



RESIDENTIAL
TRADE SERVICES

RESIDENTIAL WARRANTY &
MAINTENANCE SPECIALISTS

RESIDENTIAL WARRANTY & MAINTENANCE SPECIALISTS

CAPABILITY STATEMENT

Protecting Your Reputation.
One Home at a Time.

Professional residential warranty maintenance, defect rectification and builder aftercare across Victoria.



BUILDER FOCUSED

Extension of your team

RELIABLE

Clear scheduling

QUALITY

Professional finish

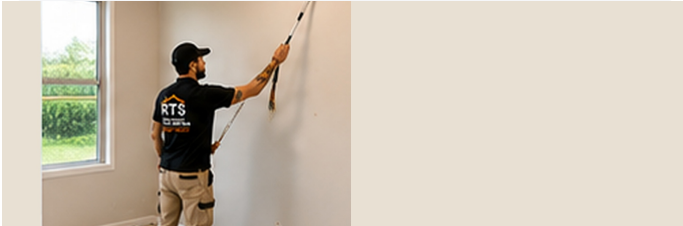
REPORTING

Photos & job notes

BUILDER AFTERCARE WITHOUT THE ADMINISTRATION

What We Deliver

RTS operates as an extension of a builder's customer care and maintenance team - from work order to homeowner contact, attendance, rectification, evidence and clear completion reporting.



01 Painting & Plastering

Professional internal and external painting, plaster repairs and surface restoration.



02 Defect Rectification

Prompt and professional rectification to maintain quality and protect the builder's reputation.



03 Carpentry Repairs

Doors, frames, skirting, architraves, cabinetry, hardware and general adjustments.



04 Fixtures & Fittings

Re-fixing loose items, adjusting fittings and resolving common post-handover issues.



05 External Works

Touch-ups, external repairs, cladding, gates, fencing and other maintenance items.



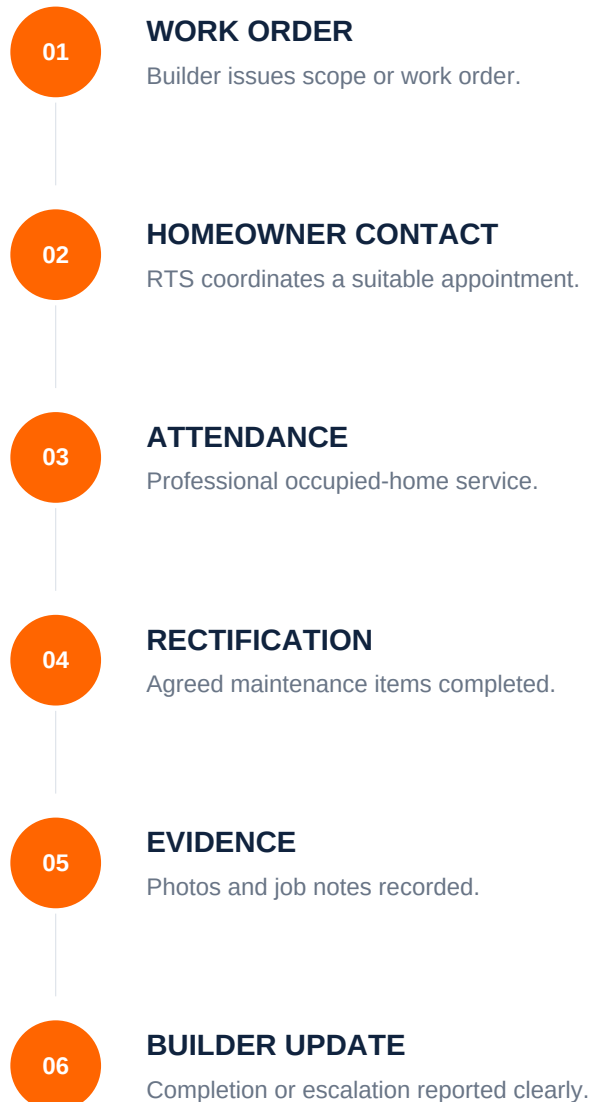
06 Silicone & Sealing

Professional sealing of wet areas, joints, windows and external penetrations.

SIMPLE. ACCOUNTABLE. EASY TO MANAGE.

The RTS Process

A structured workflow gives builders clear visibility while giving homeowners a professional and respectful experience.



WHY BUILDERS PARTNER WITH RTS

- One accountable maintenance partner
- Consistent communication and scheduling
- Clear documentation and status reporting
- Professional representation in your customers' homes
- Multi-trade practical capability
- Builder-focused service standards

YOUR REPUTATION IS PRESENT AT EVERY APPOINTMENT.

Service Standards



Professional aftercare for quality Victorian homes.

COMMUNICATION

Clear, courteous communication before, during and after attendance.

PRESENTATION

Professional appearance, tidy work areas and respect for occupied homes.

WORKMANSHIP

Practical repairs completed with attention to finish and scope.

RELIABILITY

Appointments and changes are managed proactively.

REPORTING

Useful updates that reduce follow-up from builder staff.

SAFETY

Appropriate job planning and safe work practices.

A PRACTICAL MAINTENANCE PARTNER FOR YOUR TEAM.

Engagement



RTS can support individual work orders or structured maintenance programs. Scope, service area, reporting format, response times and pricing can be agreed with each builder to suit their customer-care workflow.

SUITABLE FOR	Volume builders, custom residential builders, townhouse projects and builder customer-care teams.
TYPICAL WORK	Post-handover maintenance, 90-day lists, defect rectification, customer-care attendances and finishing work.
REPORTING	Photos, job notes, completed/outstanding status and escalation notes as required.
COMMERCIAL MODEL	Agreed rates and service arrangements tailored to the builder's requirements.

LET'S DISCUSS YOUR MAINTENANCE REQUIREMENTS

Residential Trade Services

residentialtradeservices.com.au

Victoria, Australia

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