

Hello Valued Agents

We are a week in, and we are making amazing progress

Saurus Constructions might have hit the pause button on inspections but I can assure you the team are working some crazy hours to deliver.

Clinton & Rebecca Bargaquast, the directors of Saurus Constructions decided to combine the demands from their busy personal schedule at this time of the year and the needed time required to conduct an upgrade and an audit

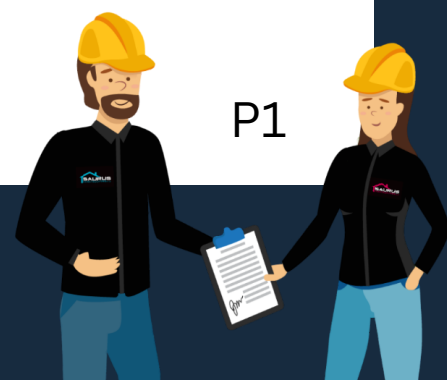
Our team, and our company aim to supply you the best our industry has to offer. We really appreciate your patients and support in this current market.

Our upgrade started Monday 24/10/22 the team will be back to inspections Monday 07/11/22

Reception hours are remaining the same during this upgrade
9am to 1pm Monday to Friday

WHAT YOU CAN EXPECT TO SEE

- New Blogs
- Report Template Upgrade
- Policies & Procedures Reviewed
- Staff Development and Training
- Working Towards a Paperless Run Office System
- Website Upgrade with More Functions & Content



MEET THE SAURUS TEAM BEHIND THE SCENES

Clinton - Director
Rebecca - Director
Casey - Receptionist
Mel - Database Upgrader
Jake - IT Guy
Leah - Content Writer

EXPECT A CALL FROM REBECCA NEXT WEEK

Saurus Constructions is taking a deep dive into our policies, website & procedures.

We are about to launch into our new promotional material & distribute to you, **but** before we get too carried away, we are after some valued feedback and honesty.

Rebecca will be in touch next week to have a chat and ask some questions about different features of the business.

We are always looking to improve and value your feedback.

This will be your perfect opportunity to ask Rebecca any questions you may have.



WE HAVE SET SOME CLEAR POLICES MOVING FORWARD – THIS ONE WILL HELP US ALL

You will be provided you with a time and date minimum ** 3 day prior to inspection – sooner when possible

let me explain why

We receive a lot of calls from agents requesting a time and date for building and pest inspections

We understand this is extremally important information that shapes your week and giving you time to forward that information homeowners / tenants

Regardless of when your client books we need to completely fill that day before we can provide you with a time slot as we service a large area

Our admin also requires the client to return paperwork and provide payment to secure the booking – this can no longer slip through the cracks and be provided last minute or after inspection

We now have a strict policy at our end with our clients that to escalate the booking process T&C's must be returned & proof of payment must be made 4 days prior to allocate & secure an inspection date & time otherwise we simply push them back to the next available booking – this will stop all the mucking around (Lot of work & and drives us all crazy)

P3



We have put measures in place to assist with this

- New clear information when booking with auto emails
- We now accept credit card over the phone & 4 new ways to pay providing a link – direct deposit is still available
- We have a new follow up system in place with calls, emails, or text to our clients

Now having said all that we are also far better equipped to Fastrack and process last minute bookings & move forward appointments if we have a last minute cancellation – and you will be notified as soon as possible to kick in to action your end - flexibility is key

We really are going above and beyond to supply and provide a fantastic working environment between our two companies – all the while providing the client a 5-star service

Thank you

The Saurus Constructions Team

