



WE DO MORE THAN RESTORE. WE REVITALISE

FIRE | FLOOD | WATER | MOULD



CAPABILITY STATEMENT

INTRODUCTION

Victoria Restoration Experts, offering over 80 years of combined experience in Restoration and Disaster Recovery. Our highly skilled professionals specialize in comprehensive cleaning and restoration services for both residential and commercial properties in our community, exceeding customers' expectations by consistently providing top quality work.

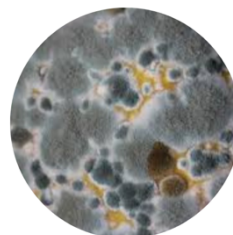


SERVICE LOCATIONS

MELB METRO, SOUTH EAST, GIPPSLAND, BELLARINE, NORTHERN AND WESTERN REGIONS.

OUR SERVICES

- Mould remediation
- Structural drying
- Sub floor drying
- Water remediation
- Fire and soot remediation
- Storm and flood recovery and remediation
- Water extraction
- Sewage clean up and decontamination.
- Contents inventory and restoration.
- Cryogenic cleaning.
- Odour Control
- Clandestine lab cleaning.
- Builders cleaning
- Amphetamine testing after vacate
- Steam cleaning
- Pressure washing.
- Make safes.
- Trauma and crime scene cleaning.





OUR CORE VALUES

- **Integrity:** Upholding honesty and ethical behaviour in all dealings.
- **Quality:** Commitment to delivering high-quality workmanship and service.
- **Customer Satisfaction:** Ensuring the needs and satisfaction of customers are always a top priority.
- **Professionalism:** Conducting business with professionalism, respect, and accountability.
- **Continuous Improvement:** Striving for ongoing learning and improvement in skills, techniques, and technology.
- **Safety:** Prioritizing the safety of employees, customers, and the community in all operations.
- **Teamwork:** Fostering a collaborative and supportive team environment.
- **Community Responsibility:** Contributing positively to the local community and environment.
- **Reliability:** Being dependable and consistent in meeting commitments and deadlines.
- **Innovation:** Embracing innovative solutions and approaches to restoration challenges.
- **Loyalty:** Building long-term relationships based on trust and commitment with employees, customers, and partners.
- **Culture:** Nurturing a positive and inclusive workplace culture that values diversity, teamwork, and mutual respect.
- **Inclusivity:** Embracing diversity and promoting an inclusive environment where everyone feels valued and respected



OUR ROLE

- Conduct thorough assessments and detailed reports on contents and structure at domestic and commercial levels, establishing clear connections between events and resultant damage.
- Offer expert mitigation services aimed at preventing additional degradation to contents and structure, prioritizing and minimizing loss.
- Efficiently restore domestic and commercial loss, focusing on cost-effective and timely solutions to minimize interruption and costly restoration expenses.
- Execute all restoration works in accordance with the highest industry standards and guidelines (IICRC)



OUR COMMITMENT

- **Transparent and Consistent Communication:** We prioritize transparent and consistent communication with our stakeholders throughout all projects. Our commitment is to keep clients informed and engaged at every stage of every project.
- **Quality Assurance:** We ensure the highest standards of restoration work, guaranteeing customer confidence in the quality of service provided. Our commitment to excellence drives us to deliver sustainable outcomes that exceed expectations.
- **Innovative Technology and Systems:** We employ cutting-edge technology and systematic approaches in all our restoration projects. This ensures efficient project management and effective implementation of restoration plans.
- **Customer-Centric Service:** Customer service is central to our mission. Clients of Victoria Restoration Experts can always expect responsive communication and support, ensuring their needs are met during every phase of a restoration project.
- **Safety Leadership:** Safety is our top priority. We adhere to rigorous safety protocols and maintain documented processes to ensure a safe workplace environment. Our commitment to safety is underscored by our adherence to national standards and certification.

TESTIMONIAL

We were lucky enough to have Troy and his team from VRE attend our home when a small issue quickly escalated to a disaster. It was an anxious and stressful time for my family so the timely response was greatly appreciated and Troy quickly took control and gave us immediate confidence. The team were able to explain the entire process and answer all of our questions succinctly and clearly. Could not be happier with the results and the customer service.

Thanks, Dan Hurran

CONTACT VICTORIA RESTORATION EXPERTS TODAY FOR ALL YOUR RESTORATION NEEDS

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