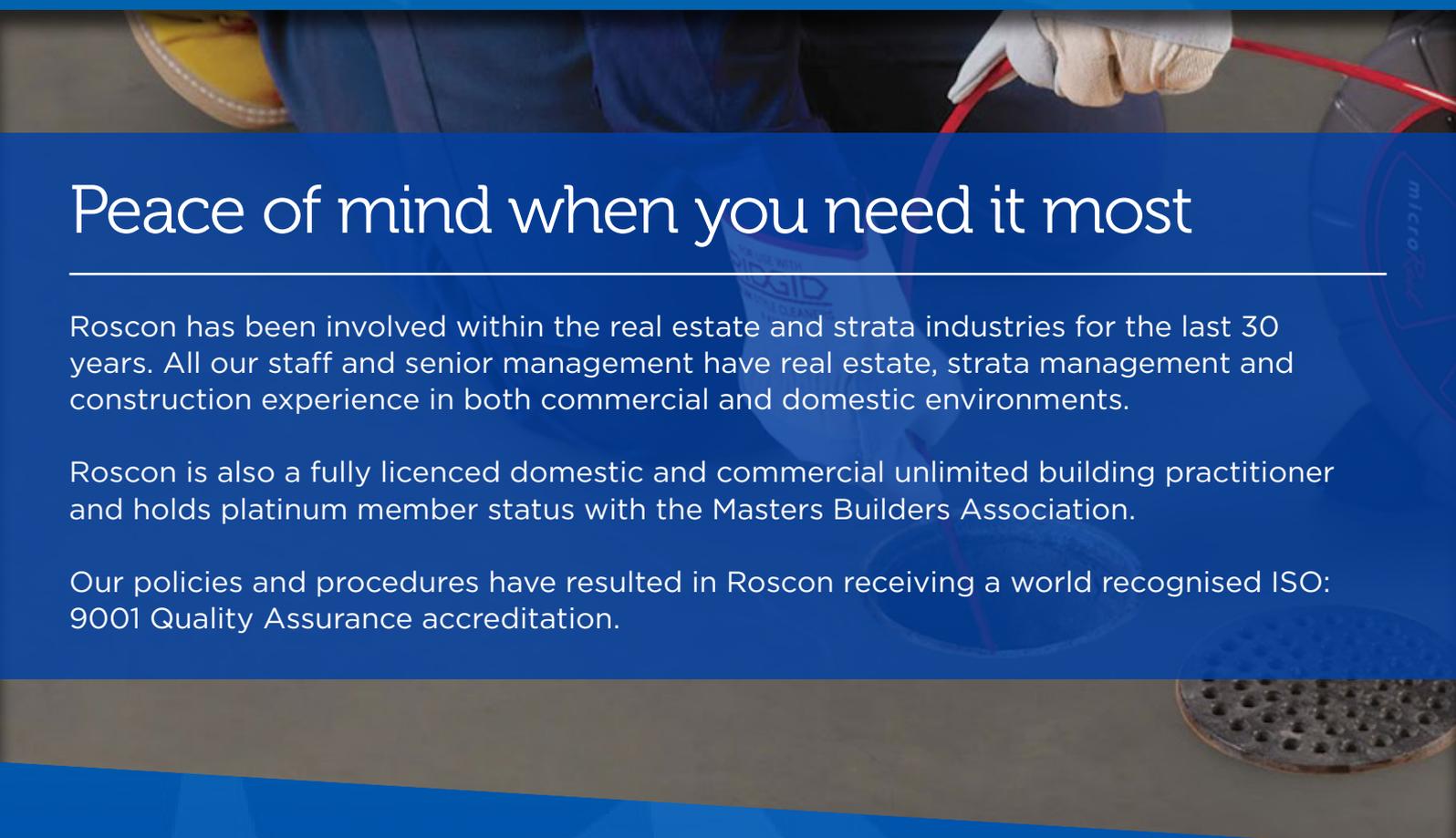


1800 767 266

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Same day incident reports with colour photos and videos!

Roscon's next day incident reports are like no other in the industry with colour photos and videos illustrating exactly what occurred, enabling you to simply forward the report to your insurer or committee, saving you time and money.



Peace of mind when you need it most

Roscon has been involved within the real estate and strata industries for the last 30 years. All our staff and senior management have real estate, strata management and construction experience in both commercial and domestic environments.

Roscon is also a fully licenced domestic and commercial unlimited building practitioner and holds platinum member status with the Masters Builders Association.

Our policies and procedures have resulted in Roscon receiving a world recognised ISO: 9001 Quality Assurance accreditation.

Identify recurring maintenance issues

Roscon will track service works on buildings, identify recurring maintenance issues and liaise with the Owners Corporation manager to fix the problem and alleviate unnecessary and costly future call outs.



Cutting edge equipment and technology

Roscon is well-appointed with the latest equipment and technology, in some instances we can identify or detect water or electrical problems without cutting into walls and ceilings or spending hours on electrical switchboards, reducing your end claim costs effectively.

Roscon owns the majority of the equipment we use, we also have our own warehousing facilities with twenty-four-seven access that support our emergency response vehicles, which are fitted out with make safe essential equipment. This is imperative during times of state wide disasters when hire equipment isn't readily available.

Real advice about your building

Roscon strongly believes in being well prepared to handle any emergency. Using Cloud technology for all our staff to access 24/7. We setup each property on our system holding the plan of subdivision, access instructions including key safes details, entry pin codes and high definitions colour photos of each property in your portfolio.

If the maintenance problem is the responsibility of the lot owner and not a common property issue, Roscon can still help but in such cases, the lot owner will be directly responsible for any costs incurred.



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