



*Brilliant Inspections, Best Reports, Fast!*

# CAPABILITY OVERVIEW

## COMPANY DETAILS

COMPANY NAME: RESICERT PROPERTY INSPECTIONS

COMPANY ABN: 46 768 330 252

AUSTRALIAN COMPANY NUMBER: 101 860 584

BUSINESS ADDRESS: 13 Approach Road, Boya, WA, 6056

TELEPHONE: 1800 737 423

EMAIL: [enquiry@resicert.com](mailto:enquiry@resicert.com)

WEBSITE: [www.resicert.com](http://www.resicert.com)

**ACCREDITATION: ISO 9001 Certification**

**BEST PRACTICE  
CERTIFICATION**



**QUALITY  
MANAGEMENT SYSTEM**



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## KEY PERSONNEL

**PAUL ANTONELLI** - Founder & Chartered Professional Engineer

Paul loves business and he loves making things happen. He began his career in engineering, but eventually found his niche in business development and marketing – helping to grow businesses. He has had the opportunity to work around Australia, Europe and through Asia in a diverse range of industries. Drawing from these experiences Paul and his wife founded Resicert together and have enjoyed watching their business quickly grow and expand.

**ROBYN ANTONELLI** - Finance Director - Founder and Board of Directors

Robyn has a mixed bag of experience in different fields including education, property, sustainable development and finance. Robyn enjoys being involved in situations where her thinking is challenged and she is able to pioneer new ways of doing things. Robyn is Co-founder of Resicert and is actively involved on the Board of Directors. As Finance Manager, Robyn is responsible for keeping the money flowing in the right direction at the right time. Often affectionately called “The Bag Lady”, Robyn’s main focus is to build a strong, prosperous and financially stable business.

**DANIEL MCCULLEN** - General Manager

Daniel started his career at Resicert as a Licensed Property and Pest inspector and has built up a successful business in the Licensee Area south of Fremantle. As a Licensee and having spent time as the Quality and Qualification Manager, Daniel has taken on the reigns as the General Manager. Originally a teacher in the US, UK and Australia, Daniel’s passion for training and his keen interest in all aspects of property from investment to renovation to inspection has made him an excellent candidate to lead the team ensuring that quality is assured throughout the organisation and that its people, products and processes are aligned to take the company forward.

**LUAN ATKINSON** -Qualifications & Information Manager

Luan started her professional career in the Finance Industry. She started with Resicert in Business Development, became the company’s New Licensee Manager, worked her way to the National Manager of Strategic Alliances and has now positioned herself in the Quality and Information department.

**GRETA GILROY** - Establishment Manager

Greta has a key role within Resicert. Finding the right staff is what makes Resicert different from the rest, and what a great job she has done so far!



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## COMPANY PROFILE

Resicert was founded in May 2009 by Paul and Robyn Antonelli. It was their common belief that there was a need for a higher level of service for individuals in the process of buying or building a home whom lacked the knowledge of being able to determine if their proposed property had sufficient structural integrity. It was this belief that formed Resicert Property Inspections.

Paul and Robyn both strongly believe in sustainability in all facets of life, so they invested considerable time and resources into creating a business model that is not only sustainable, but would also offer a flexible lifestyle and strong profits.

As a Chartered Professional Engineer, with considerable experience and expertise in business and systems, Paul had the perfect foundation to start a Property Inspection business. His professional support and advice to all the Resicert Inspectors enables Resicert to maintain the high standards of service and expertise our customers have come to expect.

Daniel McCullen, a former Building and Pest inspector for Resicert has taken the reigns of the business as General Manager and is looking forward to overseeing expansion of the already recognised Resicert Brand to new states and regional areas as well as exploring other property related services. Another focus is on protecting the newly acquired ISO9001 quality tick by ensuring regular auditing of systems and processes and ensuring the best inspection services on the market today.

Resicert provides value-added, collaborative property inspection services by creating successful partnership with clients, using leading edge technology and exceeding expectations through exceptional performance by every member of the Resicert team.

The Resicert inspection reporting system is one of the most sophisticated and efficient in the industry, enabling the business to consistently deliver on its promise of **"Brilliant inspections, best reports, fast!"**. Paul's business model and systems enable inspectors to concentrate on the delivering of quality inspections rather than being hindered by cumbersome reporting methods.

**It is with this success, that the demand for Resicert Services has now expanded from WA, to VIC, NSW, ACT and SA.**



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## **CAPABILITY AND PROPERTY INSPECTION SERVICES**

With innovative tactics, a time-focused approach and commitment to our delivery standards, Resicert undertakes all aspects of Property Inspections. The services we are able to deliver include the following inspections:

- ✓ Pre-purchase Property Inspections
- ✓ Pest and Termite Inspections
- ✓ Handover Defects (PCI)
- ✓ Pre-Listing Inspections
- ✓ Owner Builder Warranty Defects
- ✓ Builder Warranty Defects
- ✓ Staged Constructions
- ✓ Design Services
- ✓ Retrospective Approvals and Documentation
- ✓ Structural Assessments
- ✓ Sustainability Assessments



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## OUR MISSION

To provide the highest level of service and professionalism to all of our clients. We will conduct our business with the highest degree of integrity, courtesy and expertise.

Continual improvement and evolution will ensure that we stay at the forefront of property inspection services and our clients expectations.

This is the underlying basis to our 100% unconditional money back guarantee relating to all of our inspections.

## OUR APPROACH

Our aim is to provide the highest level of information relating to properties and adapting existing systems and processes to tailor specific requirements for new and existing clients.

Providing reports so that clients are able to make an informed and considered decision on the property which we are inspecting with regards to the structural and maintenance items inspected.

Our role is to communicate our findings clearly and in a way which our clients and all associated parties can easily understand.

## POINT OF DIFFERENCE

Our key point of difference is our approach and the level of customer service and support that we provide.

We provide the highest level of reporting using the most effective and efficient means to execute all our inspections. This covers everything from taking an enquiry, providing a quotation, scheduling an inspection through to delivering the final report.

We always strive to over-deliver on expectations leaving our clients with the highest level of satisfaction possible.

We have the ability to deliver the full spectrum of residential and commercial property inspections services.

With in-house engineering expertise we are able to provide direct advice on any structural issues without having to refer to external consultants.



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## OUR GUARANTEE

- ✓ ISO 9001 Accreditation - The only Property Inspection Company in Australia to have this certification
- ✓ Our reports Comply with Australian Standard AS 4349.1-2007 for Building Inspections and AS 4349.3 for Timber pest Inspections
- ✓ \$3 million Professional Indemnity Insurance
- ✓ Engineering know how and expertise for structural issues
- ✓ We understand our clients needs and are able to innovate for new and existing clients
- ✓ Rapid turn around times and ability to handle numerous inspections quickly
- ✓ Efficient and simple to use online booking forms
- ✓ Constant communication through all steps of the inspection service from the moment of booking to receiving the report
- ✓ We telephone and debrief all clients immediately after the inspection to provide a summary of findings
- ✓ Easy to understand reports. We use simple language and our reports include many detailed photographs for added benefit
- ✓ Solution Focused - if there are any issues in the report we provide clear details on how they can be resolved
- ✓ Reports are available within 24 hours after the inspection has been carried out
- ✓ All inspection reports are stored on our servers for future access
- ✓ We are so confident with our Inspections and Reports that we offer a 100% Money back guarantee
- ✓ 13000 Inspections Completed
- ✓ 9.2 Out of 10 Customer Satisfaction Rating
- ✓ Highest level of Service Guaranteed



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## **ASSOCIATIONS & ACCREDITATIONS**

### **ISO 9001 ACCREDITATION**

ISO 9001 is the internationally recognised standard for the quality management of businesses. It applies to the processes that create and control the products and services an organisation supplies, and prescribes systematic control of activities to ensure that the needs and expectations of customers are met.

### **MEMBER INSTITUTE OF ENGINEERS**

Engineers Australia administers three National Engineering Registers on advice from a board established to ensure the registers operate with integrity and in the public interest.

### **REGISTERED BUILDING PRACTITIONER - VICTORIA**

The BPB is an independent statutory body established under the Building Act 1993. It oversees the quality and standard of professional services in the Victorian building industry. In doing so, it administers a registration system and monitors the conduct and ability to practice of registered building practitioners.

### **REGISTERED BUILDING SURVEYOR CONTRACTOR - WA**

The Building Services (Registration) Act 2011 requires that an individual, partnership or company that carries out, or undertakes to carry out, building surveying work as the person issuing a compliance certificate must be a registered building surveying 'contractor' or a building surveying 'practitioner' employed by a local government (or other) permit authority.

The Building Act 2011 commenced on 2 April 2012 thereby enabling Local Government or registered building surveying contractors to issue a certificate of design compliance required prior to a building permit being granted.



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## TRAINING & QUALITY ASSURANCE

We have in place an extensive training and quality assurance program. All Property Inspectors are required to go through this process which takes place over a minimum 3 month period.

This training includes intensive classroom theory and learning, onsite training with experienced inspectors, detailed checking of all inspection reports and an audit and review processes.

This process is structured to ensure not only the highest level of quality and service is delivered at all times - but also to ensure 100% consistency in our service delivery regardless of the inspector or the location.

## RESICERT PROPERTY INSPECTORS

Our Licensed Property Inspectors are highly trained, motivated and skilled professionals. They have all undergone an intensive selection and recruitment process to ensure we have the highest calibre professionals delivering our services. We have 25 trained and operational Property Inspectors operating across Australia in Perth, Melbourne, Sydney, Canberra and Adelaide.

## SKILLS DEVELOPMENT

Every Resicert employee, receives regular updated briefings on company standards, as well as academic and practical education and training in the most up-to-date techniques and methods within our company.

## SAFETY REGULATIONS

Resicert not only guarantees the highest standards in conducting Inspections, but also in workplace health and safety standards. Both clients and staff benefit from the proven safety program that we have in place.

These include:

- Health and Safety compliance programs
- Audit and Performance Reviews
- Workplace risk assessments





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## TESTIMONIALS

“The level of service was first rate. We gave them short notice and they were very accommodating. The report was comprehensive and will assist us not only in buying the property but also to manage little things into the future to best look after our new home. Thanks for everything. Great service and a lovely guy to deal with.” Jodi, Perth, WA

“Brilliant website – easy to navigate and we knew exactly what we were getting. Follow up from the inspector was immediate and polite. Once we gave the go-ahead, it was organised promptly with the Agent, and this was confirmed with a text message (one of the little things that reassures you that you have made the right decision). The report is detailed and the photos were an excellent touch. Unlike so many companies you deal with these days, Resicert did EVERYTHING they said they would. Brilliant! I would highly recommend them. Quality system, process, people and product! Well done!” Clare, Melbourne VIC

“Seeing the report makes me wish we had known about Resicert sooner. I think we might go ahead and ask you to complete another building report on our other property now. The quality and good explanations in the report were brilliant.” Kathryn, Perth WA

“Service was excellent. Very prompt with no fuss. Comprehensive report was issued immediately followed up with a phone call as the Inspector was leaving the property. Many thanks for making the process so easy. Very impressed!” Karra, Perth WA

“As a property buyer, Resicert certainly puts peace of mind into the purchasing process with their highly detailed and thorough inspections. Their reports are completed on site, which not only means they won't miss a thing and can double check things if needed, and you also get the report back fast, which means a more informed buying decision sooner. First class service.” Ray, Perth WA

“Friendly and Approachable. Customer service was 100%. Overall a fantastic experience and very thorough examination would highly recommend.” Dan, Perth WA

“Got some good advice regarding the general maintenance of the house, which was not given to us by our builder. Appreciate going above and beyond the services requested.” Shalinka, Melb VIC