

# CASE STUDY

## R&BS provides “exceptional” waterproofing solution where two other contractors failed

When 141 Queen Street began leaking, Operations Manager Colin Grant needed an experienced company to fix the problem. “Two other contractors had made repairs to the roof previously, but these hadn’t provided a long-term solution,” explains Colin. “We had tenants due to move into the affected area of the building, so the deteriorated roof membrane needed to be repaired successfully — for good.”

### All bases covered

Colin chose R&BS because of their general air of professionalism. “Their presentation really stood out from the other companies we approached, and they gave the impression that we could rely on them to do a great job. When making this type of decision, I often go with my gut feeling — and with R&BS, it seemed like they would pay excellent attention to detail.

“The company also carried out some work on the building’s original roof membrane back in the 1970s, so I was reassured by their many years of experience in the industry. They had all bases covered.”

“The quality of their work was exceptional. They really understood the complexity of the job and were able to provide us with the best result.”

**Call Australia-wide 1800 550 037**

[www.roofandbuildingservice.com.au](http://www.roofandbuildingservice.com.au)

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## Meeting the deadline

Colin found the R&BS team easy going and flexible regarding the timeframe of the project.

"We had tenants due to move in at a certain period, and R&BS took this on board — adapting their timeframe to suit ours. It was vital that the job was done well, as the tenants had lots of expensive computer equipment that could be at risk if the roof began leaking again. Because of R&BS's professionalism and organisational skills, the work was completed within the required period, which enabled our tenants to begin their lease as planned."

## Exceptional work

Overall, Colin was impressed with his maintenance experience with R&BS. "The quality of their work was exceptional," he says, "and they really understood the complexity of the job and were able to provide us with the best result."

Additionally, they supplied us with a 10 year warranty for peace of mind."

"I'd have no hesitation in recommending R&BS to others looking for the same type of solution. In terms of price they weren't the cheapest — but then, for such a large-scale job, would you really want to go with the cheapest company anyway? With R&BS you get the confidence that your maintenance will be carried out professionally, properly and to an extremely high standard."

**To talk to us about your building's maintenance requirements, call our friendly, experienced team now on 1800 550 037.**

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