



CAPABILITY STATEMENT

We care. We listen. We deliver



WHO WE ARE

Townsend Building Services specialises in providing services to the insurance, commercial and strata sectors throughout the East Coast of Australia.

We are committed to providing excellent project management and workmanship by adhering to strict compliance and safety guidelines.

EXPERIENCE THE **TOWNSEND** DIFFERENCE



Our values – drive, passion, care and commitment – reside at the core of everything we do.

Our highly experienced team are driven to exceed your expectations, specialising in providing a personalised approach, innovative solutions, and unique strategies to ensure seamless delivery and exceptional outcomes.

Our team are equipped and prepared to manage a range of events, from minor incidents to catastrophic disasters such as floods, fires, and storms.

At Townsend Building Services, we genuinely care and ensure the customer is at the forefront of everything we do. We understand the importance of customer and client satisfaction and aim to deliver exceptional service at every stage of the process.

With decades of experience, Townsend Building Services is armed to deliver high quality projects every time and is backed by a dynamic and passionate leadership and project management team, responsive customer service specialists, and respected subcontractors.

We are committed to identifying effective solutions, delivering quality outcomes and completing all necessary repairs on time, and on budget.



INTEGRATED CAPABILITY

We operate through dedicated divisions to provide integrated solutions for all residential, commercial or strata insurance claims of any scale, in addition to noninsurance construction and repairs. We are ready to respond and deliver 24 hours a day, 7 days a week.



Emergency
Makesafes

Restoration

Insurance Repairs

Major Loss

Construction and
Strata Remediation

EMERGENCY MAKESAFE DIVISION

Our rapid response team ensures the safety of the community, residential, industrial and commercial properties. We are available 24/7 to respond to storms, floods, fires, structural damage or any other event, working closely with emergency services to reduce or remove hazards and make the incident location safe.

WE DELIVER:

- Roof protection – tarping and repairs
- Securing of collapsed ceilings
- Removal of fallen trees and debris
- Class A friable asbestos removal
- Structural intervention after building impact
- Safety and security – door and window boarding
- Public safety protection
- Catastrophe emergency response 24/7
End to end management
- Securing sites – hoarding and temporary fencing
- Urgent glass repairs
Reinstating essential services, such as water, gas and electricity
- Flooding



**Storm and flood
Makesafe Gold Coast**



**Fire Makesafe
Kirrawee**



**Tree damage Makesafe
Cairns**



**Asbestos fire Makesafe
Canterbury**

INSURANCE REPAIRS

Our experienced team is trained in responding to all incidents from minor to catastrophic events, including floods, fires and storms.

Townsend Building Services has experience in all types of emergency events and losses, including damage caused by storms, floods, fires, cyclones, hail and other events. Our clients trust us with their family homes, office buildings, shopping centers, schools, hospitality venues and more. As a full-service construction company, we can provide complete end-to-end building repair solutions to repair properties efficiently and safely.

Our team can quickly respond to any situation, identify effective solutions, and efficiently complete all necessary repairs on time, on budget and exceed quality standards.

Townsend Building Services will assist in preventing further loss, coordinate any relevant assessments and reports for insurance claims, undertake clean-up and demolition works.

WE DELIVER

- Damage assessments
- Causation reports
- Project management
- Repair and replacement of all damaged building elements
- Complete certification and handover



**Commercial fit out,
Concord**



**Kitchen replacement,
Sutherland**



**Bathroom
replacement,
Byron Bay**



**Air conditioning
replacement,
Parramatta**

MAJOR LOSS DIVISION

Townsend Building Services is passionate about clear and consistent communication with our clients. Our management systems and programs allow accurate reports on all aspects of each project, including budget, program, and safety targets. Through effective project management, we aim to minimise disruption and restore and rebuild the lives of individuals, families, and businesses.

WE DELIVER:

- Full rebuilds of projects \$1M+
- Residential and commercial
- Damage assessments
- Managing Contractors
- Causation reports
- Project management
- Design and Construct
- Certified structural repairs
- Repair and replacement of all damaged building elements
- Certified structural repairs
- Complete certification and handover



Warehouse fire rebuild,
Prestons



Retail and hospitality fire rebuild,
Newport



Commercial Storm rebuild,
Concord



Warehouse fire rebuild,
Alexandria

CONSTRUCTION AND STRATA REMEDIATION



We work directly with business and homeowners, developers, strata managers and body corporates to provide preventative, planned and corrective remediation refurbishments and new builds.

With established partnerships in the construction and strata industries, Townsend Building Services provides ongoing property maintenance, repairs and building compliance upgrades. Our team are skilled in all aspects of body corporate works, from minor works to large structural projects.

Townsend Building Services also provide comprehensive construction works across a wide variety of market sectors, including commercial, education, hospitality, fit out, residential, heritage listed, aged care and community facilities.

WE DELIVER:

- Damage assessments
- Causation reports
- Structural and façade repairs
- Balcony safety and waterproofing
- Non-compliant cladding replacement
- Repairs and restoration of heritage features and finishes
- Consultant engagement, using trusted certifiers, engineers and designers
- Council submissions
- Repairs and restoration of heritage features and finishes



**Strata re-roof,
Canberra**



**Strata remediation,
Brisbane**



**Classroom rebuild,
Blue Mountains**



**Roof replacement,
Goulburn**

OUR PARTNERS

We are trusted partners of a large network of companies, including:



OUR VALUES



Passion

We are dedicated to excellence and delivering exceptional results.



Drive

We continuously innovate and strive for improvement.



Care

We prioritise the well-being of our employees, clients, and customers.

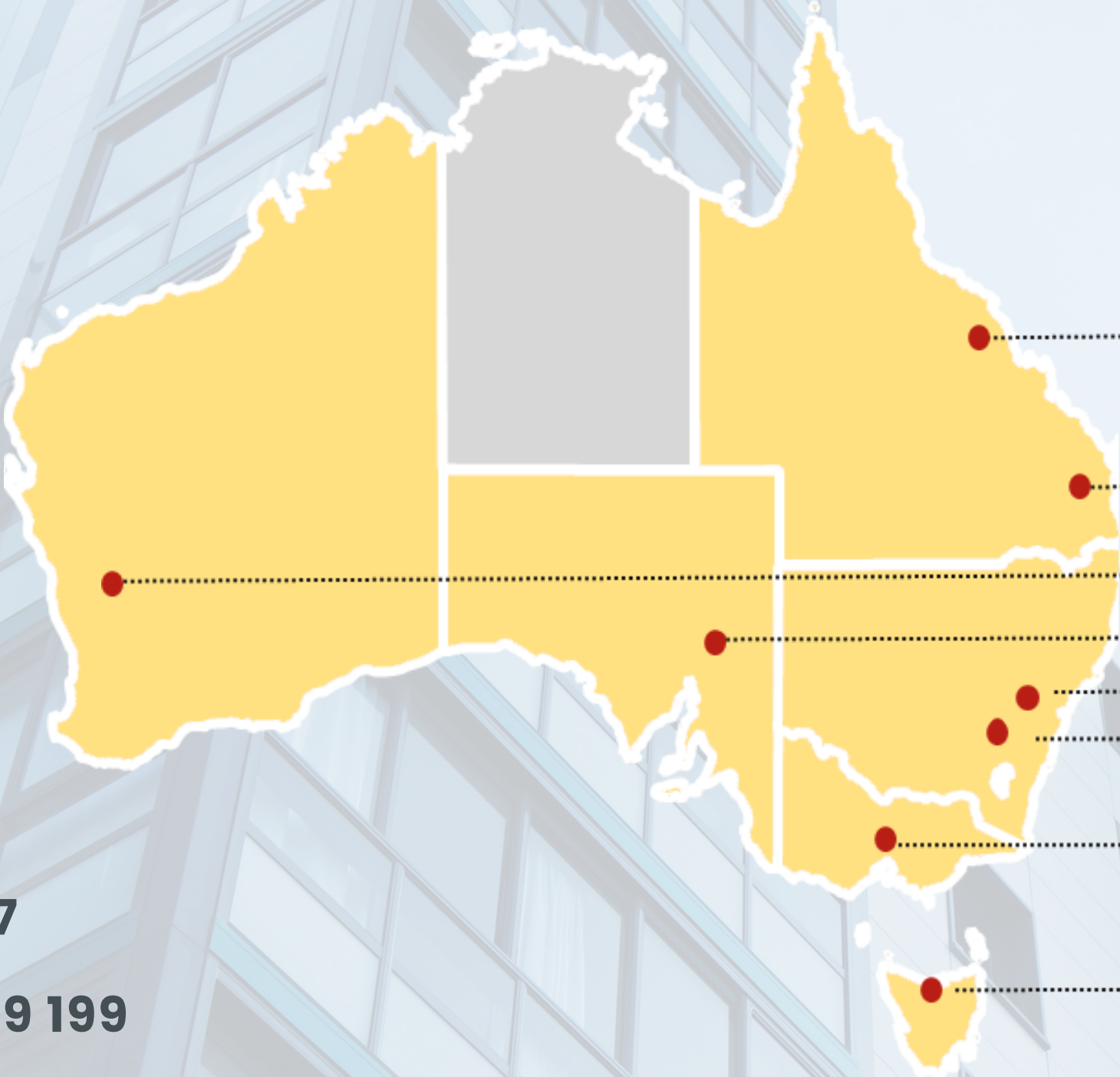


Commitment

We are dedicated to delivering on our promises.

– HENRY FORD

TOWNSEND BUILDING SERVICES PROUDLY SERVICE



North Queensland

Queensland

Western Australia

South Australia

New South Wales

Australian Capital Territory

Victoria

Tasmania

CALL US 24/7



1300 429 199

CERTIFICATION AND COMPLIANCE

BUILDING LICENSES

➤ NSW 187070C

➤ QLD 1028031

➤ SA 276967

➤ VIC CDB-U 593131

➤ Master Builders Association

➤ Housing Industry Association

➤ Australian Timber Floor association

➤ Wall and Ceiling Association

➤ CM3 Certified

➤ Strata Community Association

➤ Institute of Inspection Cleaning & Restoration
Certification

WE CARE. LISTEN. DELIVER

We Care:

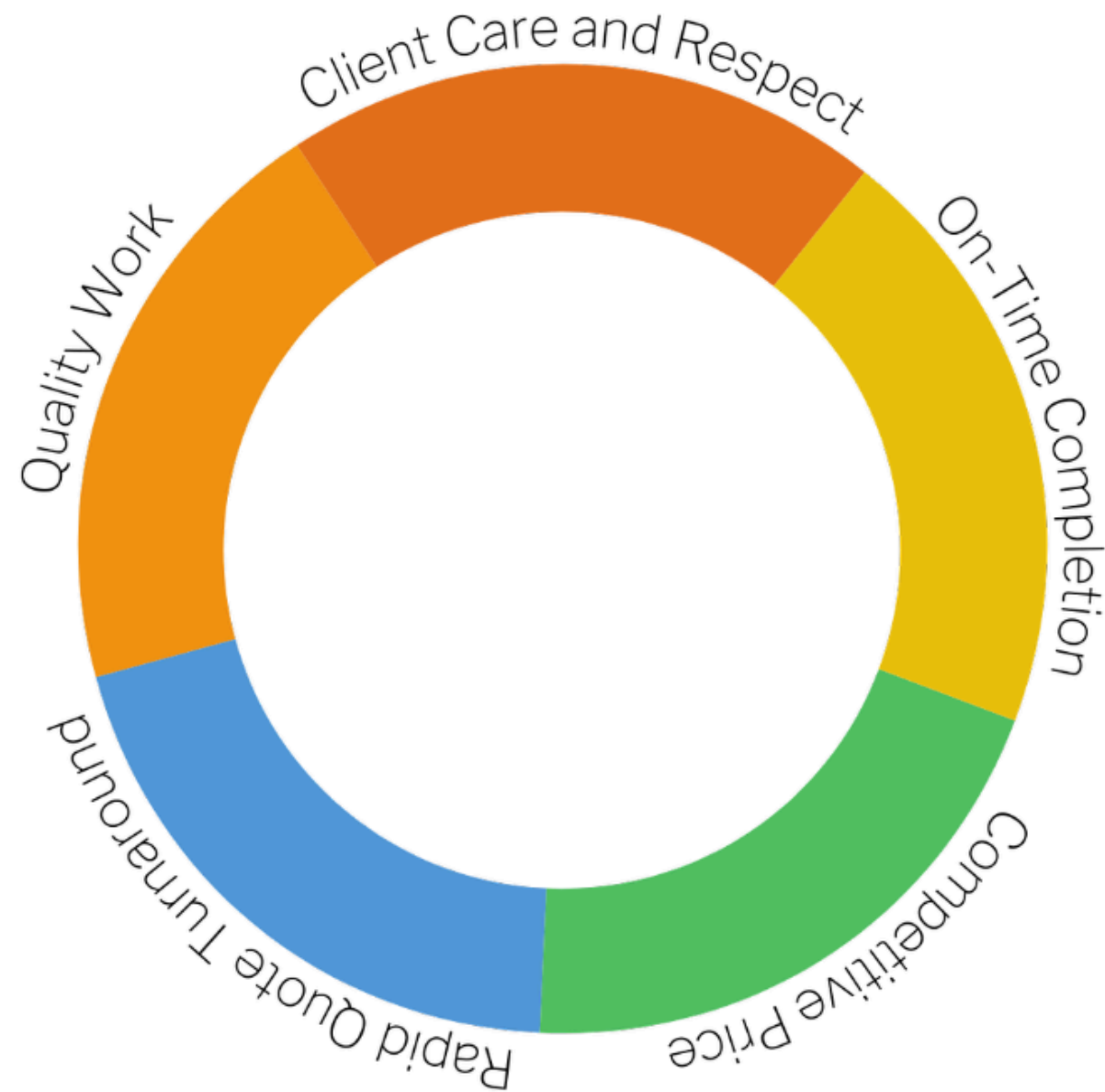
We understand the end customer is at the Centre of everything we do. We recognize that when engaged on your behalf, we are representing your brand and will ensure complete satisfaction for all stakeholders.

We Listen:

We prioritise clear communication and speed of repair to provide a cost-effective solution

We Deliver:

We operate with integrity and efficiency, delivering high quality projects.



Townsend Building Services

U3 65-75 Captain Cook Drive, Caringbah NSW 2229

 1300 429 199

 tbs.admin@tbs.com.au

 tbs.com.au