



SERVICE | PROTECT | MAINTAIN





INTRODUCTION

Marigold Services Group Pty Ltd established in 2011 is among the leading providers of services and facilities across Sydney. Our focus is to provide a seamless client experience through impeccable customer service and efficiently executed services. Marigold Services Group is a 100% Australian, family owned company with a deep understanding of the service and facilities industry. We are trusted by our many clients every day to manage sites of numerous sizes and functions. We believe in the notion that you are only as good as your last job and we continually strive to provide the best service in the industry through partnering with our clients.

1000+
WORK ORDERS

4
STATES

100+
SITES UNDER
MANAGEMENT



OUR APPROACH

- Client focus
- Qualified people
- Regulated processes
- Innovative systems

SERVICES

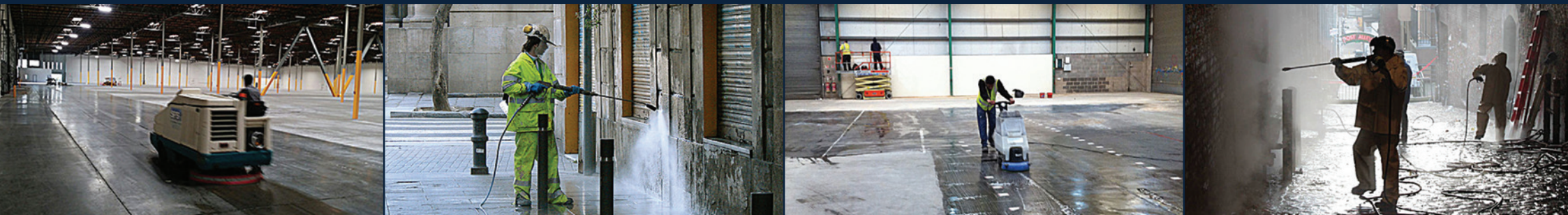
- Cleaning
- Building & Facilities Management
- Maintenance
- Security

OUR SECTORS

- Commercial
- Residential
- Strata
- Retail
- Carpet cleaning
- Hospitality
- Venues
- Fitness
- Education
- Industrial & Warehouse

CLEANING

Marigold Services delivers a comprehensive cleaning service by a committed and experienced team. Through an extensive training, client and site analysis we get a complete understanding of your facility and expectations. We effectively manage a mobilisation plan to establish key objectives that will ensure a smooth working relationship, aided by seamless communication throughout your partnership with us.



OUR SERVICES

- Commercial cleaning
- Window and high window cleaning
- Carpet cleaning
- Environmentally friendly cleaning
- Waste management & recycling solutions
- Chemicals and consumables disposal
- Medical cleaning services to clinical standards
- Kitchen cleaning
- Event and function cleaning
- Hygiene services
- Maintenance services
- High pressure cleaning
- Strata cleaning
- Graffiti removal
- Construction cleaning

Central to our approach is a genuine commitment to our partners and building long-term relationships. We pride ourselves on being proactive as we deliver a high quality service, remaining flexible to our client's ongoing needs.

BUILDING & FACILITIES MANAGEMENT

Marigold Services Group employ and provide Building & Facilities Managers who are accountable for their sites no matter how big or small. Providing both a full time and part time service, Marigold have a strategic and innovative approach to their programmes ensuring that all operations are carried out to an optimum level.



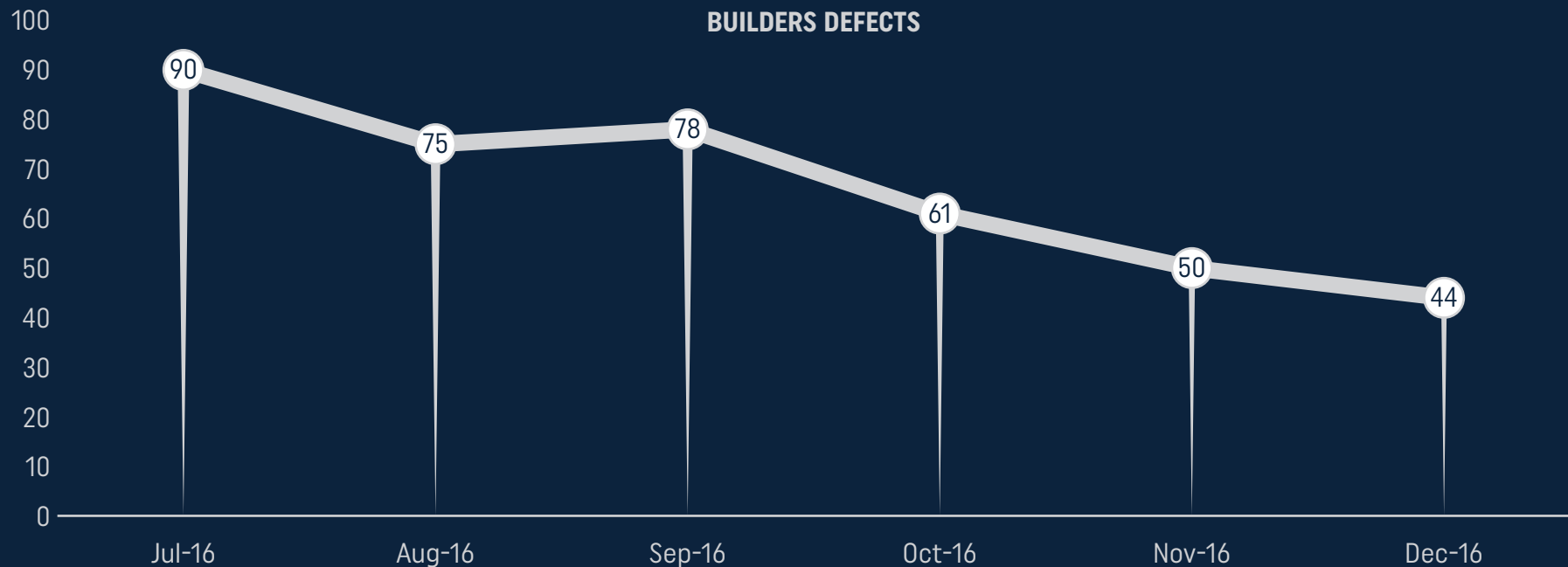
OUR RANGE OF SERVICES

- Facilities management (Lifts, mechanical, electrical, plumbing etc.)
- Defect reporting
- Essential services provision (AFSS, fire systems, etc)
- Health & Safety (Risk management, WHS, etc)
- Access and egress
- Building repairs and maintenance
- Cleaning and general maintenance
- Contract and contractor management
- Energy and water management
- Gardening and grounds maintenance
- Monitoring of pools, spas and saunas
- Maintaining security for property occupants and assets
- Record keeping (reporting, legal requirements, monitoring, etc)
- Responding to complaints and suggestions
- Increase comfort and amenity for facility users
- Concierge, mail and other 'soft' services
- Reducing asset life cycle costs
- Enhance the building's identity and image
- Improving building performance
- Space management
- Implementation of sustainability projects
- Building Code and Regulatory Compliance
- Project management
- Stakeholder engagement
- Waste management

BUILDING& FACILITIES MANAGEMENT SERVICES

Marigold provide innovative technology to ensure that all aspects of every scope are completed to the highest of standards using our own cloud based applications. Through our systems, we provide detailed monthly reports that outline the buildings activities, corrective actions and incidences. With these reports, they include the updated maintenance schedules advising of the completion of all tasks and repairs.

CASE STUDY



BUILDERS DEFECTS

From the 27th of July 2016 to the 15th of December 2016, Marigold Services Group were able to address and rectify 66% of all defects recorded over our biggest site in the Eastern Suburbs of Sydney.

Marigold diligently and persistently follow an end to end process to ensure that every defect is handled with urgency. Prioritising all defects that take place, ensure that all sites maintain a maximum safety level and pose no risk or threat to any resident or visitor of the site.

CARPARK MANAGEMENT

Marigold use enforcement and diligence to ensure all carparks are management to their highest ability. From site to site, we have always been introduced to different issues with visitors parking and car spot allocation. Marigold swiftly address the problem before it gets out of hand by using enforcement notices, adhesive stickers, surveillance, and auditing to ensure that the problem is solved in a timely manner.

AUDITING

Marigold undertake complete and regular audits of all of our sites capturing all the necessary information required to address any issues that may arise. These details can include Car Make & Model, Registration numbers, Contact Details, Security Card Details. The audit process also assists in tenant transitioning both occupy and vacate phases. Having these details provide enough information to ensure that if there is any dumping on site that we are able to locate and take appropriate action to ensure this is rectified.

REVENUE INCREASING

Marigold have successfully been able to increase revenue for their clients by approaching and building relationships with companies that require land for projects e.g. mobile phone antennas. The way Marigold are able to do this is due to their positive and genuine approach to progression. Marigold have a strong sense of communication with their clients and show this by hosting regular meetings with Owners, Strata Management, Owners Corporation and any parties involved. In these meetings Marigold host and run presentations and information sessions to ensure that anything happening is presented in full detail.



MAINTENANCE

Marigold Services Group provide labour, equipment and services to ensure that each area functions at an optimum level at all times. Our team of qualified and accredited tradespeople have a vast knowledge of all areas to ensure that we always deliver trade services, providing a guaranteed service delivery and economies of scale.

We provide strategic Asset Management with our preventative maintenance plans, reducing breakdown costs and extending the life of assets. Our reactive maintenance services ensure reduced downtimes and minimal disruption to business operations.

Our service lines include:

- Electrical
- Locksmith
- Plumbing
- Carpentry
- HVAC
- Grounds and Landscaping
- Glazing
- Handyman Services



LANDSCAPING

Marigold offer a well maintained and fully insured service whilst providing a wide range of specialized lawn and maintenance equipment, to meet the varying needs of all different locations and sites. This will allow for them to work as efficiently and as safely as possible and to give our clients and customers peace of mind that the most appropriate equipment and products are available and being utilised at all times.

Marigold Services Group provide a wide range of landscaping solution to suit everyone's situation.

- Garden Care
- Lawn Mowing
- Lawn Care
- Garden Design
- Hedging & Pruning
- Gutter Cleaning
- Rubbish Removal

Our team of qualified and experienced landscapers will ensure that all work is carried out to the highest quality. From single visits to weekly, fortnightly or monthly visits we can tailor our services to accommodate all your landscaping needs.



SYSTEMS

From package tracking to amenity reservations, building notices to swift repairs, Marigold use systems that make every facet of building life easier, more transparent and harmonious. Marigold use systems that allows you to keep up-to-date with your community and building staff.

We understand that every community has their own identity and quirks! Marigold use systems that are able to be customised and tweaked so you can tailor to your own needs.

The systems we use have helped schemes ranging from 9 to 2,500 lots gain control, create great places to live and increase transparency in their community.

These systems make daily occurrences seamless with effortless communication, easy record keeping, clear maintenance and task tracking, incident reports and building event tracking between occupants, building staff, contractors & strata managers. By providing an internationally accredited, secure platform for connectivity, these systems have proven to be a cost and time-saving technology that has benefits for every stakeholder.

Marigold also use their own in-house software to measure attendance and to ensure their staff are held accountable. UcheckIt is designed to be used as a man power tracking tool. It can be used in any industry where tracking and physical attendance is required: current examples include the security, hospitality and cleaning industries.

It is highly adaptable due to its ease of use and innovative technology – UcheckIt can be used anywhere a person needs to attend and is responsible for checking an item of interest or importance, then providing auditable proof of attendance which is critical to compliance.



DECLARATION OF INTENT

Marigold Services Group is made up of a diverse team of professionals with knowledge from numerous industries. We strive and commit ourselves to fulfilling and sustaining a high standard in all that we do. We have found that our passion for Building Management can assist others in making a positive difference to their properties and communities. At Marigold we believe in putting the power in the hands of those who require our expertise and being the loyal and trustworthy company you are looking for, we will go above and beyond to ensure your investment is protected.

SAFETY STATEMENT

Our commitment to a safe work environment enables us to ensure that all our staff are appropriately trained in the best safety practices. Our engagement in on-site tool box talks, the distribution and accessibility of site specific SWMS (Safe work method statements) and MSDS (Material safety data sheets) and ongoing safety training and inspections means you will never have to worry about incidents of injury. To date, since starting our operations in 2011, we have never had an incident of injury which highlights our sustained excellence in Safe Work Practices





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