



RESIDENTIAL AND COMMERCIAL
BUILDING SERVICES

CASE STUDY

PROJECT DETAILS

Following the devastation of the major Townsville floods of February 2019, the AJ Grant team were engaged to rebuild the home of Anna and Johannes. As emergency repair and insurance rebuilding specialists, this job reminded us anew that we don't just rebuild homes; we build and nurture the relationships we have with our customers, we are with them every step of the way and it's so rewarding, knowing we've made a difference – however big or small.

Apart from putting the bricks and mortar back together, we've made a difference in so many other ways; we provided peace of mind, minimised their stress, and fulfilled our promises and delivered on one of our most treasured core values; our care factor. We really do take care of it all.

THE CLIENT EXPERIENCE

The countdown before handing back the keys in June, was a busy and exciting time. With only two days to go, the property was a hive of activity and the couple expressed concern about the tight deadline being met. What they soon learned was that AJ Grant are committed to upholding our promises around customer service, quality and reliability.

It was all hands on deck. Our cabinetry team worked swiftly with the kitchen fit-out, shower screens went in, our plumber Matt and his trusty assistant Sam installed taps and bathroom fittings and our electrician fitted power points. You can imagine the atmosphere, highly charged with noise and energy! Tradies, their tools and materials still scattered throughout the property.

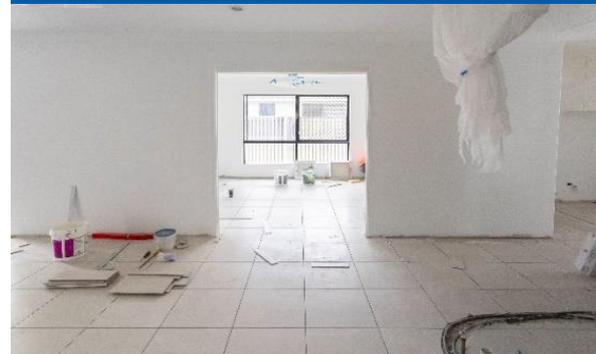


Supervisor
Phil Bell

Client Liaise
Chad Fraser

Location
Oonoonba QLD

Sector
Insurance Repairs





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THE HANDOVER

As promised, meeting our deadline, we handed over keys and bestowed a 'Welcome Back Home' hamper and Anna was thoroughly impressed to see the property complete and clean.





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THE FOLLOW UP



REPAIRS • MAINTENANCE • RENOVATORS • MODIFICATIONS



Once the move-in process had begun, the family were overwhelmed with unpacking tasks and needing to dispose of a driveway full of belongings affected by mould whilst in storage. Additionally, Anna had her 18-month old daughter to look after.

Our AJ Grant Client Liaise Chad stepped in to assist and alleviate some of the workload and stress. He organised a skip, flattened boxes and transferred the discarded possessions from the driveway into the skip, ready for collection. Anna was extremely grateful and pleasantly surprised that we would go so far as to help with these personal tasks.

Feedback from Anna;



**Excellent work.
We are the first ones moving back home
in our street, so timeliness, highly commended.
Thank you so much!**



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THE FOLLOW UP

So thrilled with the additional help, Anna invited Chad in for a cup of tea to express her thanks for a hard day's work. She mentioned that she and her family were soon heading to Magnetic Island for some much-needed down time. Chad kindly offered to arrange a tour for the family to visit the Wildlife park where they got to meet some of the animals up close, including cuddling a koala.



Meanwhile, our AJ Grant team were at the property, attending to some of the last-minute items and ensuring the new dishwasher was installed and ready for use upon the family's return.

When all is said and done, AJ Grant continue to deliver on our promise of reliable, quality service and always aim to delight our customers. It's experiences such as these with wonderful homeowners like Anna and Johannes that remind us why we love what we do.



- If you have a creative challenge or renovation / repair project, we'd love to hear from you -

RESIDENTIAL WORKS

www.homecarerepairaustralia.com.au

1800 155 166

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