

We protect your family your business and your assets.

www.pacificsmokealarms.com.au



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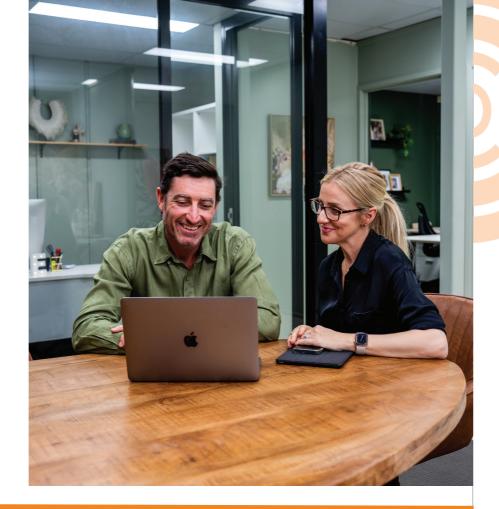
ABOUT US

Welcome, and thank you for your interest in Pacific Smoke Alarms. We are a local, family owned business operated out of the Gold Coast, servicing Queensland and Northern New South Wales. We provide hassle free and cost effective solutions to residential properties, both rented and privately owned, for smoke alarm compliance and maintenance, and pool safety.

Pacific Smoke Alarms was founded because we saw a way to be of service to the community by keeping people safe through simple, but often forgotten elements in their homes and properties. Having been a Fireman in the Queensland Fire Brigade, I saw that when smoke alarms were working, occupants were far more likely to evacuate buildings and homes in time to avoid injury and death. It was when these weren't in proper working order that we saw devastating results.

Over the past decade we have built an incredible team of reliable, expert technicians who conduct themselves with respect and care when entering properties, servicing a network of over 100 property management agencies and 10,000 residential properties. We pride ourselves on delivering the highest level of customer service, absolute commitment to servicing your requirements to your expectations, and providing efficient communication throughout the entire process. Our service is customised to your needs, we educate you along the way, and we not only work with you, but engage with tenants on your behalf. We will never treat you as a transactional customer, but a client we want to build a trusted relationship with and help make your job easier along the way!

We take the safety of your properties seriously. Let us take the stress of legislative compliance off you, so you can get back to your day job.



With a network spanning over **100 Property Management Agencies 10,000 Residential Properties** across Gold Coast and Northern NSW

WHY WORK WITH US?

We know there is a lot of choice in providers, but there are a few key reasons why **Pacific Smoke Alarms** truly stand out from the rest. Our business has been built on repeat, long-term clients, which is a true testament to what we do and how we do it.



IATIONALLY RECOGNISED QUALIFICATION

Having been a fireman, the intrinsic knowledge and experience of the behaviour of smoke during a developing fire and the practical understanding of smoke alarms and their importance, is unparalleled. We bring this expertise to every job.



FLEXIBILITY TO MEET TIGHT DEADLINES

Our team is big enough that we can be flexible to help you meet tight deadlines, and we won't charge you a rush job fee. We are also able to mobilise quickly to urgent call outs so your tenants won't be inconvenienced for too long.



FAMILY OWNED AND OPERATED

We are a local, Gold Coast based business with multiple generations working within. We pride ourselves on providing a personalised service to our clients that you just don't get with the bigger corporations. We want to build a relationship with you because we're here for the long-run.



EMPLOY QUALIFIED TECHNICIANS

All of our technicians and electricians are employed directly by us, not sub-contractors. This means you can expect the same level of expertise and service standards every time, no matter who turns up.



EASE OF COMMUNICATION

Your call will never go through a call centre. Our office staff are diligent and efficient and assist all of our customers with timely service, detailed e-reporting of works completed, upcoming service requirements, Compliance Statements, and



SUPPLEMENTARY SERVICES

We are your one-stop-shop for safety requirements for your properties. While smoke alarms and pool safety are our key service offering, we also have supplementary services of blind cord safety, safety switch identification, and water meter reading.



OUR SERVICES SMOKE ALARMS

We are nationally recognised for our core service and foundation of our business, smoke alarm compliance and maintenance. We pride ourselves on our intrinsic knowledge of the behaviour of smoke during a developing fire and our passion for providing ultimate protection. This expertise of fire conditions sets us apart from the rest, so Pacific Smoke Alarms should be your first call for any smoke alarm needs.

SMOKE ALARM COMPLIANCE

With varying fire alarm options and sometimes complex compliance requirements, it can be difficult to find the best solution for your properties. That's where we come in. We are trained experts that understand the legislation in real world terms and can outfit any residential property with the best system design for your setting. Our professional team can work with you to ensure the system you receive is geared towards detecting and covering all potential risks. Whether a multi-story, single-story or semi-detached, we can provide the right advice and proper installation to give you peace of mind that you are compliant and protected. Using the highest quality professional fire detection tools and photoelectric devices for your installation, you can promise your owners and tenants a safe and secure environment with an early warning system in case of danger arising from a fire.

SPECIFIC FIRE PROTECTION REQUIREMENTS

We understand that every property is different, so we operate under a personalised service model that defies the 'one size fits all' approach. If your property has a specific fire protection requirement such as hearing impaired requirements or specific flammability risks, we can provide advice and solutions to meet your needs and get you the right outcome.

SMOKE ALARM MAINTENANCE

Smoke alarms may seem inconsequential once installed, but we have first hand experience of the life and property saving impact they have. With today's houses having a safe escape time of only 3 minutes in the event of a fire, properly maintained smoke alarms can provide valuable seconds for the protection of life and property. Our team are trained in, and use, a 22 point smoke alarm health check, so you can be confident that everything has been thoroughly looked over and restored to its optimal working order. We will also keep you up to date with any legislative changes, remind you when your annual testing is due and any upcoming services requirements, and be there for on-going advice when, and as, you need.



OUR SERVICES POOL SAFETY

Our backyards, and the pools in them, are a place of endless fun. However, do you know how safe your pool and pool area really is? Every homeowner is responsible to ensure compliant pool safety measures are put in place to prevent avoidable accidents and possible drowning. The compliance and safety standards for regulated pools on the Gold Coast can get overwhelming and the best way to ensure that your pool complies is to get a pool safety inspector to have a look and assess your pool and surrounding areas. Our team of qualified inspectors and certifiers are here to make this complex issue a breeze.

POOL SAFETY CERTIFICATION

At Pacific Smoke Alarms, our pool safety inspections determine the compliance of standard swimming pool requirements. Once we've deemed your pool compliant, we will issue a pool safety certificate to you. However, pools that do not meet the standard safety requirements may be served with a non-conformity notice, unless:

- Re-inspection is conducted two days after the initial inspection and pools owners meet compliance; or
- An agreement is reached that repairs will be carried out within 20 business days from the original inspection.

We can advise you on fencing, barriers and other elements that contribute to a safe pool and pool area at your Queensland home, and you can engage with us for on-going advice.

Make sure every moment in your backyard is filled with fun memories, get your pool safety inspection and pool safety certification with us







OUR SERVICES SUPPLEMENTARY

Smoke alarms are in our name but our service offering extends beyond this to other critical and supplementary services to ensure the properties you manage are as safe as they can be. We use the highest quality products on the market, our technicians are fully qualified and endorsed, and we keep up to date with the latest legislation, so you can breathe easy knowing we've got your property covered from all angles.



BLIND CORD SAFETY



Compliance
 Statements



SAFETY SWITCH IDENTIFICATION



WATER METER READING

- Inspection and report on Safety Switch
- Compliance advice
- Rectification works

- Reading of meter
- Meter reports





Elders Tweed Valley & Coolangatta have been working with Pacific Smoke Alarms for the past 5 years, and we cannot fault the professionalism of Chris and his entire team.

Chris and his team have always gone above and beyond to provide exceptional service to our Landlords and Tenants, and are always available to answer any questions we have.

Pacific Smoke Alarms attend to properties promptly, and their e-reporting ensures compliance certificates are issued in real time as soon as the job has been completed.

We find Pacific Smoke Alarms to be competitive on price and offer our Landlords a choice of packages to suit their needs and budget.

I would have no hesitation in recommending Pacific Smoke Alarms. We are looking forward to continue working with Pacific Smoke Alarms well into the future.

Matt Garner | Business Development Manager Elders Real Estate Tweed Valley & Coolangatta







WE MAKE YOUR JOB EASIER!

We understand the complexity and time consuming nature of keeping up with changes in the legislation, notifying tenants, scheduling works, issuing paperwork, invoicing, reminders for annual inspections and the list goes on! **Pacific Smoke Alarms** can make your job easier by handling the heavy lifting for you while keeping you informed, giving you peace of mind that your properties are always in line with the latest requirements.

Here are 10 ways in which we make your job easier...

- 1. Upon completion of any maintenance or replacement works within your property, we provide a detailed e-Report that can be emailed directly to the owner and/or agent before we leave the premises.
- We issue you reminders for yearly inspections and upcoming service requirements so you don't have to keep track of it.
- Using our e-Reporting system, we can issue your Compliance Statements and Certificates on-the-spot so you have them in real time.
- We issue entry notices to tenants on your behalf, within the required time frames, so it's one less thing you have to worry about.
- We educate you and are there as a resource regarding legislation updates so you don't need to spend time looking for the right information.

- We can conduct one off services or ongoing maintenance for all of your properties. We're not only in it for the big jobs.
- With a suite of supplementary services, you don't need to build relationships with, and engage, multiple providers.
- We quote using online data, so you can be confident we are accurate and using the most up to date information.
- We know that sometimes you need a job done NOW! We won't charge you an extra cost for fast turn around jobs. That's just part of our service.
- 10. Based on the Gold Coast but servicing properties from Brisbane to Gold Coast to Tweed Coast.

WE PROUDLY WORK WITH SOME OF THE TOP AGENCIES...

CENTURY 21

Find out how we can help you, and transition you over seamlessly.



























PRICING SMOKE ALARMS

PACIFIC PLUS

\$159 / YEAR

For QLD properties upgraded to the 2022 legislation.

This package includes all services in the **ANNUAL PLAN** plus:

- Ensuring the blind and curtain cords remain well maintained and safe for small children
- Identifying and testing the Safety Switch required by the Electrical Safety Act 2002.

A discount of \$10 per property for any owner with 3 or more properties on a current annual plan

ANNUAL PLAN

\$129 / YEAR

For QLD properties upgraded to the 2022 legislation.

This package includes:

- **UNLIMITED** visits to the premises
- The 22 POINT SMOKE ALARM **HEALTH CHECK** at each visit
- FREE battery replacement at each inspection
- FREE labour cost for product warranty replacement* on alarms installed by Pacific Smoke Alarms
- The knowledge that your home complies with all relevant legislation (National Construction Code, The QFES Act and AS3786:2014)
- Compliance Report

*This offer does not include replacement of damaged alarms caused by tenants or expired alarms.

HEALTH CHECK

\$85

For QLD properties upgraded to the 2022 legislation.

This package includes:

- Once off 22 POINT SMOKE ALARM HEALTH CHECK
- FREE battery replacement on all necessary smoke alarms at the residence
- Compliance Report

PRICING POOL COMPLIANCE

INITIAL INSPECTION

\$185

RE-INSPECTION

\$75

CPR SIGN

\$45

COMPLIANCE WORKS

Quoted







