



Agent Manual

SAURUS CONSTRUCTIONS

SAURUS CONSTRUCTIONS

Office Hours:

Monday to Friday 9am – 1pm
Office Landline – 07 41210714
Saurus Constructions Mobile Phone: 0428 823 667
Email: bookings@saurusconstructions.com.au
Website: saurusconstructions.com.au

Inspection Times:

Monday to Friday, 6am – 6pm
Saurus Constructions Pty Ltd provides Building, Pool and Pest Inspections to the Fraser Coast, Sunshine Coast, and Wide Bay North Burnett Regions. Rebecca and Clinton are committed to providing the best professional service, using the latest technologies, and delivering comprehensive same-day reporting for their clients.

Our Services

SERVICE	PRICE
Pre-Purchase Building and Pest Report	\$485
Pre-Purchase Building Report	\$320
Pest Inspection	\$230
Pool Safety Certificate and Report	\$250
Pool Health Check	\$70
Pool Signs	\$50
Handover Report	\$320
Vendors Defect Enquiry Report *Building Only	\$320
Vendors Report Building and Pest Inspection	\$485
Dispute Report – Including Notes	\$500
Re-Inspections	\$260
Stage Inspection *New Builds	Quoted
Re-Inspection *conditions apply	
Rental Health Check - Coming Soon	

Our Services. Continued

- Prices current as of 09 March 2023. These are subject to change without warning at the discretion of Saurus Constructions
- Travel Fees could also apply – starting from our office 27 Georgia Way Oakhurst QLD 4650
- Vendors reports must be a Building and Pest. It is important to deliver all the information to the seller prior to listing. This is a non-biased opinion. The report comes in the same format as a Building and Pest Inspection, but it contains different underwriting.
- Payment over the phone now available by card using square. A direct link option is also offered. This links to Google pay and Apple pay. Please phone the office to arrange this.

***A 2.5% payment processing fee applies to credit and debit card payments

Clinton Bargaquast our inspector takes his time to carefully inspect the interior and exterior of the property, including the roof, building, sub-floor structure and more.

Please visit our website for up-to-date inspection pricing & travel fees

Link - <https://saurusconstructions.com.au/price-list-2/>

MEET THE TEAM

Clinton and Rebecca Bargaquast - Inspectors

We are Clinton and Rebecca Bargaquast, founders, and directors of Saurus Constructions Pty Ltd. We are a husband-and-wife team with three lovely sons and have been in the building business for over 30 years.

Saurus Constructions was established in 2007. We are immensely proud of our journey and the great reputation we acquired among our peers and community along the way. We love living in this part of the world and servicing the Fraser Coast, Sunshine Coast, South Burnett- Gayndah- Mt Perry and Mundubbera regions.



In our spare time, we enjoy being with family and friends, overhauling vintage cars, fishing, and camping. We take great joy in planning our next projects and adventures because life is short and we really like working hard on our goals. We have built nine house and land packages, renovated, and flipped 13 for ourselves (lost count for others) and we manage our own rental investment properties – Rebecca gets attached to some we are meant to buy and flip- so we rent them out!

Casey Massicks – Admin and Marketing

I am new to the building industry; I bring with me several years of administration and marketing experience in various government departments.

I moved to Australia with my family when I was 14 in 2004 from Auckland NZ and have fallen in love with Queensland, but come footy season, I'm the All-Blacks biggest fan. I also have two boys under the age of four who keep my husband and I extremely busy.



Since moving to Australia we've loved exploring the Fraser coast beaches, playing in the surf and enjoying BBQs (in the shade!). But I have to say, who doesn't love binge watching true crimes on Netflix, after you've put the kids to bed?

I am looking forward to using my digital marketing skills to promote Saurus Constructions make sure they stand out amongst the crowd.

BOOKING A BUILDING AND PEST INSPECTION:

Congratulations on the sale of the house! Now it's time to book a B/P. you can either get your client in touch with us via phone or the website. Otherwise, we can help you book it as well via the above-mentioned methods.

We have between 4 & 7 time slots available online Monday to Friday depending on location and inspection type the client is booking.

We service a large area and a variety of inspections to ensure the flow for the day we do not notify you your allocated time slot until the day has been fully booked and mapped out by Casey – We understand you require as much notice as possible, so we ensure you are sent your agent questionnaire ASAP

BOOKING TIMES SLOTS LOOK LIKE THIS:

- 6:00am to 8am
- 7.30am to 9.30am
- 9am to 11 am
- 10.30 to 12.30pm
- 12pm to 2pm
- 1.30pm to 3.30pm
- 3pm to 5pm

WHY TIME FRAMES INSTEAD OF SET START TIMES

We know this is frustration beyond measure for some agents who like to attend inspections, we are also aware this can be inconvenient for the Homeowners/ Tenants

Please understand having set times, we had a lot of wasted wait time on the side of the road making an unproductive & extremely unnecessary long day for Rebecca & Clinton with this new system and staff in the office we can accommodate for last minute cancellations, squeeze in that emergency appointment, extra travel time or no travel time required, unexpected wait time like roadworks or an accident

Since we started our industry has changed dramatically – introducing the use of lockboxes & no longer meeting with buyers, our onsite time has reduced. With Clinton and Rebecca working together residential Building and Pest inspection can take 40 mins onsite, and 40mins offsite to write the report and be emailed to our client before starting our next inspection

In one day, it's not uncommon for us to inspect a variety of properties including commercial buildings, residential homes & pool inspections- none of these inspection onsite time are the same so time frames gives us the flexibility we require to service all our clients and not leave anyone disappointed

How we believe we can help is with **ETA** - On the day of inspection, we can send Agents, Homeowners, or Tenants a message through ServiceM8 with an ETA and a link to track the arrival time of the Inspectors. This way nobody is standing around waiting for us to arrive and it is update in real time

Our business prides itself on communication, we also extend this service to homeowners and tenants if agents can supply contact details at time of booking confirmation when possible.

**We understand with privacy laws, and this is not always possible

BOOKING OPTIONS

1. Online
2. Request a call back
3. Phone the office – 9am to 1pm
4. Send us an email

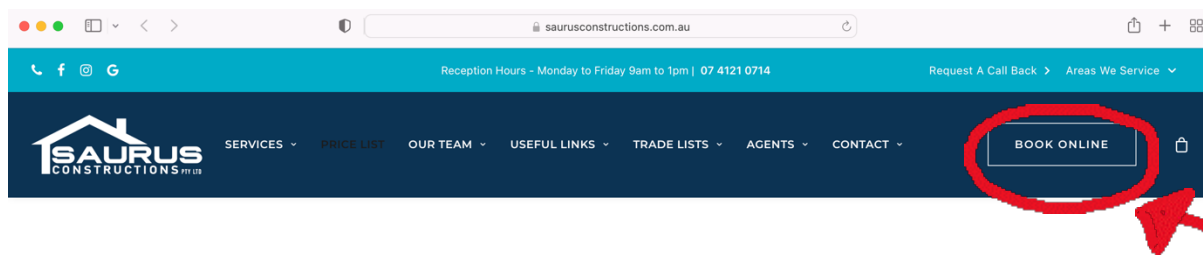
1. **Online** – www.saurusconstructions.com.au

Yourself (Agent) and client have 4 ways to book an inspection

Book Now Button top right corner of our website

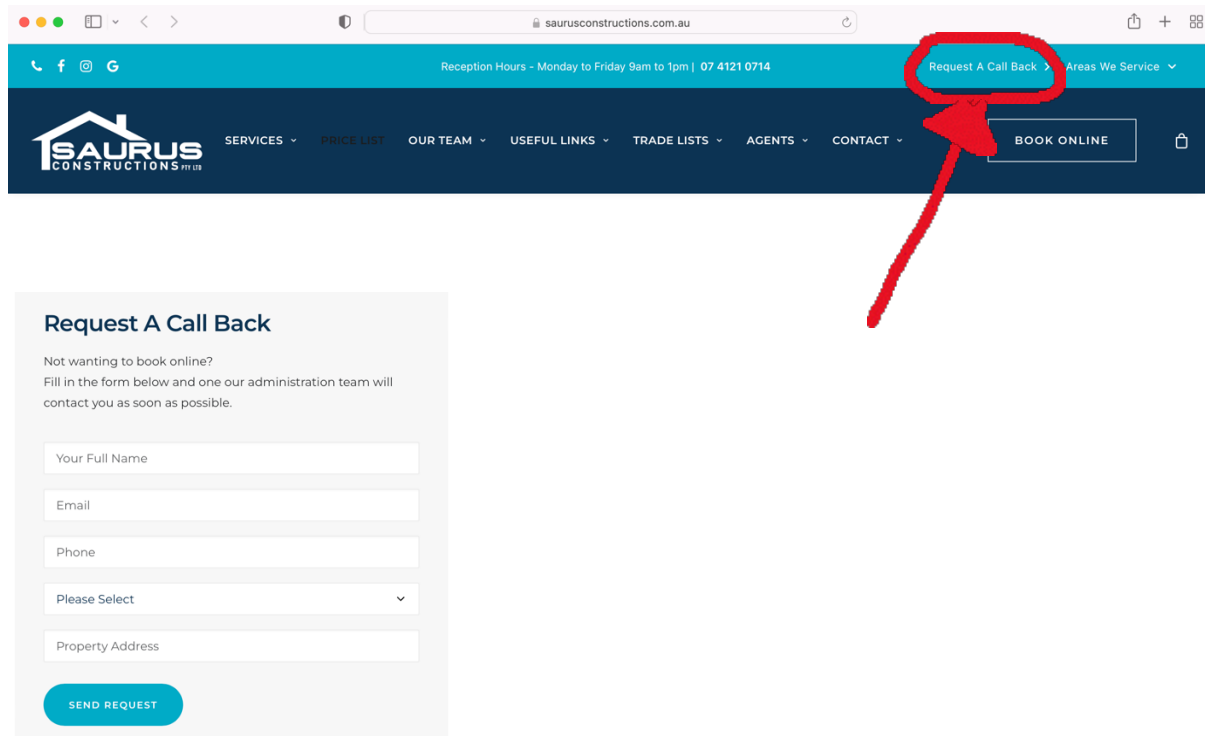
This is our preferred option – this is a great way to get all the correct information

Please note – even when calling the office, we use this online booking process



2. Request a call back

<https://saurusconstructions.com.au/request-a-call-back/>



The screenshot shows the website's navigation bar with the 'Request A Call Back' link highlighted in red. Below the navigation bar is the 'Request A Call Back' form, which includes the following fields:

Request A Call Back

Not wanting to book online?
Fill in the form below and one our administration team will contact you as soon as possible.

Your Full Name

Email

Phone

Please Select

Property Address

3. Phone 07 41210714 or 0428 823 667

Casey handles all our bookings. Booking processing and general enquiries

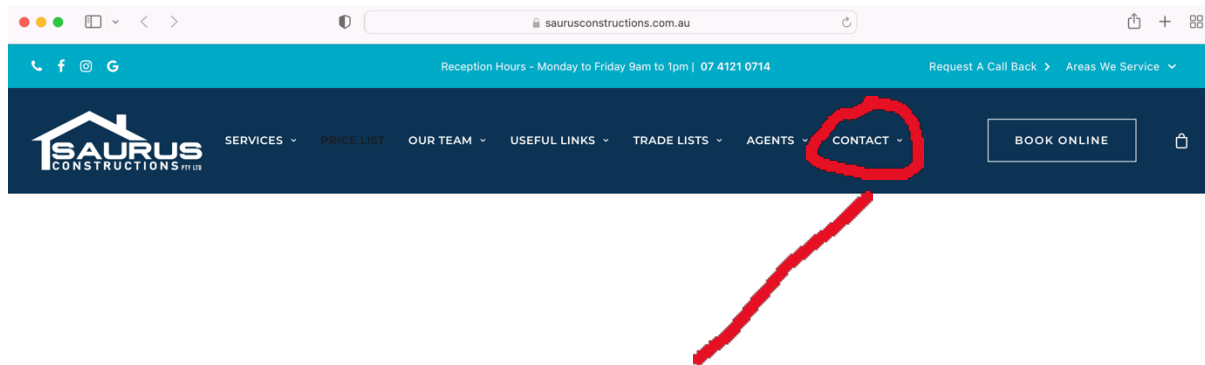
9am to 1pm we have Casey in our office – because we know it is still nice to talk to a human

***** PLEASE NOTE *****

Rebecca & Clinton do not process bookings as we are working onsite and rarely in the office– please advise your clients to call within office hours and ask to speak with Casey

4. Contact us via email

Through our website or bookings@saurusconstructions.com.au



Area's we Service:

- Wide Bay (Including Childers and Biggenden) Monday – Thursday
- Bundaberg (Including Gin Gin & Bargara) Thursday fortnightly
- Gayndah (Including Mundubbera, Eidsvold, Mt Perry & Monto) Friday Fortnightly
- Sunshine Coast – by appointment only

What Information is Needed:

All the information is prompted for you to fill out on the booking form, if you are doing it via phone we will need to know

- Name of Client
- Contact number and email
- How soon it is needed to be completed
- Address of the property
- If it is tenanted, owner occupied, or vacant

What happens if the House is tenanted?

If the house we are going to inspect is tenanted, we now need a copy of the Form 9 Entry notice. This is due to several incidents where tenants have denied us access or made access difficult. By having a copy of this form on hand, it eliminates any disputes with tenants

If you are making the booking via phone, please ensure all this information is ready to go so we can capture what we need.

Alternatively, booking through the website is preferred.

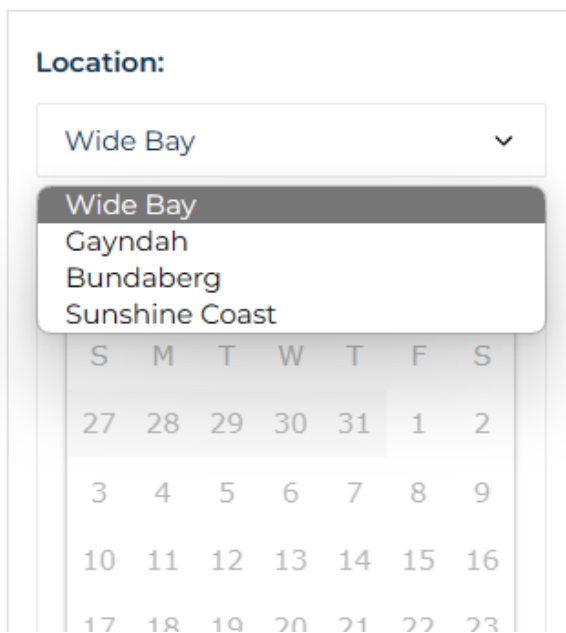
MAKING THE BOOKING:

Our website is very user friendly; it allows bookings to not only be made on the computer but on your phone or tablet as well.

1. Go to saurusconstructions.com.au, and select the BOOK ONLINE option



2. Select the area you are booking for

A screenshot of a web form. At the top, it says "Location:". Below it is a dropdown menu with "Wide Bay" selected and a downward arrow. The dropdown menu is open, showing four options: "Wide Bay", "Gayndah", "Bundaberg", and "Sunshine Coast". Below the dropdown is a calendar grid with days of the week (S, M, T, W, T, F, S) and dates from 27 to 23.

3. Select the date

Availability on September 0 for Wide Bay: 4 appointments left.

4. Select the Inspection you require

Select an option...


- Pre-Purchase Building and Pest Inspection (+\$485.00)
- Pre-Purchase Building Inspection (+\$320.00)
- Pest Inspection (+\$230.00)
- Pool Barrier Inspection (+\$250.00)
- Pool Barrier Health Check (+\$70.00)
- CPR Pool Sign (+\$50.00)
- Handover Report (+\$320.00)
- Vendors Defect Enquiry Report *Building only (+\$320.00)
- Vendors Report – Building & Pest Inspection (+\$485.00)
- Dispute Report (+\$500.00)
- Re-Inspection (+\$260.00)

Select an option... ▼

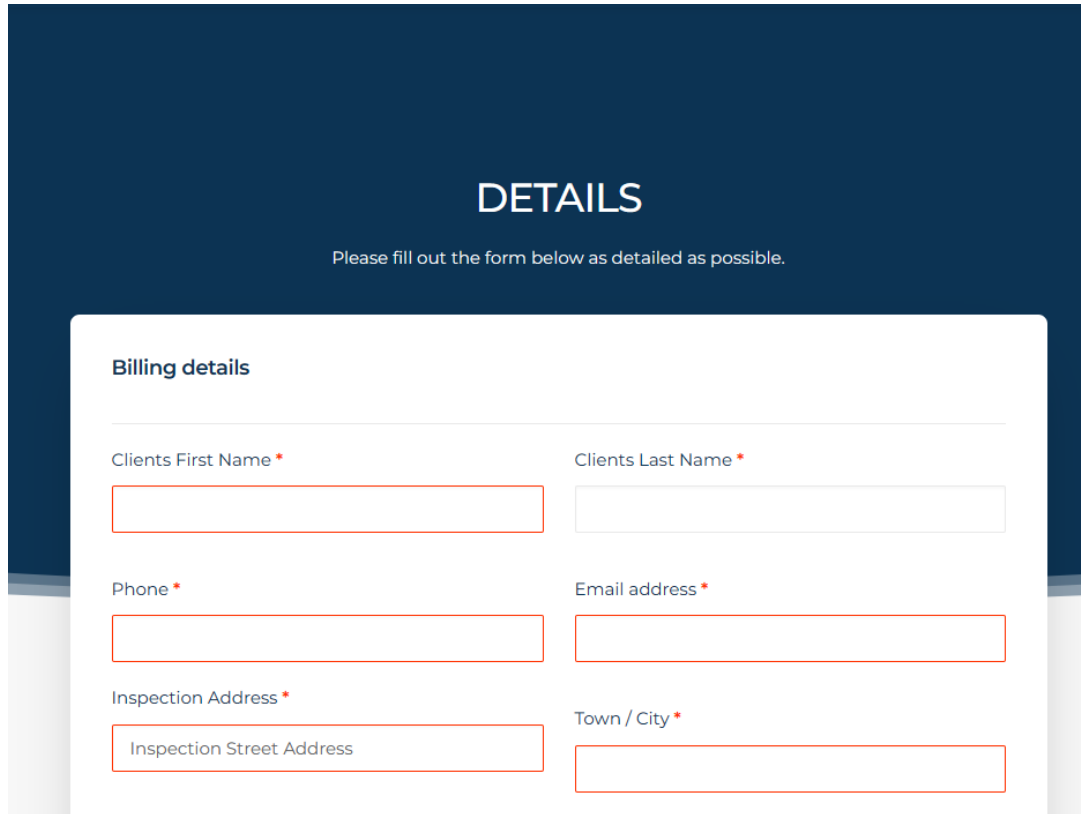
*** Please note:
 Prices displayed on this screen is subject to change if travel is required, or if there are additional building charges required

Online Booking Colour:

- Red – This Means our day is fully Booked out
- White – We are unavailable this day

 Green – Book away

This is what the online booking page looks like



DETAILS

Please fill out the form below as detailed as possible.

Billing details

Clients First Name *	Clients Last Name *
<input type="text"/>	<input type="text"/>
Phone *	Email address *
<input type="text"/>	<input type="text"/>
Inspection Address *	Town / City *
<input type="text" value="Inspection Street Address"/>	<input type="text"/>

Country / Region *Australia

Sale Options *

Realestate x v

Agents/ Owners Name *

Agent/ Owners Number *

Is the property high or low set? *

N/A x v

Occupied or Vacant *

Tenant/ Occupied x v

Type of Inspection *

Residential x v

Beds *

N/A x v

Baths *

N/A x v

Pool *

No x v

Sheds *

N/A x v

Kitchens *

1 v

Additional information

Order Notes (optional)

Notes about your order, e.g. special notes for delivery.

I acknowledge price is subject to change after staff have verified location & details of property **

How'd you hear about us?

Your order

Product	Subtotal
Inspection Booking × 1 Service (\$485.00): Pre-Purchase Building and Pest Inspection Booking Date: September 28, 2023 Location: Wide Bay	\$485.00
Subtotal	\$485.00

Total \$485.00

[Check booking availability](#)

[REQUEST CONFIRMATION](#)

5. Complete the required information. This helps us capture everything we need to know about the property
6. Client/Agent must tick the box regarding the price before they can proceed with the booking. This price is due to change depending on travel and or additional building charges

I acknowledge price is subject to change after staff have verified location & details of property**

7. You must hit the **Request Confirmation** button to book the inspection

An email will now be sent to the client to confirm a booking has been made.

**ONCE A CLIENT HAS MADE AN ONLINE BOOKING
THIS IS AN AUTO EMAIL SENT TO THEM**

Your Booking Has Been Received!

Hello [REDACTED]

Your booking has been received and it's pending confirmation. The details of your booking are shown below.

Booked Product	Inspection Booking
Booking ID	10432
Location	Wide Bay
Booking Start Date	September 27, 2023
Booking End Date	September 27, 2023

CONFIRMING A BOOKING:

Saurus Constructions now uses ServiceM8 to arrange jobs and communicate with both the client and the agent.

Once bookings have been processed and the run has been arranged for the day, we will send either a text message or email through ServiceM8 with the following

- Date
- Time
- Address
- And link to the questionnaire



SMS Message to

10:36 AM 19/09/2023 -

Hi

We have a Building and Pest Inspection booked for 21st September 2023

At:

Inspection start time between the hours of:
9am and 11am

Please complete the questionnaire to finalise the above booking.

<http://saurusconstructions.com.au/questionnaire>

If the time and date is not suitable, or you would like us to complete the questionnaire over the phone, please contact Reception between 9am - 1pm Monday to Friday 07 4121 0714 or 0428 823 667

We look forward to working with you.

Saurus Constructions

Please complete the following details for the inspection. It is important that we capture all this information about the property.

Click this link to complete the Questionnaire



AGENT QUESTIONNAIRE

Is this property?

How do we gain entry to the property?

Clinton and Rebecca will be onsite for the inspection for a total of one hour.

Agents, please ensure for a through inspection all keys are provided for entry *re-inspection fees will apply to the client if we are requested to return at a later time & date.

Any animals on property?

Who will be onsite at time of inspection?

We understand time frames are frustrating and appreciate your flexibility, if you would like our inspectors to call yourself, homeowners, or tenants with ETA 1/2 hour prior to arrival please provide contact details.

ETA Call

Contacts Details

By ticking this box, you acknowledged that Saurus Constructions Policy states - only Agents, homeowners & tenants can be present at time if of inspections.

SEND REQUEST

***Due to changing government mandates regarding COVID-19 and effective immediately, clients will NOT be able to attend inspections. This is for the safety of our staff, clients, and the residents. We apologise for any inconvenience this may cause, but safety and wellbeing are our number one priority.

Clinton, our inspector, will make contact with your client after 5pm to discuss the inspection. Alternatively, your client can contact Clinton on [0417 768 689](tel:0417768689) during the day to discuss.

ACCESSING THE PROPERTY:

We have a few different options when gaining access to a property

- Owners or Tenants letting us in
- Real-estate Agent Meeting us on site
- Picking up Keys from the office
- Keys being left in the mailbox or lock box supplied by us

Our lockboxes are a great option as they are completely safe for leaving keys in on the property. The code is private between Saurus Constructions and the Real Estate.

When opting to use the lockbox be sure to add intended lockbox location and code when filling out the agent questionnaire – also add how you would like the keys returned

The good thing about these boxes as they can be used again and again, and for other companies as well.

If you do not have a lockbox and would like one, please call the office on 07 41210714 between 9am and 1pm and we can organise to get one sent to you

OPTIONS TO RETURN KEYS

- Leave on site for yourself or another tradesman to collect
- We can return keys and lockbox to your office or agreed location

Providing us with the contact details for the current residents allows us to make direct contact with them if there is an issue, to let them know we are on the way, or if we are running late. We understand this can be a privacy issue in some cases – where possible please provide a contact name and number.

The final box is a great method of letting us know of any pets on the property, and if they are indoor or outdoor animals. We want to make sure that we don't let any animals out by mistake.

Once you have completed all the information be sure to press the Send Request button. All the information provided will then be emailed to us for our records.

Form 9:

When sending the Form 9 to tenants, please ensure that you cc us in on that email so we have a copy for our reference.

RE-INSPECTIONS

A re-inspection is at the discretion and responsibility of the buyer. This a service Saurus Constructions offers and is not compulsory. Saurus Constructions cannot be held liable for an incomplete inspection due to access issues.

Unfortunately, this is happening too often where we are not given access to the whole property, and this leaves our report incomplete.

It is the agent's responsibility to gain us full access to the property & ensure all keys are in working order with all doors, windows, and access to roof voids & subfloors can be opened.

Saurus constructions can NOT and will NOT use force to obtain entry – even under instruction.

If keys cannot be dropped off to us at the inspection location at time of inspection, we will complete the report as much as we can with the option to re-inspect later date & time.

If you receive your report and you still require or wish to have the property re-inspected

THIS IS NOW OUR POLICY

- This can only be requested by our client
- The invoice is issued to our client and in our client's name – regardless of who pays this invoice
- This invoice is to be paid in full before re-inspection is conducted
- The re-inspection fee is \$250 + travel regardless of the space to be inspected
- Regardless of who pays this re-inspection invoice, the report is the name & property of our client
- We will not determine who is at fault if we can't gain access – if our client wishes to forward this invoice to a 3rd party (the agent or the seller) this has nothing to do with our company and will not engage in this matter

We understand this is a frustrating situation and we appreciate your understanding and value our time to bring you all the information you require to make an informed decision.

OFFICE HOURS/STAFF:

We know your time is valuable so reaching out to us has never been so easy

Saurus Construction Mobile Phone 0428 823 667

6am to 6pm Monday to Friday please leave a SMS or voice message A/H

Saurus Construction Landline 07 41210714

9am to 1pm Monday to Friday please leave a voice message A/H

Office email bookings@saurusconstructions.com

Monday to Friday 9am to 1pm office staff will respond to emails

Contact us through our website www.saurusconstructions.com.au

Saurus Constructions PTY LTD

do not on-sell reports

The underwriting in our reports do not support this – over the years we have seen many reasons as to why – un-tradesman like work being conducted after our inspection and privacy being our 2 big deciders

Saurus Constructions supports the information supplied in the report at time of inspection and we are happy to be in ongoing verbal contact to the persons who ordered the report

Without permission from the purchase of the report – **Please note we cannot forward report to a 3rd party

FOR YOUR INFORMATION – THIS IS THE WORDING ATTACHED TO OUR EMAIL WHAN WE SEND OUR REOPRTS

Please find attached the Inspection Report

Please feel free to contact Clinton on 0428 823667 if you have any questions. Alternatively, Clinton will contact you after 5pm.

*** Please Note: Reports can be distributed at your discretion. However, reports are not to be on sold for a financial gain to a third party. Third parties have not agreed to the required Terms and Conditions.*

Information found in this report is current as of the date of Inspection. Any modifications, and alterations made to the property after this are at the liability of the owner. Saurus Constructions and the Client (You) cannot be held accountable for these changes.

Saurus Constructions has made the decision to not on sell the reports as a company, to protect your privacy and the integrity of the business.

Thank you for choosing Saurus Constructions.

Rebecca and Clinton Bargaenquast

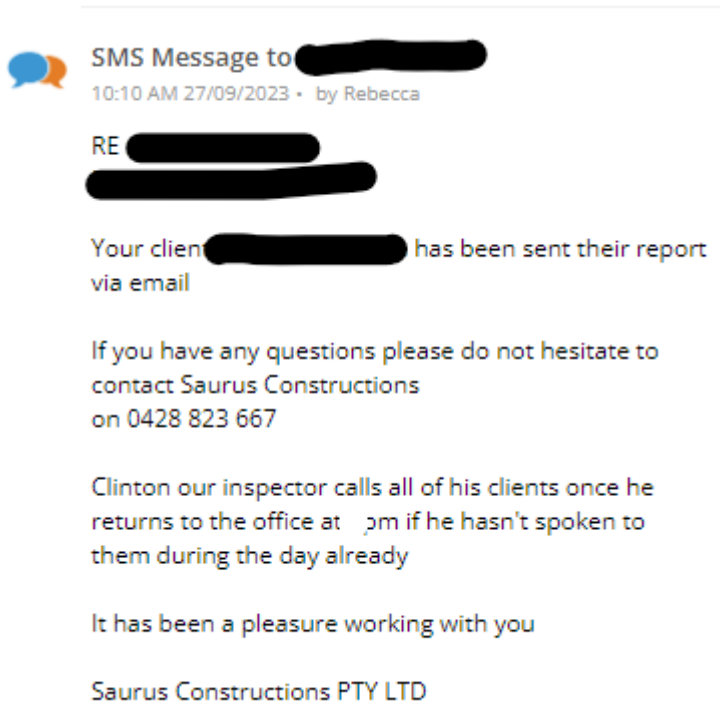
We would love your feedback. Leave us a review.

<https://app.adonreview.com.au/review/saurus-constructions>

REPORT HAS BEEN SENT

We want to keep great communication with you through the whole process

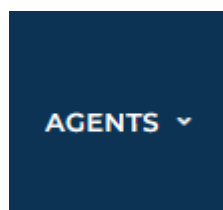
Once the report has been sent to the client, you will then receive a text message through Service M8 to advise the client has been sent the report



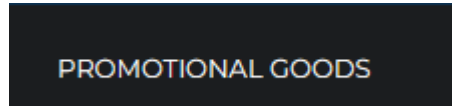
ORDERING PROMOTIONAL MATERIAL

Did you know Saurus Constructions also has a great range of Promotional Material available on our website for you to order. All of these items are Free of charge.

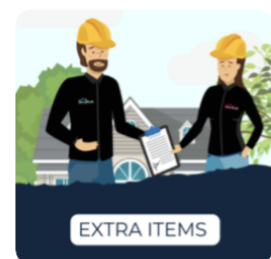
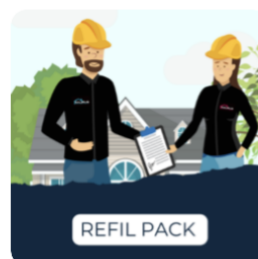
1. On our website select the **Agents** Tab



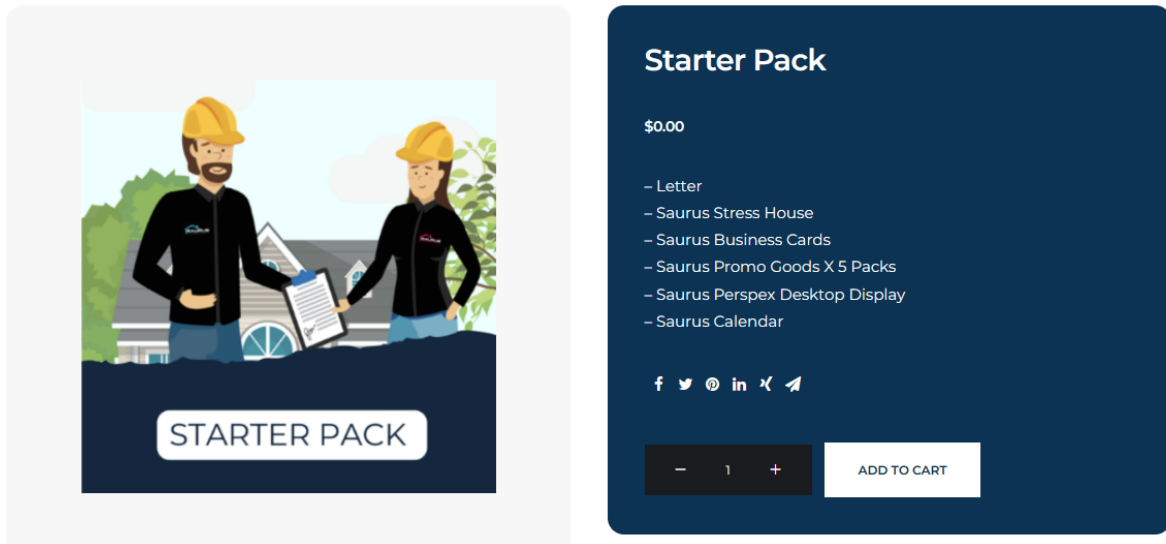
2. Then go to **Promotional Goods**



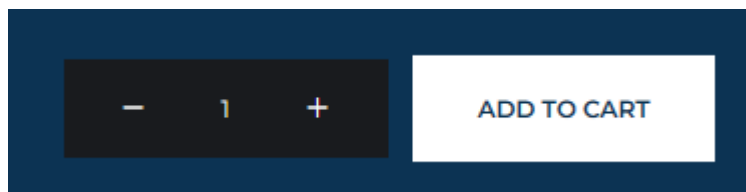
3. Select the pack you are after



4. Here it will show you what is included in the pack you have chosen.



5. Click add to cart



6. You will then be taken to another screen where you can add all your details or add to your cart

"Starter Pack" has been added to your cart.

[CONTINUE SHOPPING →](#)

Billing details

7. Add your details

Billing details

Agent Name

Phone *

Email address *

Address

State / County *

Postcode / ZIP *

Additional information

Order Notes (optional)

Notes about your order, e.g. special notes for delivery.

8. Click place order

Your order

Product	Subtotal
Starter Pack × 1	\$0.00
Subtotal	\$0.00
Total	\$0.00

PLACE ORDER

9. You will receive an automatic email to say that your order has been placed

Your order will now be boxed up and either sent via post, or delivered in person to your office

OFFICE HOURS

Monday to Friday 9am to 1pm

0428 823 667 07 4121 0714

As we launch our business to have a strong online present, we are always going to be keeping a friendly staff member available for that good old-fashioned service

To offer our clients the best possible service I encourage you to direct those who are not comfortable with online booking to call our office landline or mobile number between

9am and 1pm Monday to Friday

**WE WOULD LIKE TO TAKE THIS
OPPORTUNITY
TO THANK YOU FOR YOUR TIME AND
SUPPORT**

NOTES